

To clear your browser's cache, press **Ctrl + Shift + Del**, then **Restart** your browser. For full details see below:

### **Clearing your Web Browser Cache if using ...**

1. [Chrome](#)
2. [Internet Explorer](#)
3. [Internet Explorer \(for Parks Victoria users\)](#)
4. [FireFox](#)
5. [Safari \(iPad, Apple\)](#)
6. [MS Edge](#)

### **What is the Cache?**

As you use applications, they start storing files for (easier, quicker) retrieval later. These files are stored in the browser's cache.

If you have saved the wrong password in a website – or if a website is updated – you may need to push the change by clearing your cache.

If your browser caches a copy of a file – and we change (edit / update) our version of that file – your browser may keep serving the old (cached) version – meaning you won't see our most recent changes.

This can result in odd behaviours like...

- run-time errors
- buttons missing on the page
- the action you performed doesn't respond as expected
- etc.

Clearing the Cache and Cookies in a browser helps fix these issues.

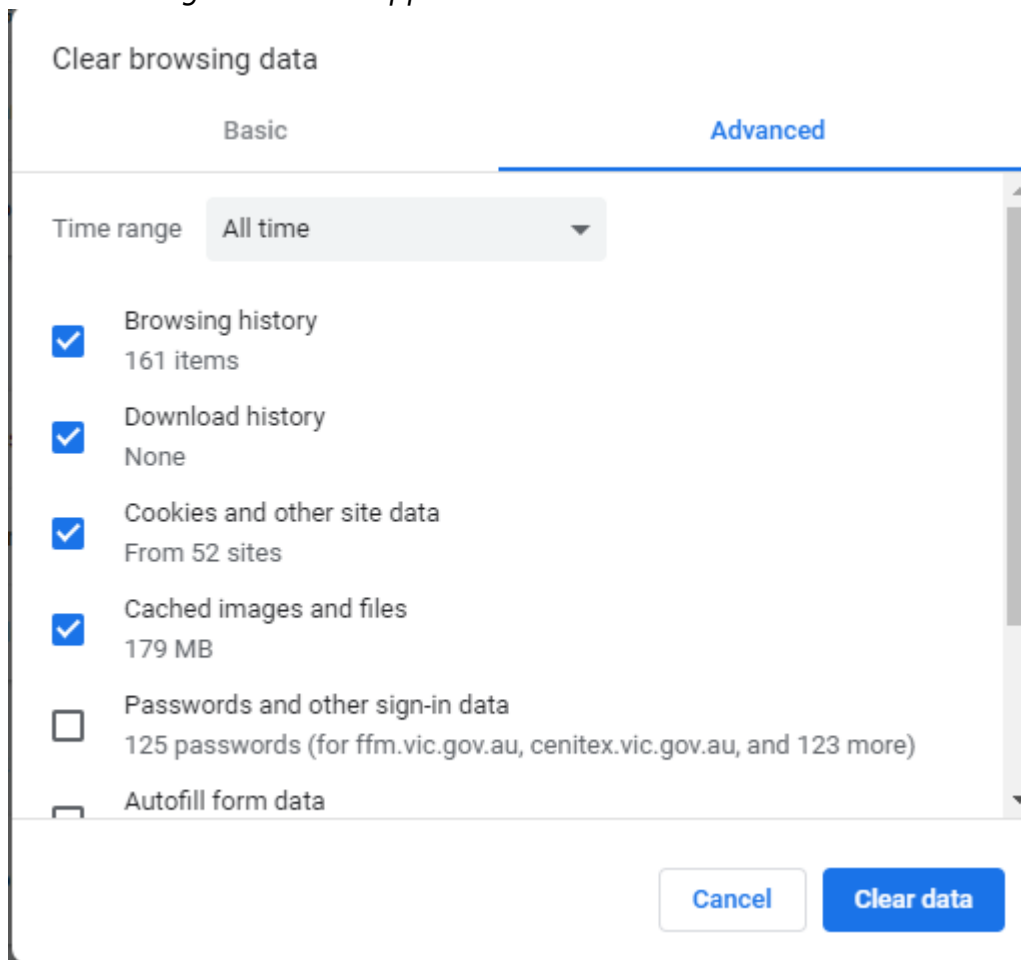
The following instructions may help with some of these issues.

Please follow the procedure for the browser you use.

