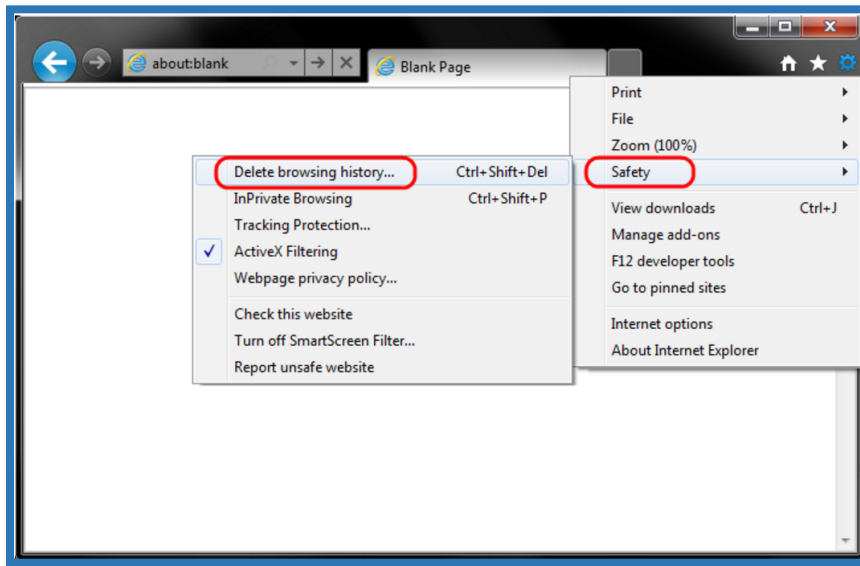


# How to Clear Internet Explorer cache

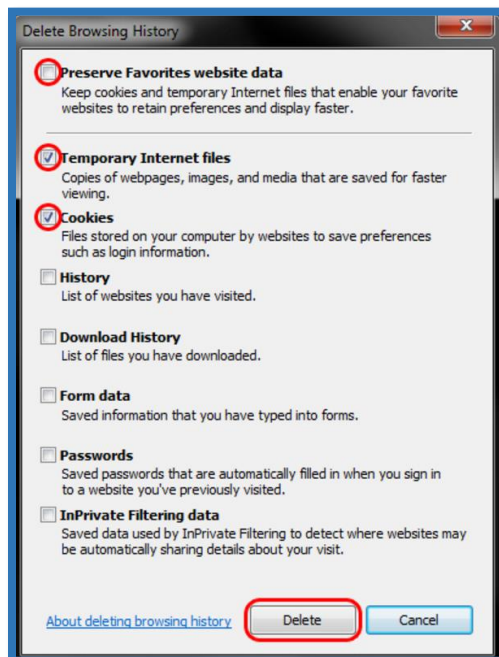
## To clear Internet Explorer cache:

1. Open Internet Explorer.
2. Select **Tools** (via the Gear Icon ) > **Safety** > **Delete browsing history**.

**NOTE:** You can also access this menu by holding **Ctrl + Shift + Delete**.



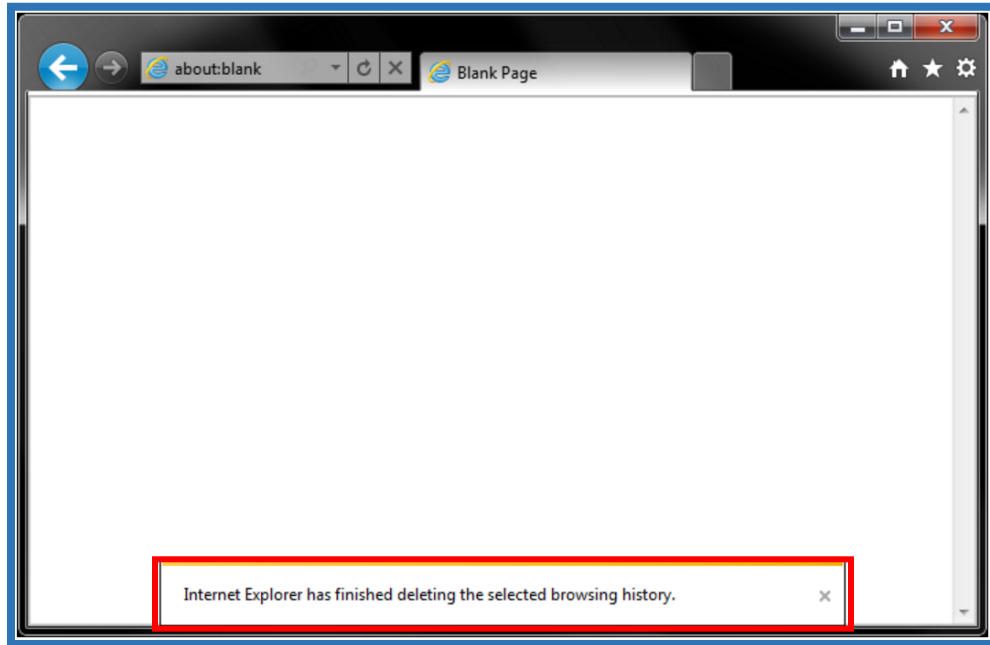
3. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



