

Articles in this section



Clearing Your Browser Cache



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1 year ago · Updated

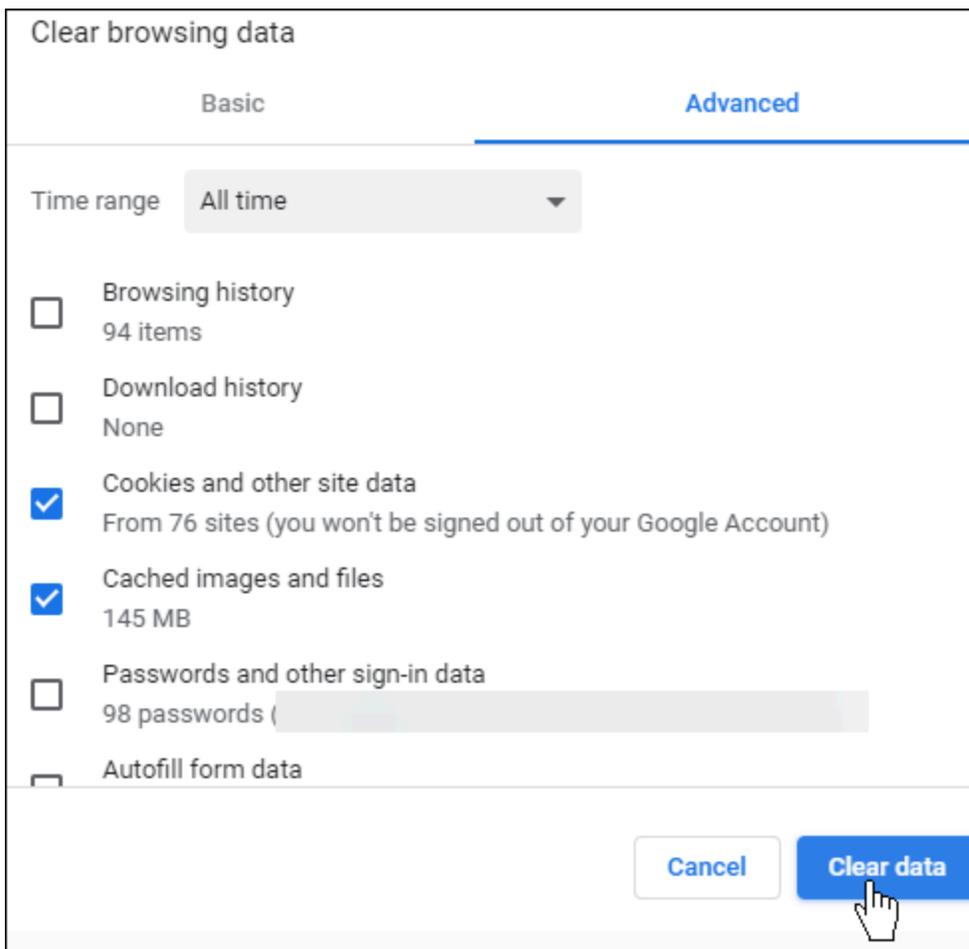
Follow

In some troubleshooting instances, support may ask you to clear your browser cache.

1. Open your browser.
2. Log out of any Cayuse applications, as well as your account at your institution.
3. Close your browser and wait 2 minutes, keeping your browser closed.
4. Follow the browser-specific steps below.

Chrome

1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
2. In the new window, use the drop-down menu to change the period to **All time**. Check **Cookies and other site data** and **Cached images and files**, and click **Clear data**.



3. Restart your computer. Open your browser and access Cayuse.

Edge

1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
2. In the new window, use the drop-down menu to change the period to **All Time**. Check **Cookies and other site data** and **Cached images and files**, and then click **Clear Now**.

