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

*If your issue persist repeat steps 1-3 again or review the Troubleshooting section on the following page*
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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**.
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3. Click **Yes** to confirm the clearing of the browser cache.

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