

Clearing a Browser's Cache

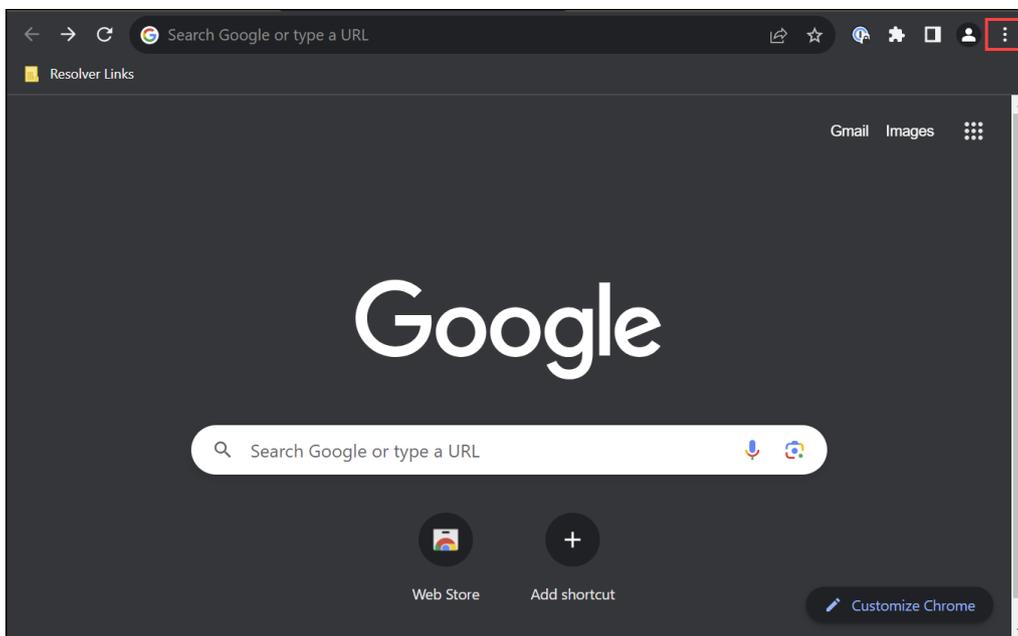
Last Modified on 11/23/2023 11:53 am EST

Overview

If you are experiencing unexpected issues with Resolver, clearing your browser cache can help. The following instructions are for Google™ Chrome™ and Microsoft® Edge.