Clear browsing data

Time range

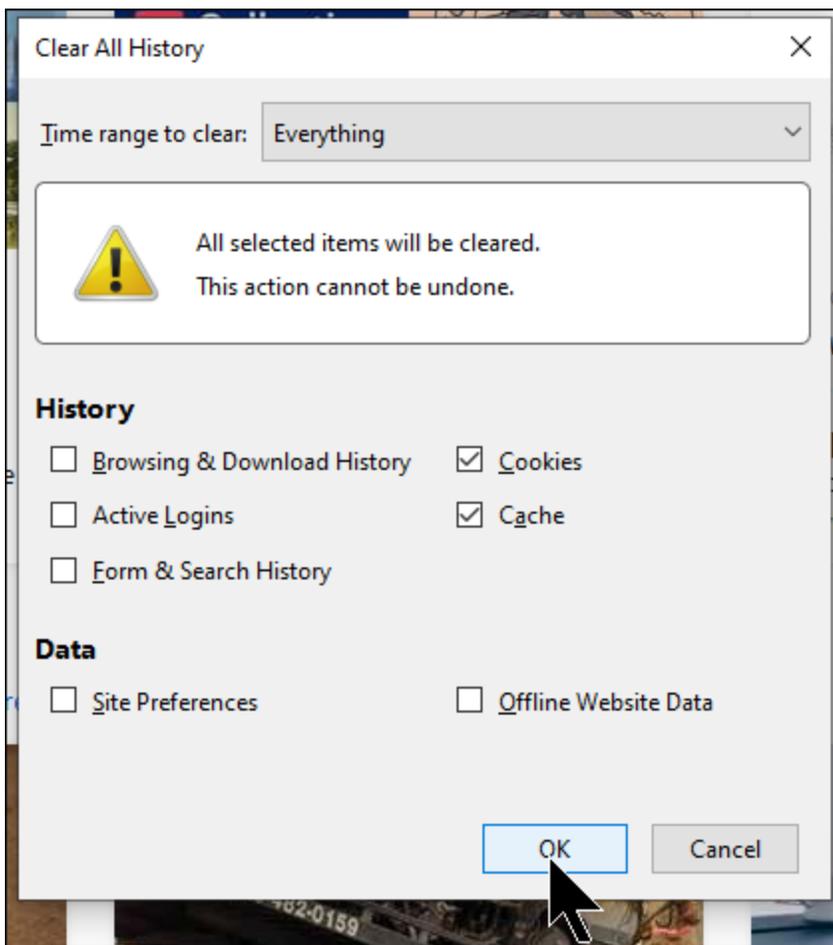
none

- Cookies and other site data**
From 20 sites. Signs you out of most sites.
- Cached images and files**
Frees up less than 29.0 MB. Some sites may load more slowly on your next visit.
- Passwords**
None
- Autofill form data (includes forms and cards)**