# 1. Google Chrome


1. Click the Tools button  in the top right corner.
2. Click **More Tools** then **Clear Browsing Data** (or Ctrl + Shift + Del)

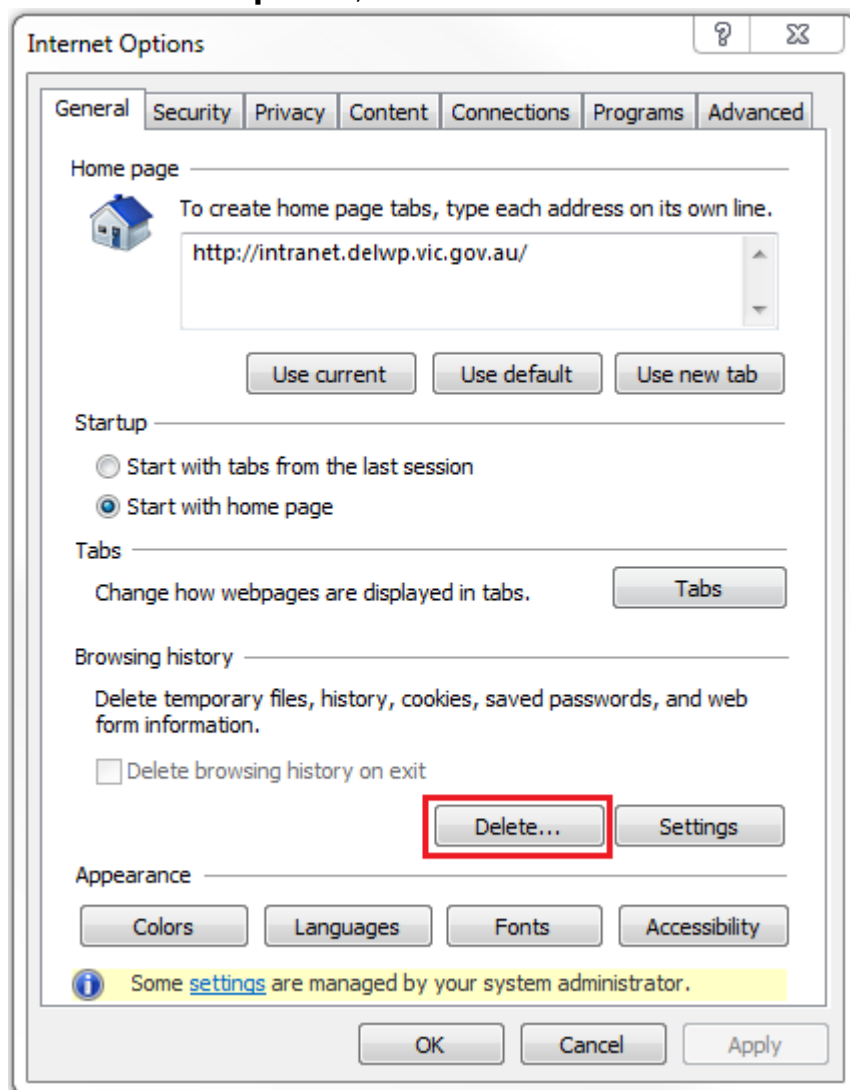
*The following screen will appear in a new tab:*