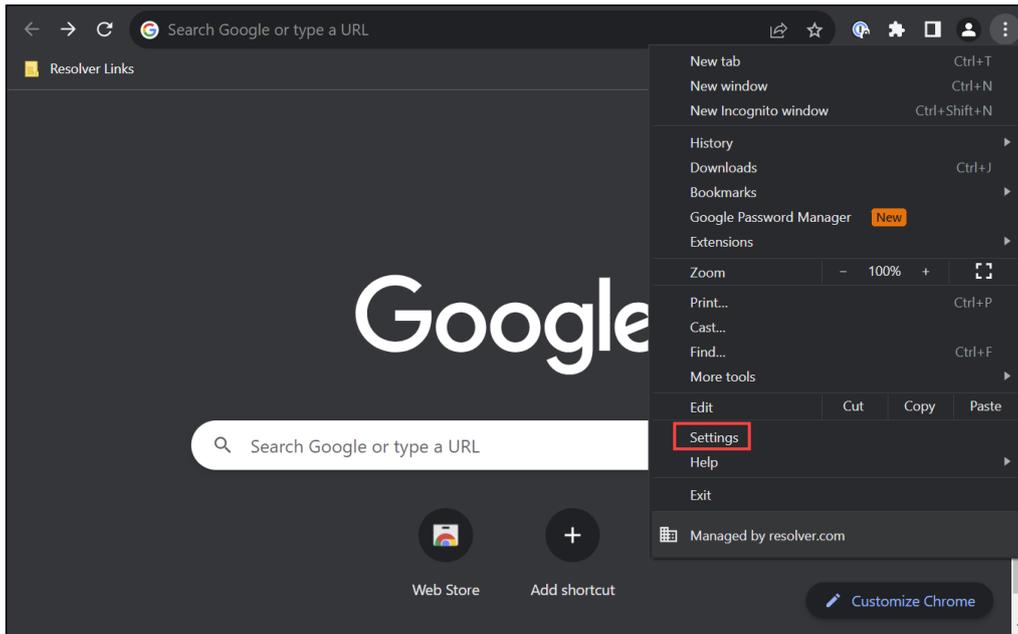
Google Chrome

1. Navigate to the Google Chrome browser.
2. Click the **Ellipsis** icon on the browser screen.



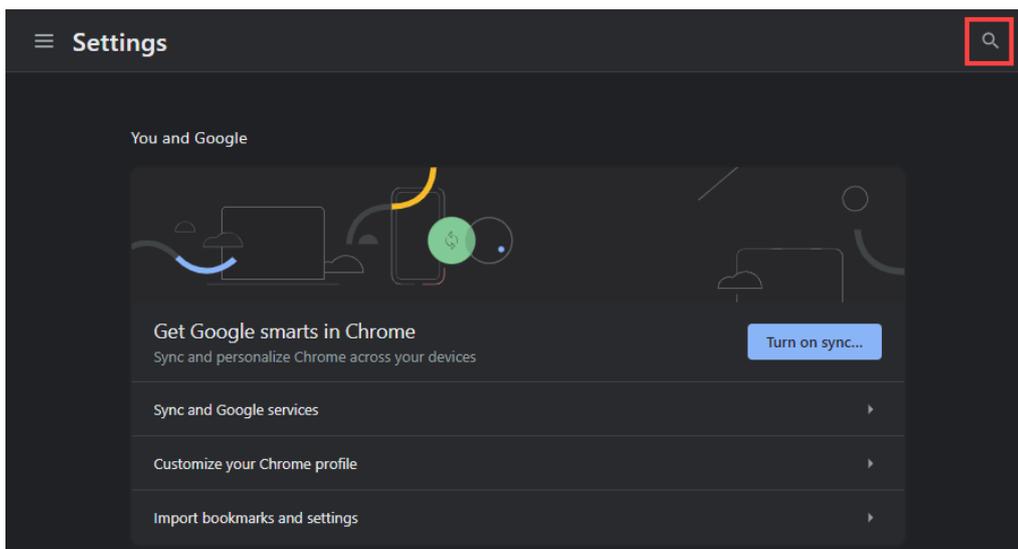
Ellipsis Icon

3. From the **Settings** dropdown menu, click **Settings**.



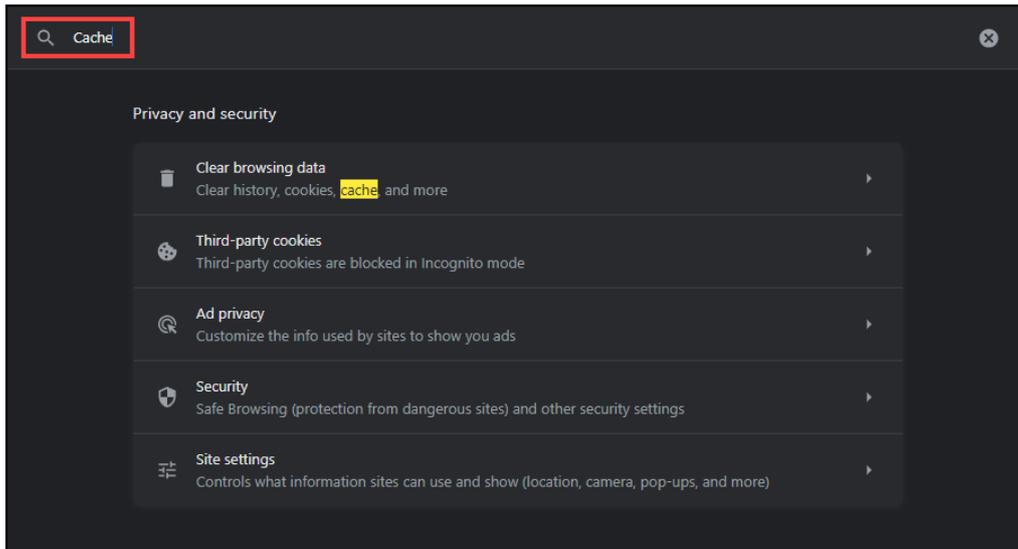
Settings

4. From the **Browser Settings** screen, click the **Search** icon.



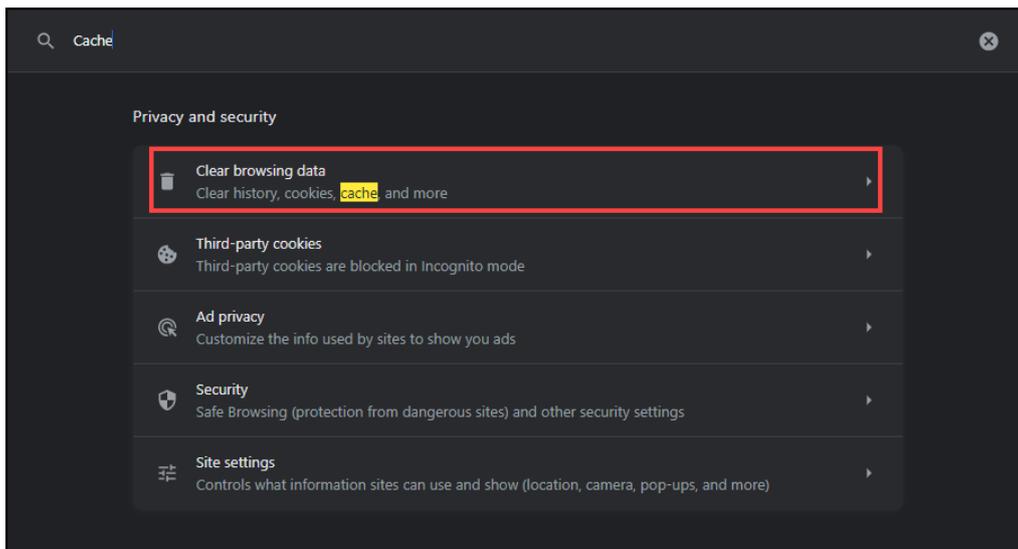
Search Icon