3. Restart your computer. Open your browser and access Cayuse.

Firefox

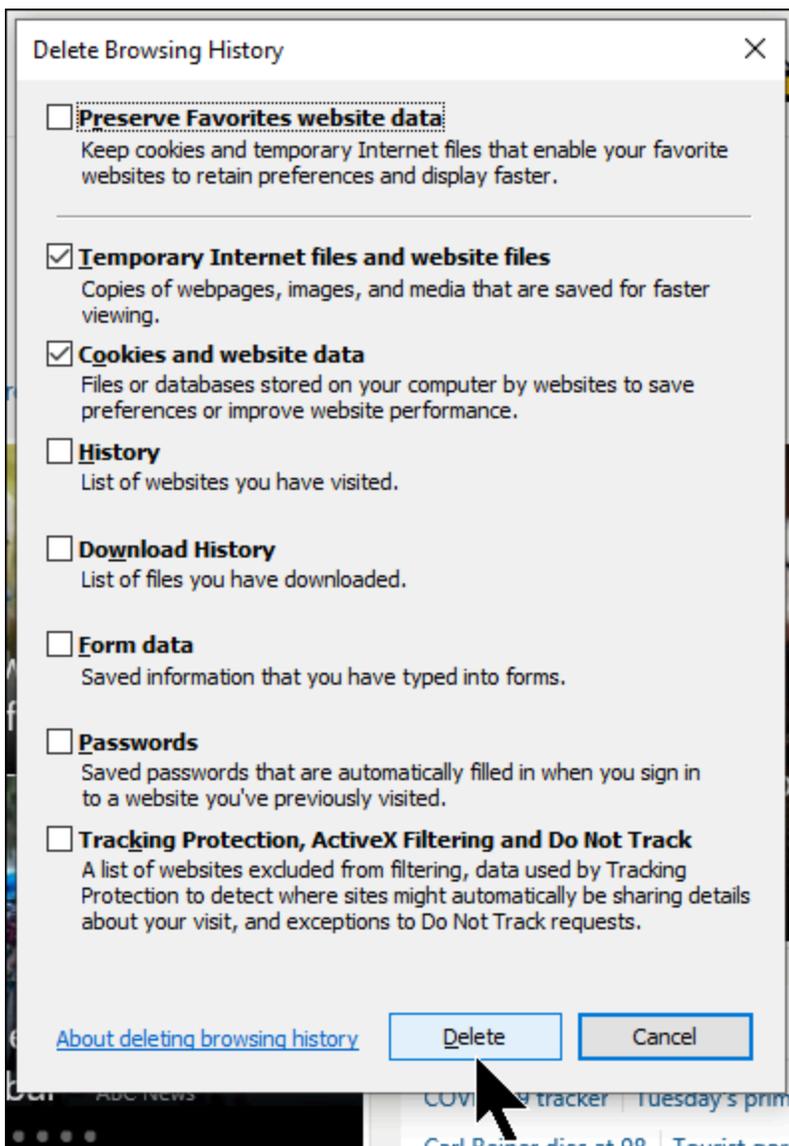
1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
2. In the new window, use the drop-down menu to change the period to **Everything**. Check **Cookies** and **Cache**, and click **Clear Now**.



3. Restart your computer. Open your browser and access Cayuse.

Internet Explorer

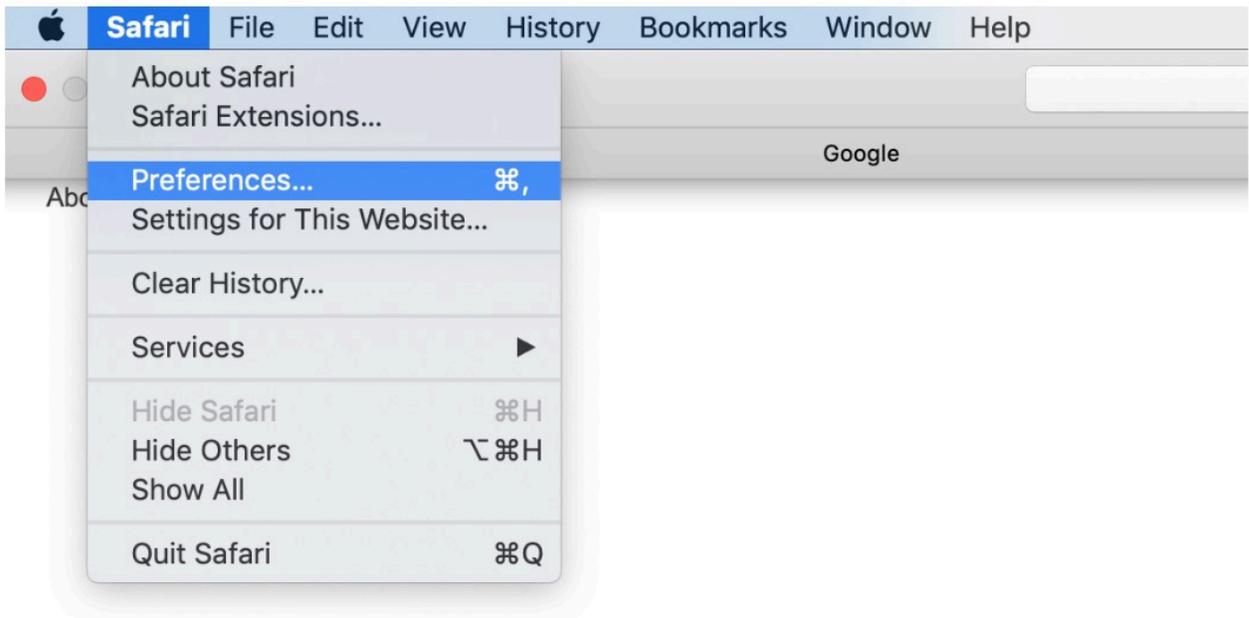
1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
2. In the new window, check **Temporary Internet files and website files** and **Cookies and website data**, and click **Delete**.