# How to Clear Internet Explorer cache

4. You **may** get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

*If your issue persists repeat steps 1-3 again or review the Troubleshooting section on the following page*



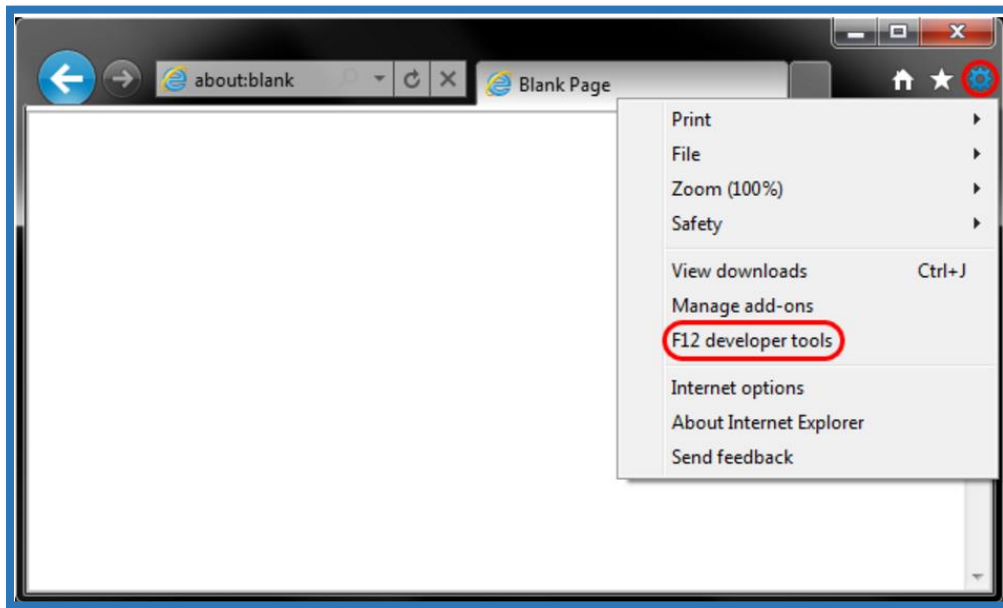
# How to Clear Internet Explorer cache

## Further Troubleshooting

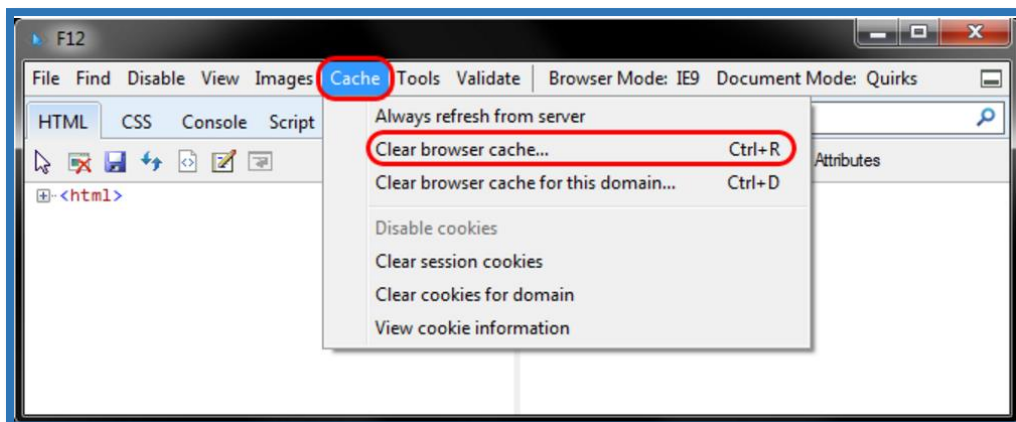
The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications may require a more thorough procedure. If you are still having issues, try to steps below.

- **Note:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.

1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.



2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache**.



# How to Clear Internet Explorer cache

3. Click **Yes** to confirm the clearing of the browser cache.