5. Enter Cache in the **Search** field and press the **Enter** key.



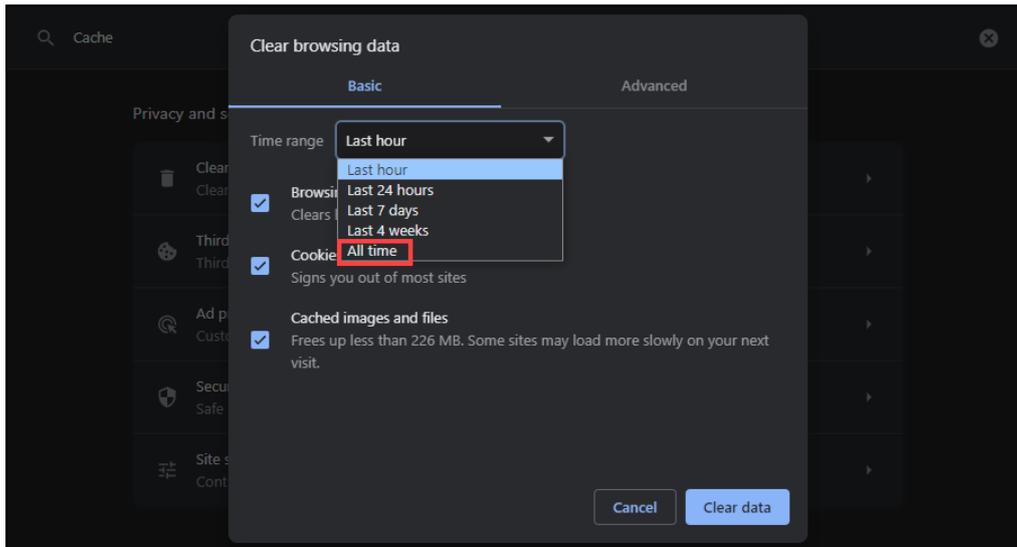
Search Field

6. Click the **Clear browser data** link.



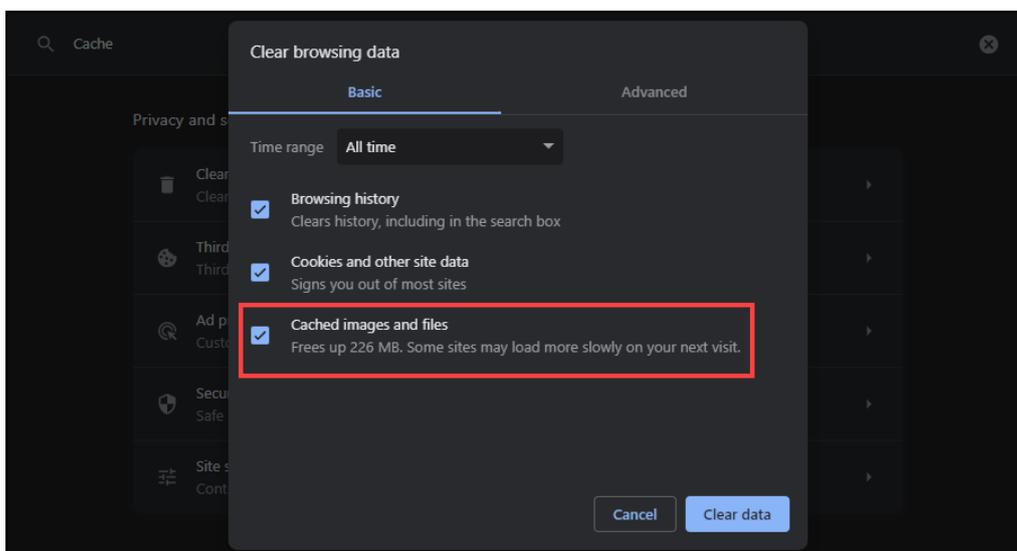
Clear Browser Data Link

7. From the **Clear browsing data** screen, click the **Time Range** field and select **All time** from the dropdown menu.



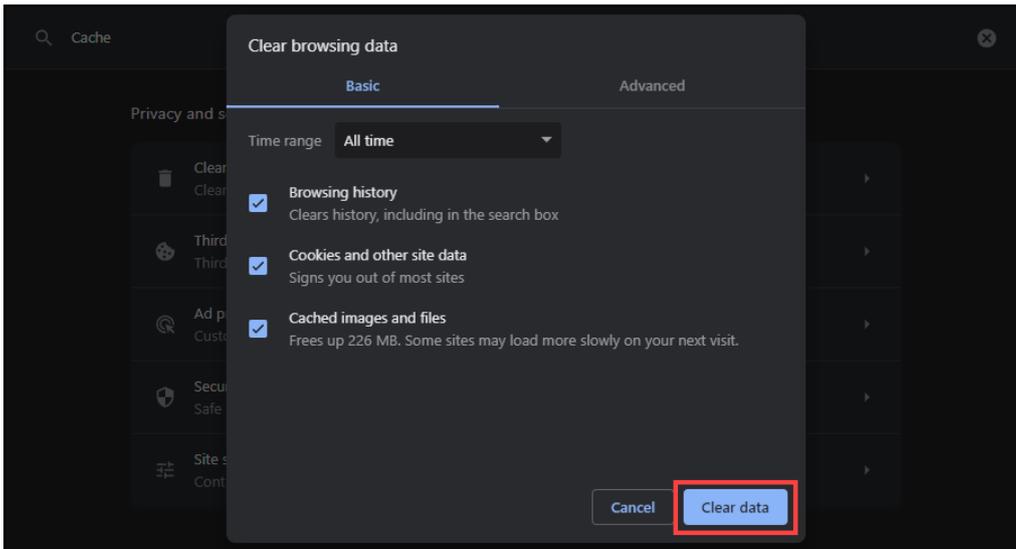
Time Range Dropdown Menu

8. Deselect the areas where cache files will not be delete, ensuring you select **Cached images and files**. By default, all options are selected to be deleted.
 - **(Optional) Browsing history:** Deletes all visited website addresses from History, website shortcuts when opening a new tab, and address bar predictions.
 - **(Optional) Cookies and other site data:** Deletes all user login credentials for visited websites, History, and web preferences.
 - **(Required) Cached images and files:** Deletes all temporary internet files, speeding up your browser.



