# Clearing browser cache

**The first time you log in to myUNT after the upgrade (estimated completion date 9/23/2019) you MUST clear your cache to ensure optimal system performance.**

It may be necessary to clear your browser cache (history). While it is not necessary to clear your cache every time you use the system, if you begin to experience performance issues, troubles navigating or strange error messages – the first step in troubleshooting the problem is to clear your cache. Follow the steps below to clear your cache in the various browsers.

If you clear your cache following the steps below and continue to experience problems, please contact the Help Desk at 940-565-2324 or send a message and screenshot of the error or problem to helpdesk@unt.edu.

## Mozilla Firefox

1. Select **History > Clear Recent History**
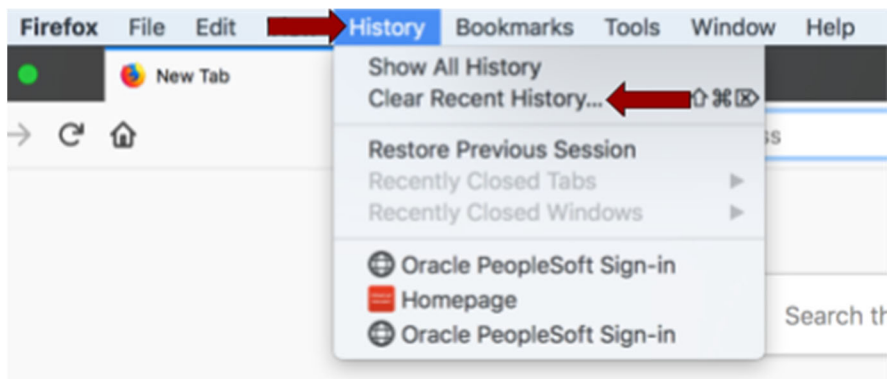
2. This will open a window giving you options for your clearing process. It is recommended:
   a. In the **Time range to clear** drop down, you select *Everything.*
   b. In the **Details** section, to be sure all information is cleared out, you can select *all* checkboxes. At a minimum you should clear your *Cache*, *Browsing*, and *Cookies*. But if you find that does not work - try clearing all.

Be aware, when you clear your entire history, stored passwords, site preferences and form history will be deleted. If you want to be selective about what to clear or are unsure what each checkbox represents, please visit the Firefox help site for details.
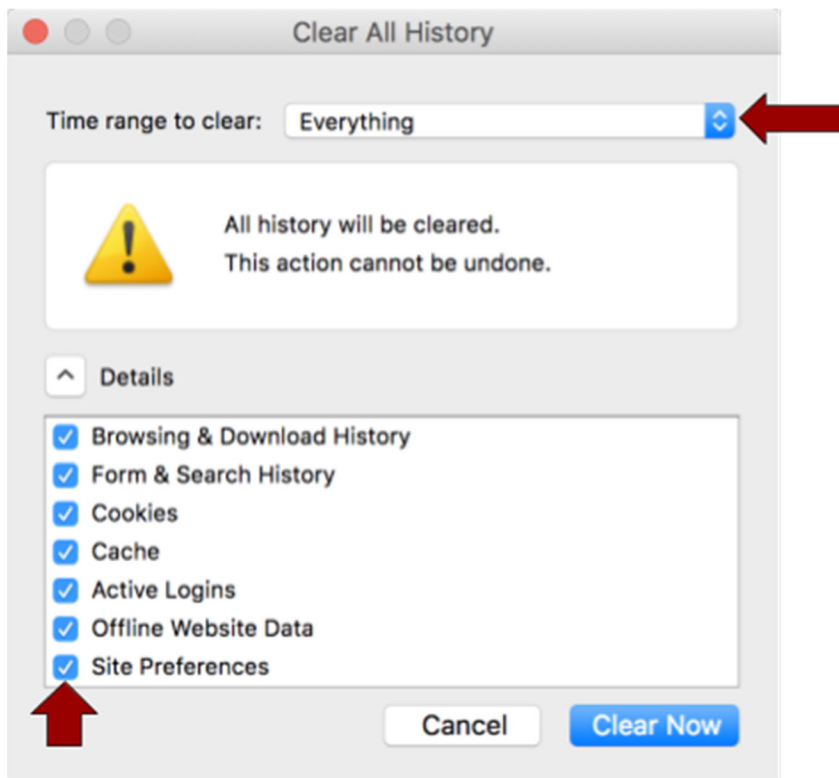