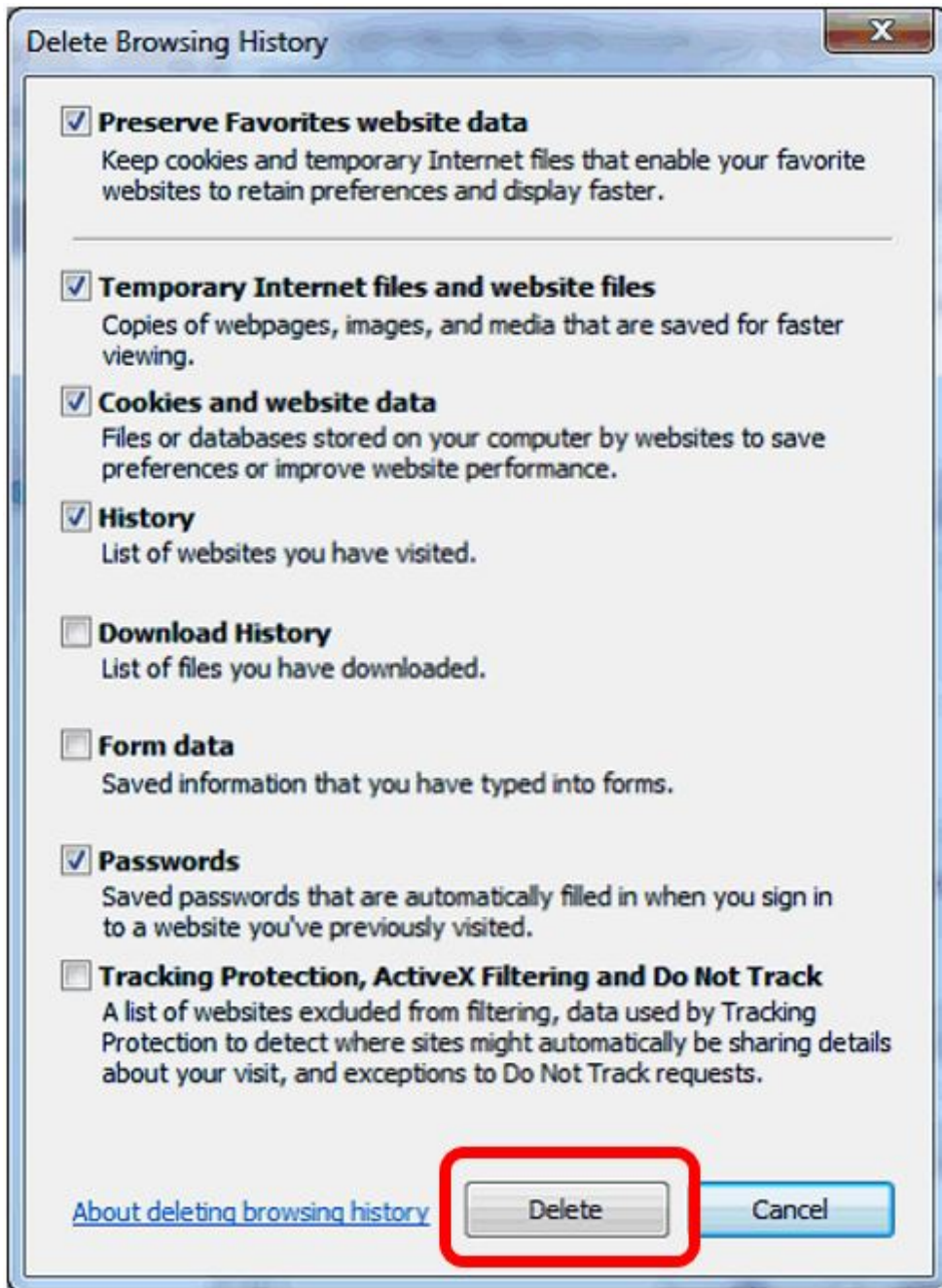
3. Select All Time in the Time Range.
4. Click **Clear data**
5. **Close** Chrome.
6. Restart Chrome.

## 2. Internet Explorer

1. Click the **Tools**  icon (top-right corner of screen).
2. Click **Internet Options**, then the **General** tab:



3. Click the **Delete** button.
4. Tick the following boxes:



5. Click the **Delete** button (above).
6. Close Internet Explorer.
7. Restart Internet Explorer.

### 3. Internet Explorer (for Parks Victoria users)

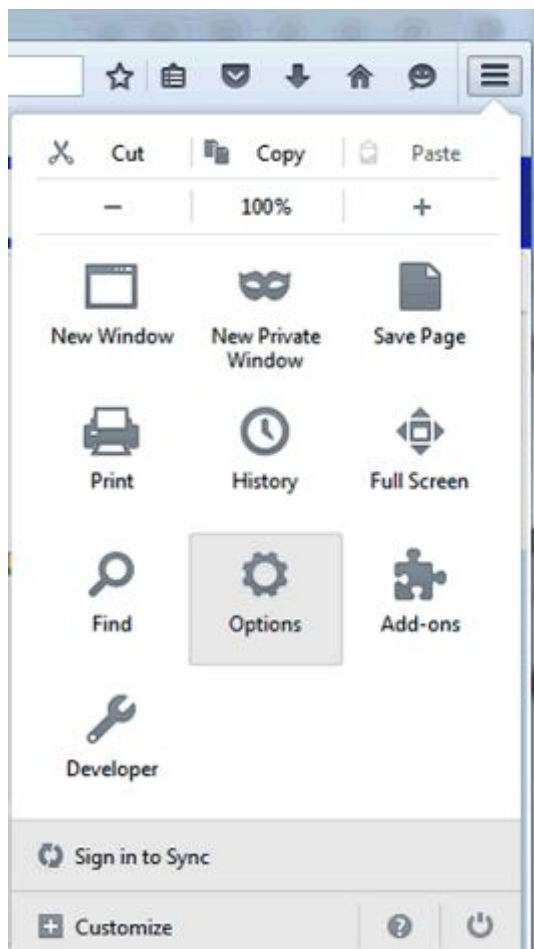
1. From the menu, choose **Tools | Delete browsing history...**
2. Ensure the following choices are ticked:
  - Preserve Favorites website data
  - Temporary Internet files and website files
  - Cookies and website data
  - History
  - Download History
3. Click the **Delete** button at the bottom of the dialog box.
4. Close Internet Explorer.
5. Restart Internet Explorer.