Cached Images and Files

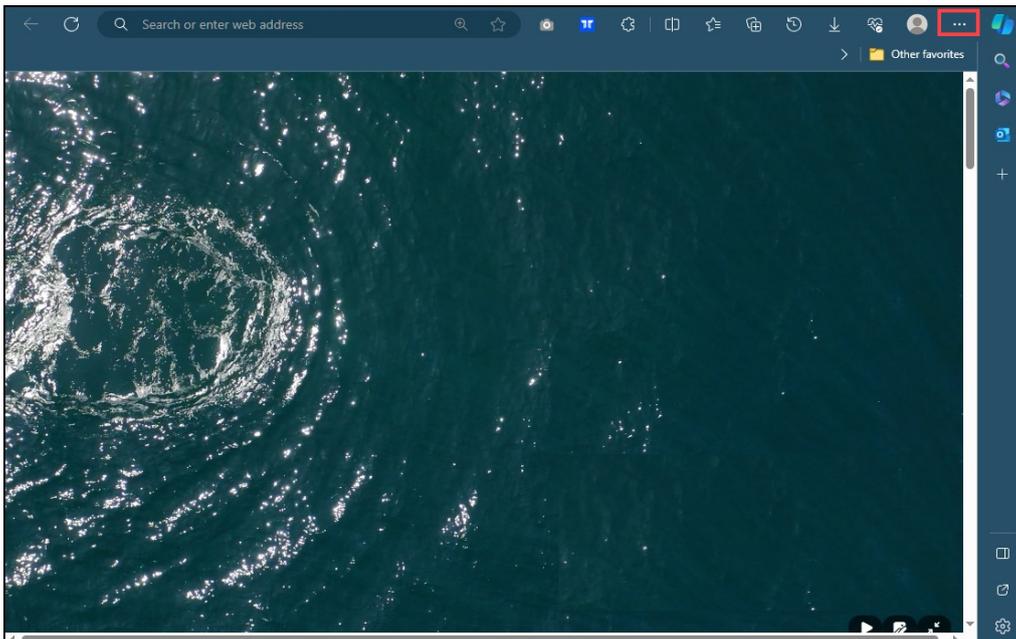
9. Click the **Clear data** button to clear the selected cached data.