3. Click **Clear Now** and give the system a moment to clear the cache. You may want to close your browser and reopen just to be sure the process is complete.
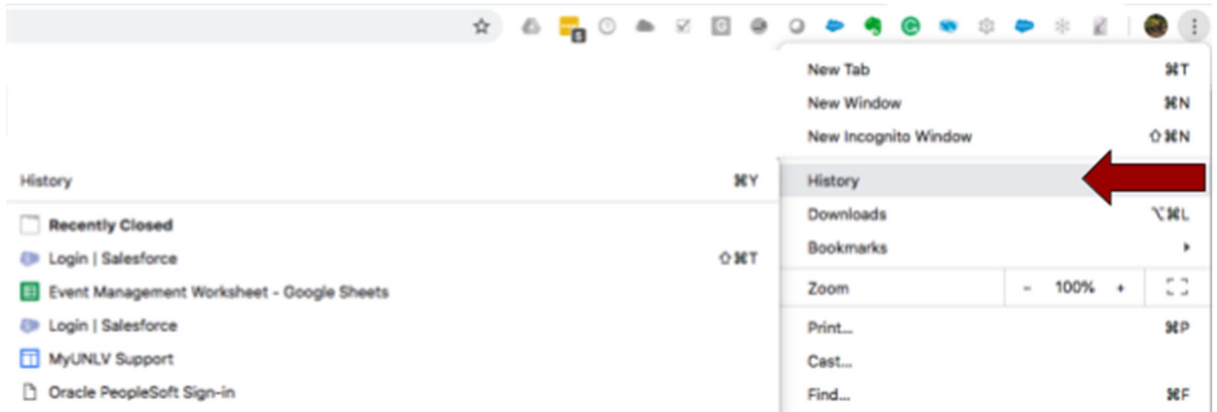
## Google Chrome

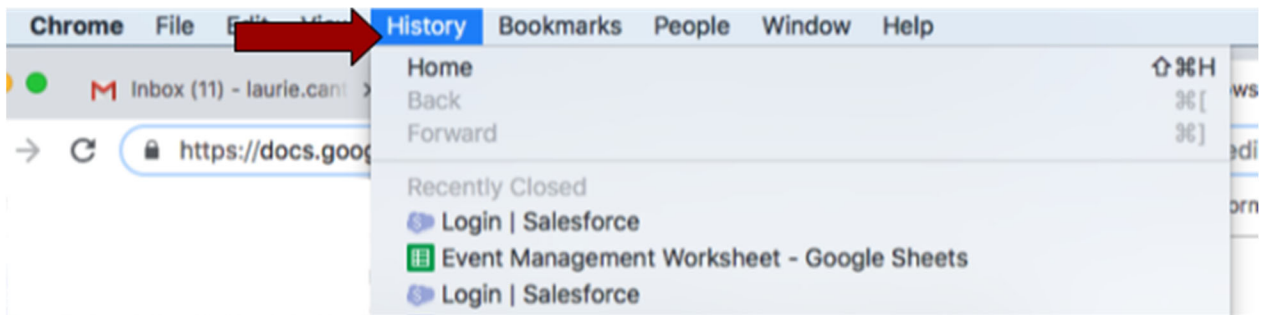There are two ways to navigate to Clear History action, these two variations are noted in step 1a and 1b.

1a. Navigate to the Settings menu on the far right of the screen. It is three small dots aligned vertically.

Select the **History** option.