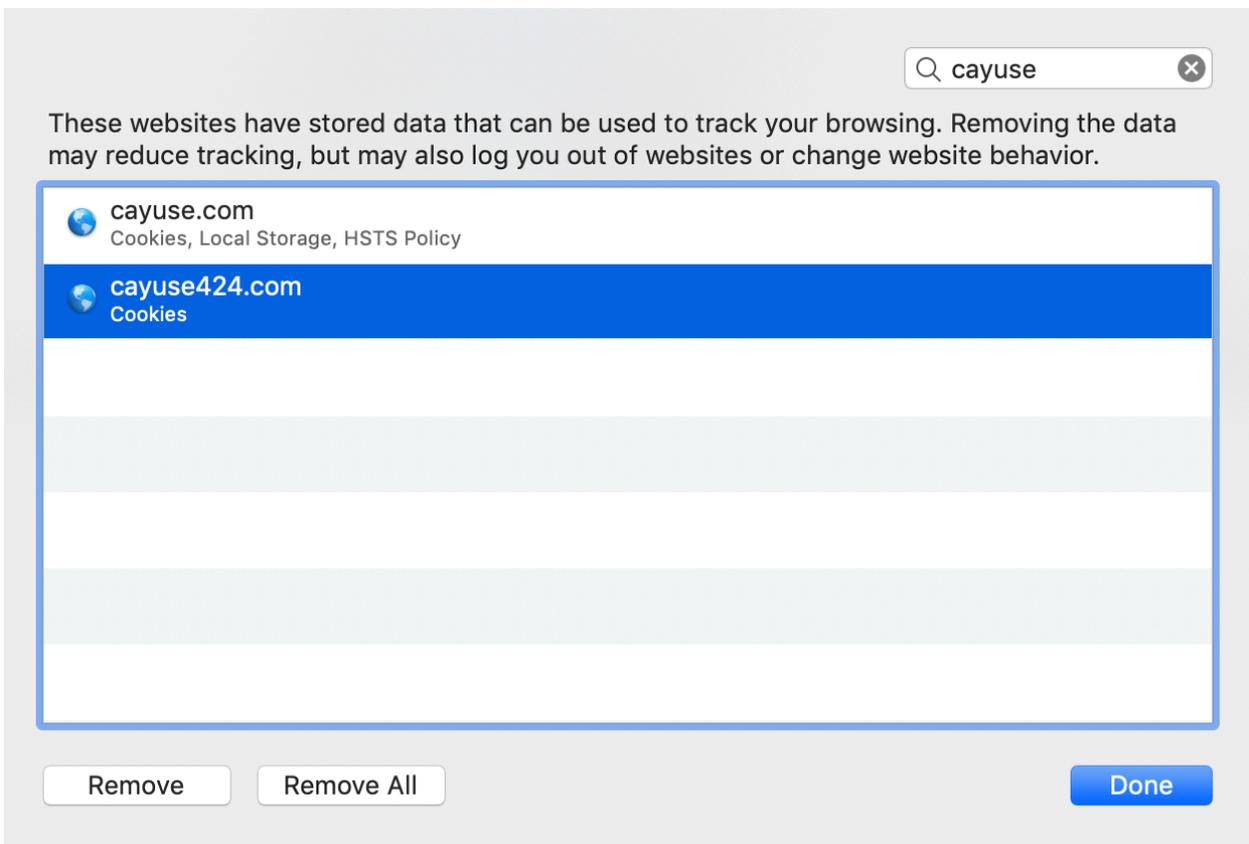
3. Restart your computer. Open your browser and access Cayuse.

Safari

1. Open up your browser again. In the menu, click **Safari**, and click **Preferences**.



2. In the Preferences window, click on **Privacy**.
3. Click **Remove All** and **Done**.



4. Restart your computer. Open your browser and access Cayuse.

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