Clear Data Button

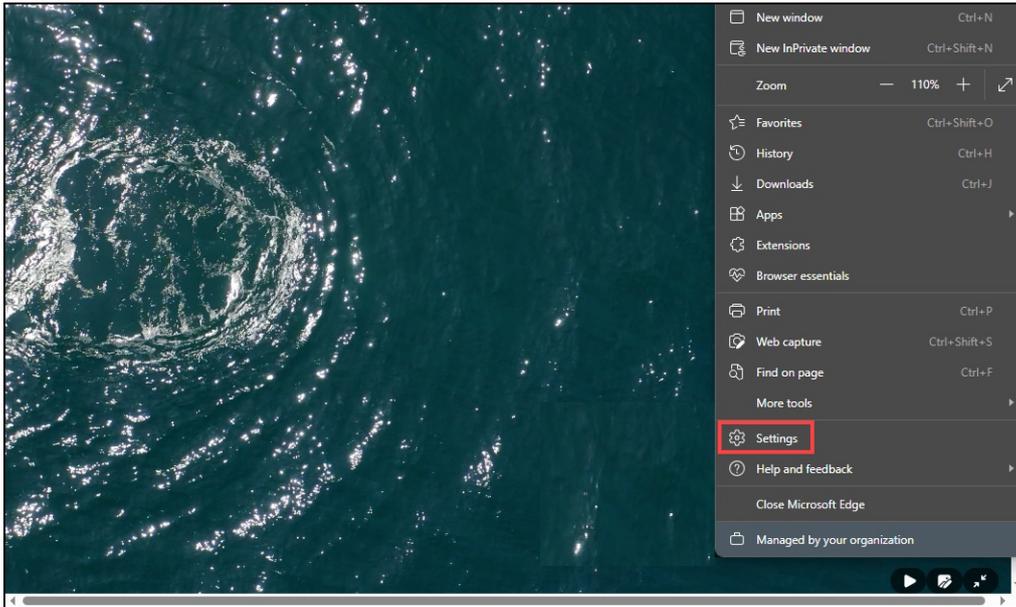
Microsoft Edge

1. Navigate to the Google Chrome browser.
2. Click the **Ellipsis** icon on the browser screen.



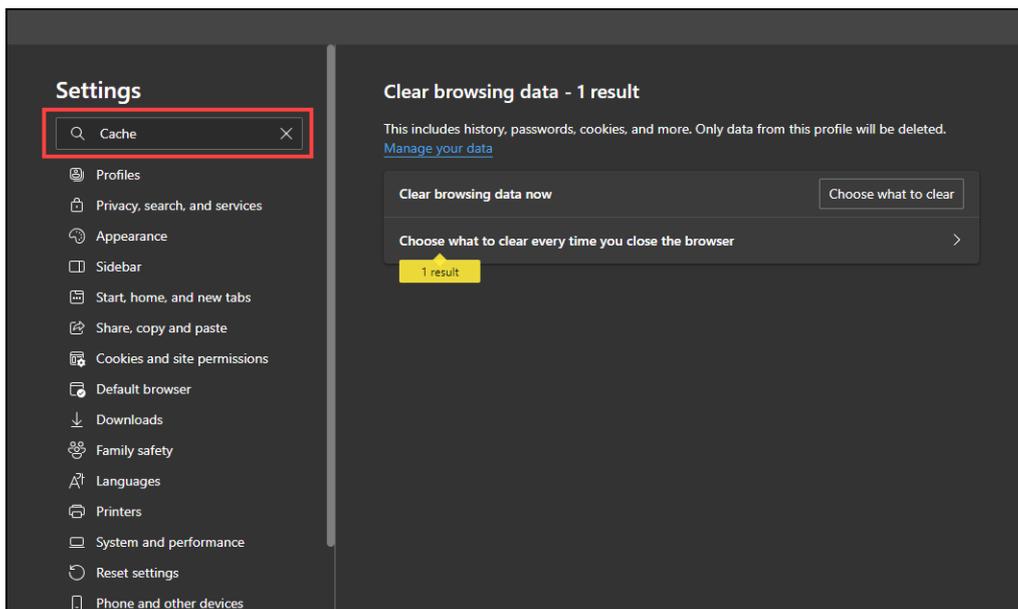
Ellipsis Icon

3. From the **Settings** dropdown menu, click **Settings**.



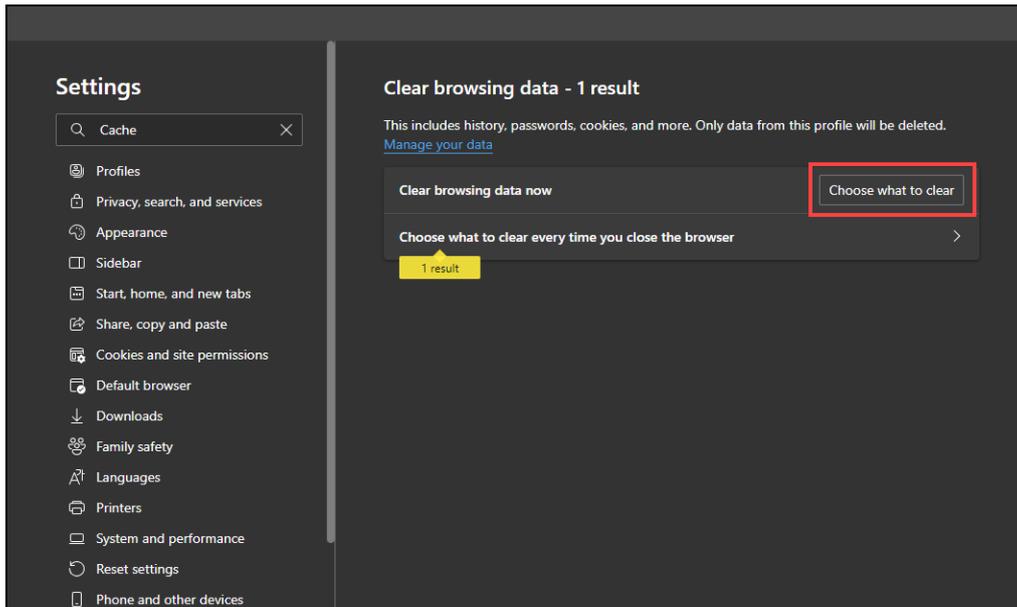
Settings

4. From the **Browser Settings** screen, enter Cache in the **Search** field and press the **Enter** key.



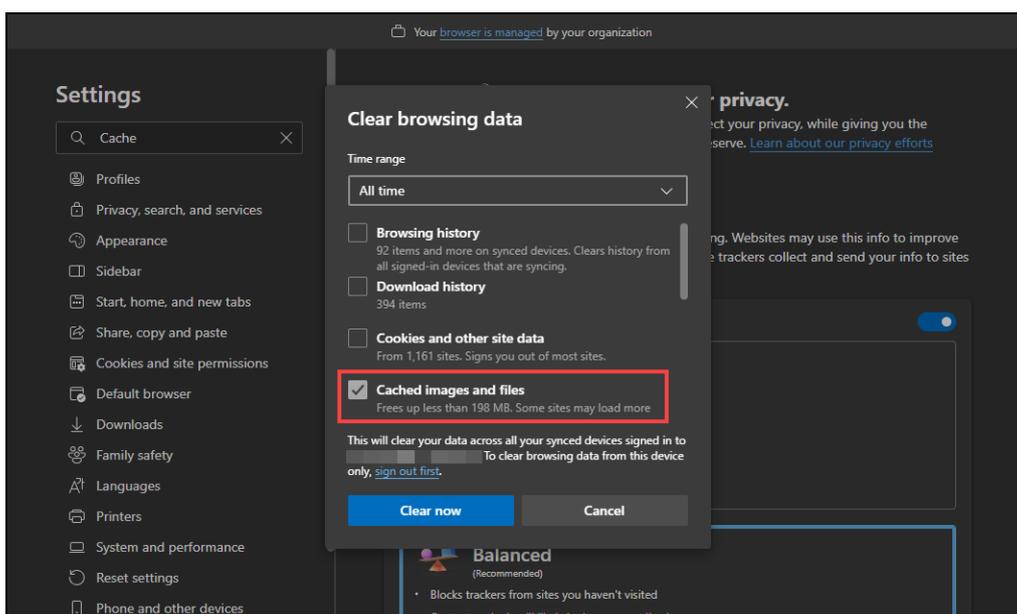
Search Field

5. Click the **Choose what to clear** button.