1b. Navigate to **History** in the main window menu.



2. From either navigation, simply click the History option, which will take you to the History page. Choose **Clear browsing data** from the left hand menu.



3. This will open a window giving you options for your clearing process. It is recommended:
   a. In the **Time range** drop down, you select *All time.*
   b. For the checkboxes, be sure all information is cleared out, you can select *all* checkboxes on the Basic tab. You should clear all three of these at a minimum - *Cache*, *Browsing*, and *Cookies*. But if you find that does not work - try clearing all options on the Advanced tab.

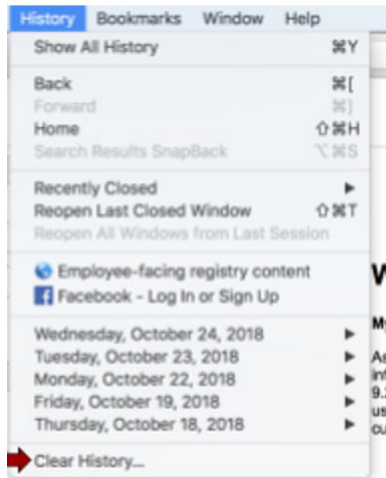Be aware, when you clear your entire history, stored passwords, site preferences and form history will be deleted. If you want to be selective about what to clear or are unsure what each checkbox represents, please visit the Google help site for details.

Clear browsing data

| Basic | Advanced |
|-------|----------|

Time range    All time    ▾

☑ Browsing history
Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.

☑ Cookies and other site data
Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared.

☑ Cached images and files
Frees up 352 MB. Some sites may load more slowly on your next visit.
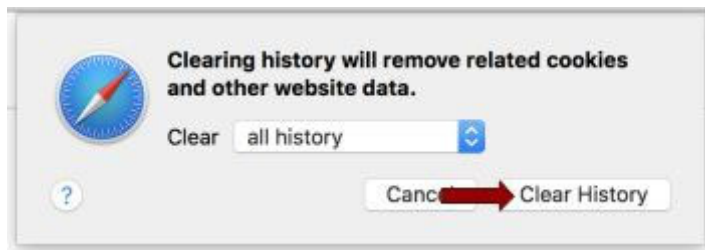
Clear data

4. Click **Clear data** and give the system a moment to clear the cache. You may want to close your browser and reopen to be sure the process is complete.

## Safari
1. Select **History > Clear History**

2. This will open a window with clear settings. In the **Clear** drop down menu, click *all history*.
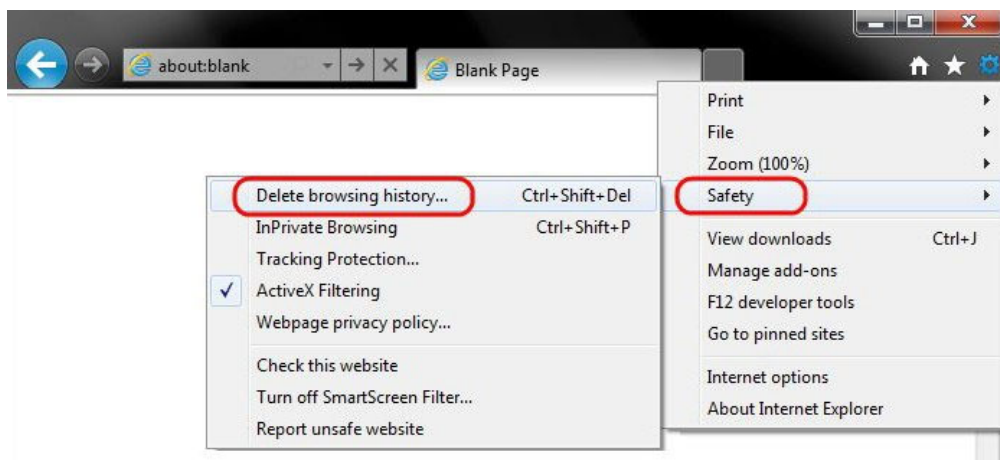


