

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**.



\leftarrow \rightarrow \mathbf{C} \bigcirc Search Google or type a URL	🖻 🛧 🗣 🗯 🖬 😩 🔅
Resolver Links	New tab Ctrl+T New window Ctrl+N New Incognito window Ctrl+Shift+N
	History ► Downloads Ctrl+J Bookmarks ► Google Password Manager New Extensions ►
Google	Zoom - 100% + [] Print Ctrl+P Ctrl+P Cast Ctrl+F Ctrl+F Find Ctrl+F Ctrl+F More tools ▶
Q Search Google or type a URL	Settings Help
(=) +	Exit Managed by resolver.com
Web Store Add shortcut	Customize Chrome

Settings

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

≡ Setti	ngs		٩
	You and Google		
	Get Google smarts in Chrome Sync and personalize Chrome across your devices	Turn on sync	
	Sync and Google services		
	Customize your Chrome profile		
	Import bookmarks and settings	•	

Search Icon

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



Q Cache]		8
	Privacy	r and security	
	Î	Clear browsing data Clear history, cookies, <mark>cache</mark> and more	
	¢	Third-party cookies Third-party cookies are blocked in Incognito mode	
	R	Ad privacy Customize the info used by sites to show you ads	
	¢	Security Safe Browsing (protection from dangerous sites) and other security settings	
		Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)	

Search Field

6. Click the Clear browser data link.

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		Privacy	y and security	
		ī	Clear browsing data Clear history, cookies, <mark>cache</mark> and more	
		٩	Third-party cookies Third-party cookies are blocked in Incognito mode	
		G	Ad privacy Customize the info used by sites to show you ads	
		•	Security Safe Browsing (protection from dangerous sites) and other security settings	
			Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)	

Clear Browser Data Link

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



	Clear browsing data	8
	Basic Advanced	
Privacy and s		
	Browni Last 24 hours	
	Cookie All time Signs you out of most sites	
	Cached images and files Frees up less than 226 MB. Some sites may load more slowly on your next with	
Image: Security of the security		
	Cancel Clear data	

Time Range Dropdown Menu

- 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.

	Clear browsing data	8
	Basic Advanced	
Privacy and s	Time range All time 🔻	
	Browsing history	
	Cookies and other site data Signs you out of most sites	
	Cached images and files Frees up 226 MB. Some sites may load more slowly on your next visit.	
O Secu Safe	•	
	Cancel Clear data	

Cached Images and Files

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



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						Cancel	Clear 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

 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.

Resolver.

Set	tings		Clear browsing	data - 1 result		
۹	Cache	×	This includes history, p Manage your data	asswords, cookies, and n	nore. Only data from this	profile will be deleted.
8	Profiles					
	Privacy, search, and services		Clear browsing data	anow		Choose what to clear
0	Appearance		Choose what to clea	ar every time you close t	he browser	
	Sidebar		1 result			
	Start, home, and new tabs					
Ċ	Share, copy and paste					
r,	Cookies and site permissions					
٦	Default browser					
	Downloads					
쐉	Family safety					
Ał	Languages					
Ø	Printers					
	System and performance	l l				
C	Reset settings					
	Phone and other devices					

Choose What to Clear Button

- 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.

		Your browser is managed by your organization	
Set	tings	\times · privacy.	
٩	Cache X	Clear browsing data ct your privacy, while giving you the serve. Learn about our privacy efforts	
	Profiles	All time	
	Privacy, search, and services Appearance	Browsing history 92 items and more on surged devices. Clears history from	
	Sidebar	 all signed-in devices that are syncing. Download history 	
	Start, home, and new tabs	394 items	
Ē.	Cookies and site permissions	Cookies and other site data From 1,161 sites. Signs you out of most sites.	
G	Default browser	Cached images and files Frees up less than 198 MB. Some sites may load more	
¥ &	Downloads Family safety	This will clear your data across all your synced devices signed in to To clear browsing data from this device	
	Languages	only, sign out first.	
	Printers	Clear now Cancel	
ם ט	System and performance Reset settings	Balanced (Recommended)	
	Phone and other devices	Blocks trackers from sites you haven't visited Contant and add will likely he less nerconalized	

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 synched devices. Click the Sign out first link to clear only the browsing data from the device.

		Your browser is managed	by your organization	
Set	ttinas			, privacy
٩	Cache X	Clear browsing data	^	ct your privacy, while giving you the serve. Learn about our privacy efforts
٩	Profiles	Time range		
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	Sidebar	all signed-in devices that are syn Download history	cing.	e trackers collect and send your info to sites
u S	Start, home, and new tabs Share, copy and paste	394 items Cookies and other site data		
G	Cookies and site permissions	From 1,161 sites. Signs you out o		
±	Downloads	Frees up less than 198 MB. Some This will clear your data across all your	sites may load more	
ෂ ක	Family safety Languages	only sign out first.	wsing data from this device	
6	Printers	Clear now	Cancel	
<u>ם</u> כ	System and performance Reset settings	Balanced (Recommended)	d	
	Phone and other devices	Blocks trackers from si Content and ads will li	tes you haven't visited	

Sign Out First Link

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

		Your <u>browser is managed</u> by your organization		
Setti	ngs			[,] privacy.
۹ د	Cache X	Clear browsing data		ct your privacy, while giving you the serve. Learn about our privacy efforts
🕘 Pr	rofiles	Time range All time V		
🕆 Pr	rivacy, search, and services			
) A	ppearance	92 items and more on synced devices. Clears history from	L	ng. Websites may use this info to improve
	idebar	all signed-in devices that are syncing.	L	e trackers collect and send your into to sites
) St	tart, home, and new tabs	394 items	U	
Sł	hare, copy and paste	Cookies and other site data		
C	ookies and site permissions			
D	efault browser	Cached images and files Frees up less than 198 MB. Some sites may load more		
D	ownloads		-	
Fa	amily safety	To clear browsing data from this device	ie ie	
La	anguages	only, sign out tirst.		
) Pr	rinters	Clear now Cancel		
<u>l</u> Sy	ystem and performance	Balancod		
Re	eset settings	(Recommended)		
] Pl	hone and other devices	Blocks trackers from sites you haven't visited		

Clear Now Button