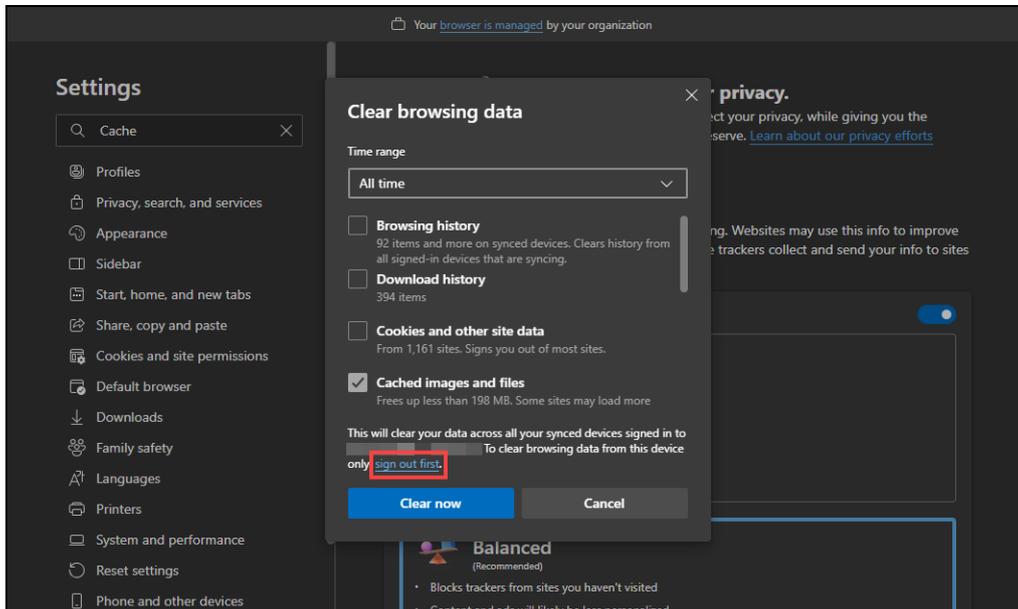
Choose What to Clear Button

6. From the **Choose what to clear** screen, ensure that the **Cached images and files** checkbox is selected. By default, the **Cached images and files** checkbox is selected to be deleted.
 - **(Optional) Browsing history:** Deletes all visited website addresses from History, website shortcuts when opening a new tab, and address bar predictions.
 - **(Optional) Cookies and other site data:** Deletes all user login credentials for visited websites, history, and web preferences.