### 3b Clear the Credential Manager too

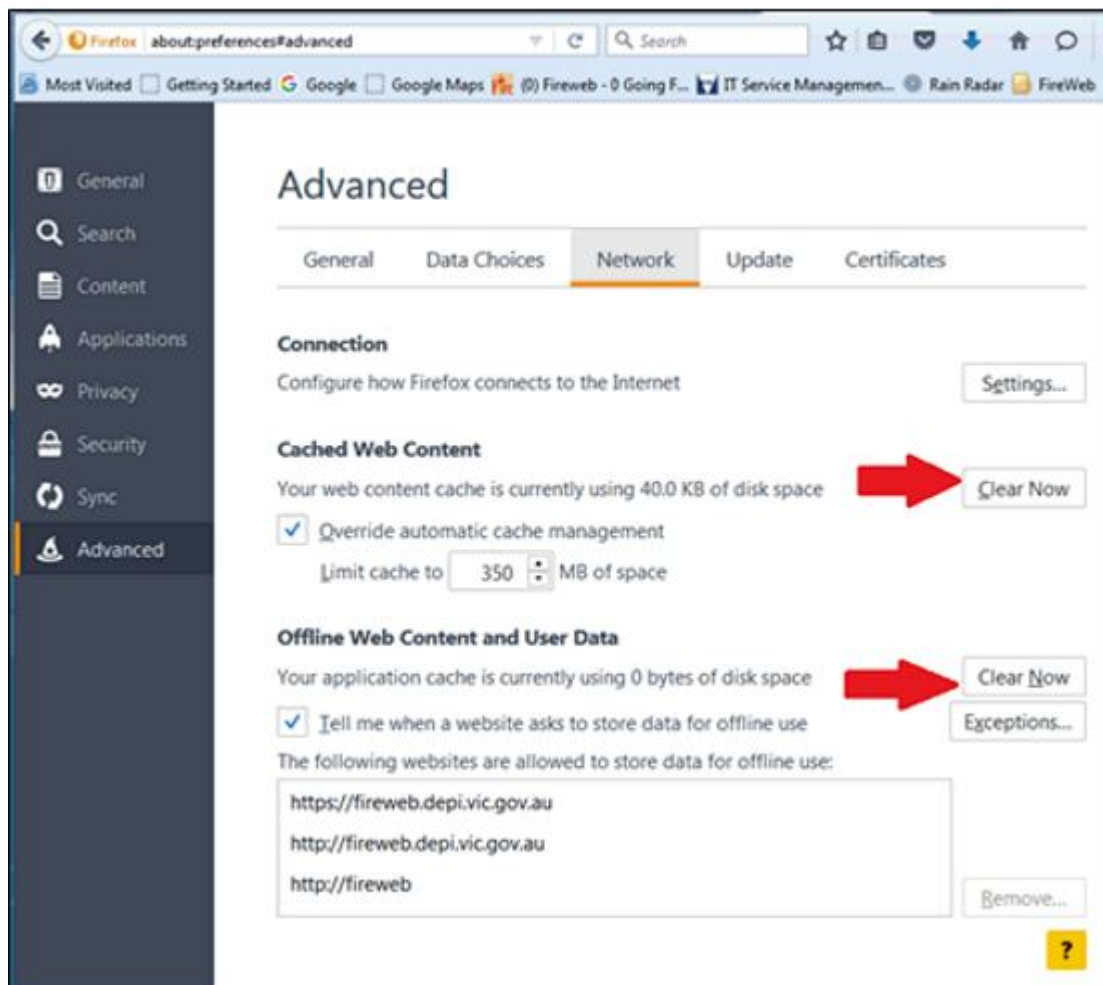
1. Click **Start > Control Panel > User Accounts > Credential Manager**
2. Under the **Windows Credential** section, click anything that references the word eMap and/or FireWeb – then click **Remove from vault**.

### 4. FireFox

1. At the top-right corner of the screen, click the **Options** button as shown highlighted below:



2. In the next screen, click the **Advanced** tab (left-hand side).
3. In the next screen, then click the **Network** tab (top strip)
4. Click the **Clear Now** buttons for Cached Web Content and Offline Web Content and User Data as shown below:



5. Close FireFox.
6. Restart FireFox.

## 5. Safari (iPad, Apple)

1. Go to the **Settings** menu.
2. Go to the **Safari** tab.
3. Select **Clear History and Website Data**.

## 6. MS Edge

1. Select Menu (3 dots icon on top right corner of the browser) > **Settings** > **Privacy, search and services** (in the left panel).

2. Under the **Clear browsing data** section, click **"Choose what to clear"**.
3. Time Range: All Time
4. Select *"Cached images and files"* and *"Cookies and other site data"* check box.
5. Click **"Clear now"**.