

# How to clear your browser cache

## What is the cache?

Your browser stores data from frequently visited websites, so that when you return, the site loads up nice and quickly. The two key things here are temporary/cached files, and cookies.

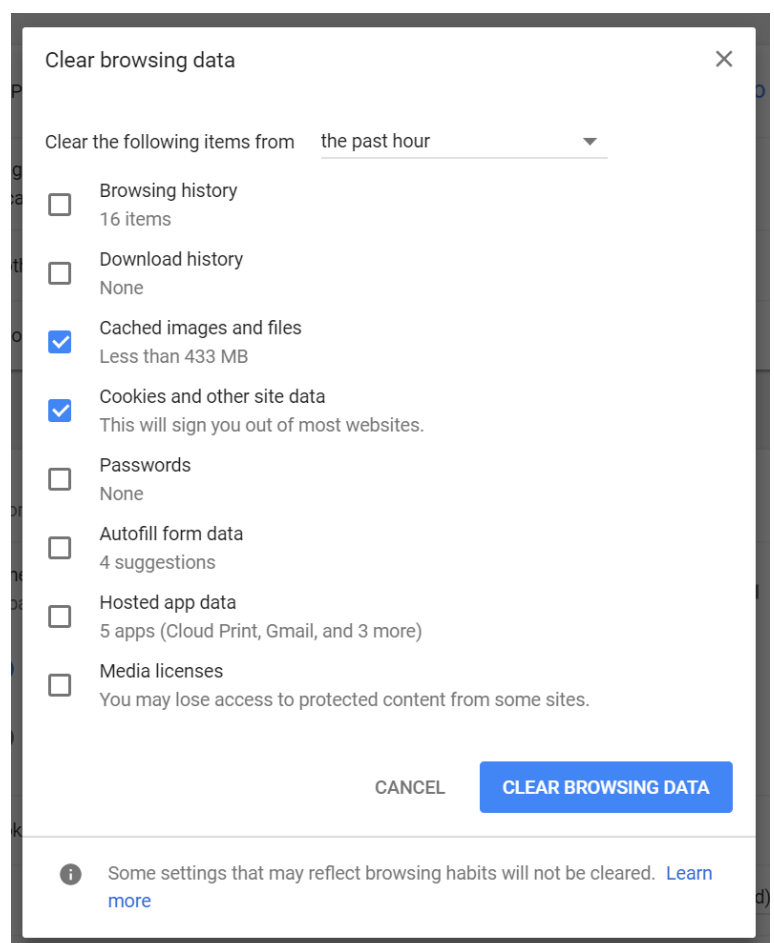
## Why do I need to clear it?

When changes are made to a site, because your browser is hanging onto stored files (cookies and temporary/cached files) it can result in display issues or even bad errors, and you need to force the browser to get the newest copy of data from the site.

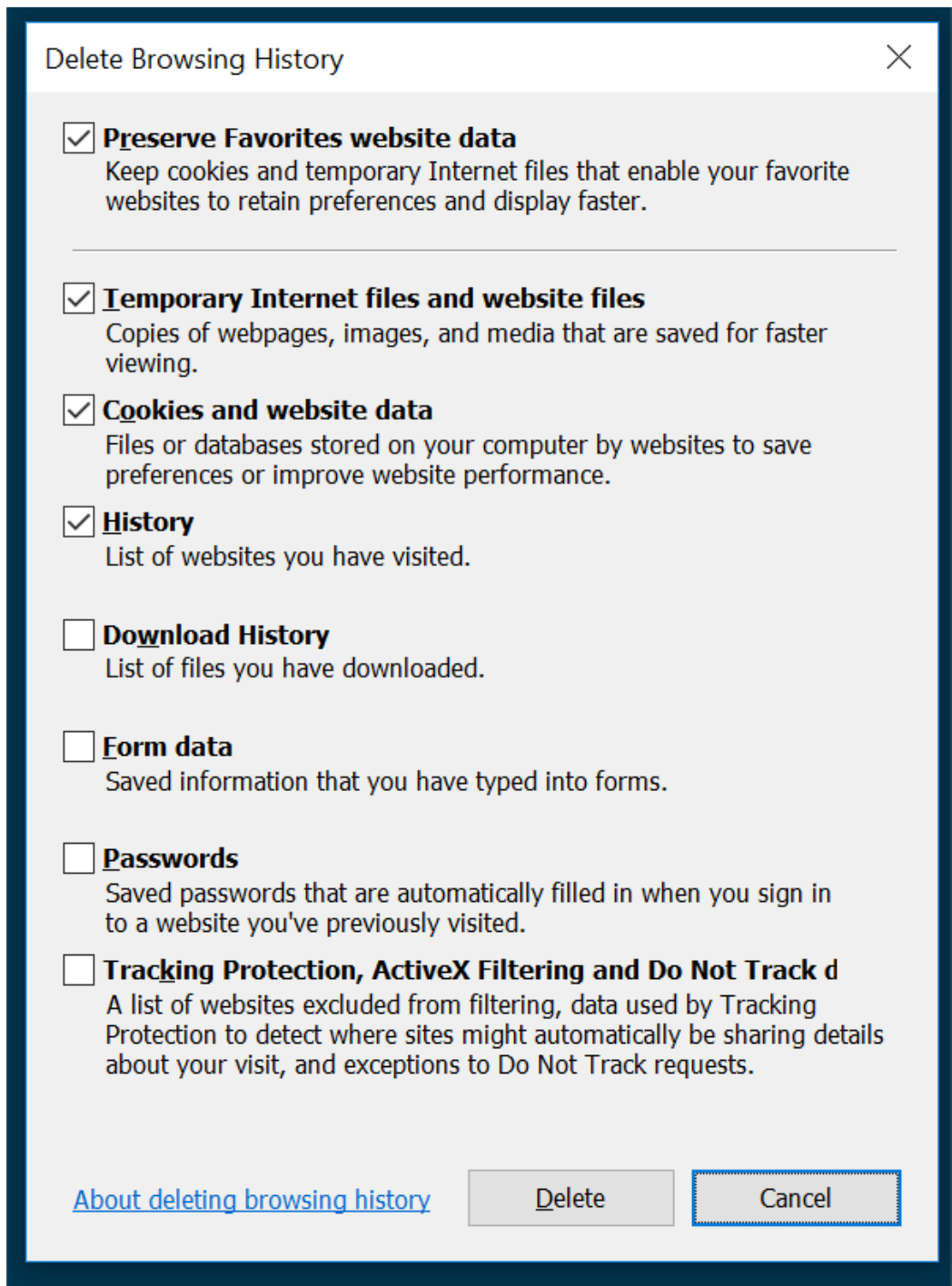
## What's the shortcut?

For most browsers, browsing data is located in the settings. If you are using Chrome, Internet Explorer, or Firefox – in fact most browsers should allow this - the best thing to do is hold the **Ctrl + Shift + Delete** keys, which should take you straight to where you need to go. From here, select the cookies and temporary file boxes. If a time period is provided, choose 'all time'.

Please see the screenshot from Google's Chrome browser to the right. You don't need to select other information such as browsing history or passwords, just the cookies and cached images. Select 'Clear Browsing Data' after selecting these.



If you are using Internet Explorer, make sure you deselect 'Preserve Favourites website data'- if Mediaportal is bookmarked, it won't clear anything for the site.



### A handy shortcut

Hold down both the Ctrl button and the F5 button on your keyboard. This will manually clear the cache for the page that's currently on your screen.

If you are using Firefox, make sure to expand 'Details' to select only these items.