 - **(Required) Cached images and files:** Deletes all temporary internet files, speeding up your browser.



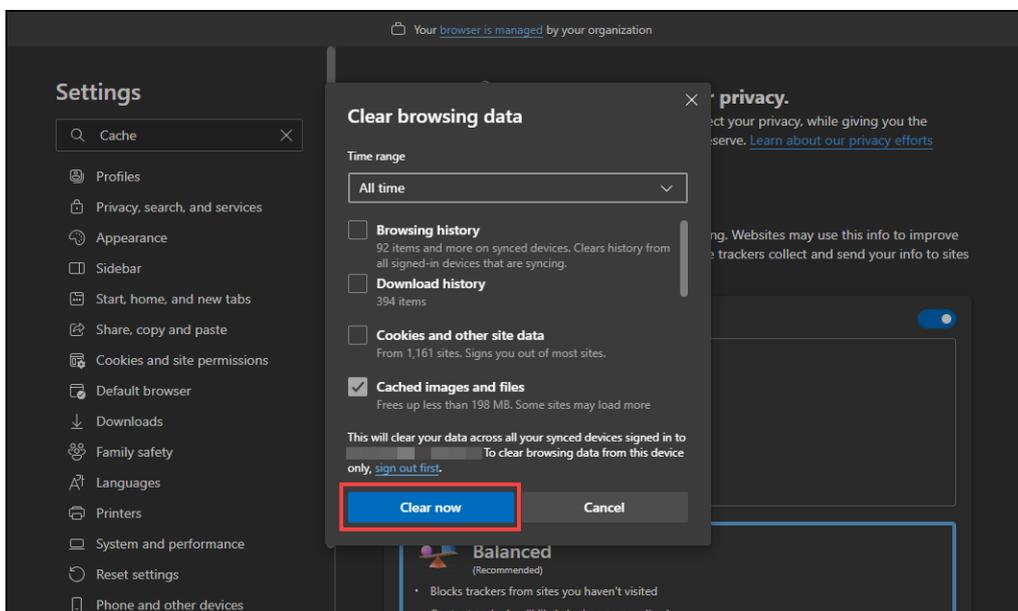
Cached Images and Files Checkbox

7. **(Optional)** If you are signed in to the Edge browser using your Microsoft account, selecting the **Clear now** button will clear the selected browsing data on all synced devices. Click the **Sign out first** link to clear only the browsing data from the device.



Sign Out First Link

8. Click the **Clear now** button to clear the selected cached data.



Clear Now Button