

Question

How do I clear my browser cache?

Overview

Clearing your browser cache will resolve most issues when using the UC Safety suite of applications. Follow the instructions below for your preferred browser.

Answer



For Mozilla Firefox:

Open the browser and click on the three horizontal lines near the top right of the window and click "Options". In the box that pops up, click on the "Advanced" tab. Within "Advanced" find the "Network" tab in the middle. There is a section that says "Cached Web Content". Click the "Clear now" box next to it.



For Google Chrome:

Open the browser and click on the three horizontal lines near the top right of the window and click "Settings". Scroll down and near the bottom, click "Show advanced Settings". In the "Privacy" section, click the button that says "Clear browsing data". In the drop down menu, choose "the last four weeks" and only check the "Cookies and other site and plug-in data" and "Caches images and files" boxes. The rest should be unchecked. Click "Clear browsing data".



For Internet Explorer:

Open the browser and click the gear icon near the top right of the window and choose "Internet options". In the "General" tab, find the "Browsing history" section and click "Delete". Check the boxes for "Temporary Internet files and website files" and "Cookies and website data" and leave the rest unchecked. Click "Delete".