Be aware, when you clear your entire history, stored passwords, site preferences and form history will be deleted. If you want more information about the process, please visit the Apple Safari help site for details.
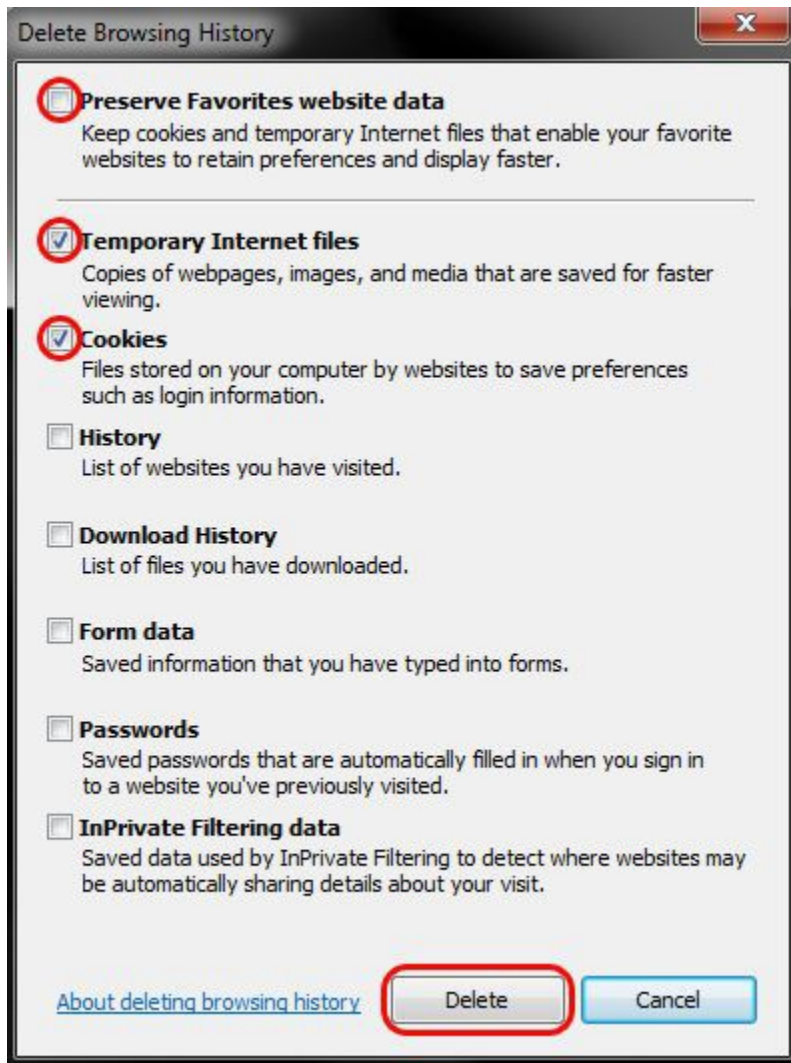
3. Click **Clear History.**

## Internet Explorer (version 9, 10 & 11)

1. Select **Tools (via the gear icon) > Safety > Delete browsing history**

2. This will open a window with *Delete Browsing History* settings. It is recommended you clear all settings by checking all boxes. At a minimum you should select:
   a. Temporary Internet files
   b. Cookies
   c. History

   And DESELECT (uncheck)
   d . Preserve Favorites website data

**Delete Browsing History**

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies**
Files stored on your computer by websites to save preferences such as login information.

☐ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **InPrivate Filtering data**
Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.

About deleting browsing history          Delete          Cancel

Be aware, when you clear your entire history, stored passwords, site preferences and form history will be deleted. If you want more information about the process, click the <u>About deleting browsing history</u> link in the window for details.

3. Click **Delete.** You will get a confirmation at the bottom of the window once it has completed.

Internet Explorer has finished deleting the selected browsing history.          ✕