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Fix website issues by clearing your browser cache [1]

August 30, 2024 by ES and UIS Communications [2]

Browser caching, the data saved to your device locally from websites when you visit them, speeds up the loading process when visiting these sites again. However, your browser cache can be responsible for slow loading times and formatting issues when sites are updated or elements are changed if you don't empty the cache often.

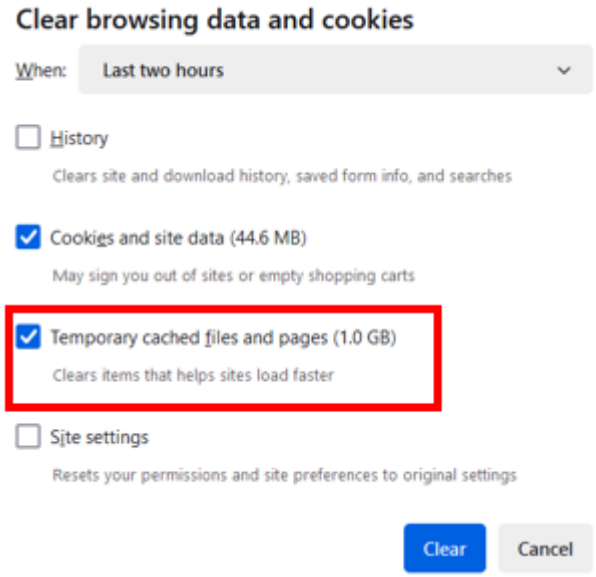
Clearing your cache regularly is a great way to give your browser and device a clean slate when processing and loading website data, often resolving many commonly encountered site issues and performance slowdowns.

Note: Clearing your cache won't erase your saved passwords or site settings, but you may be signed out of sites you've previously been signed in to. Clearing cookies will also log you out of most websites and may erase saved site preferences, like location permissions or specific themes.

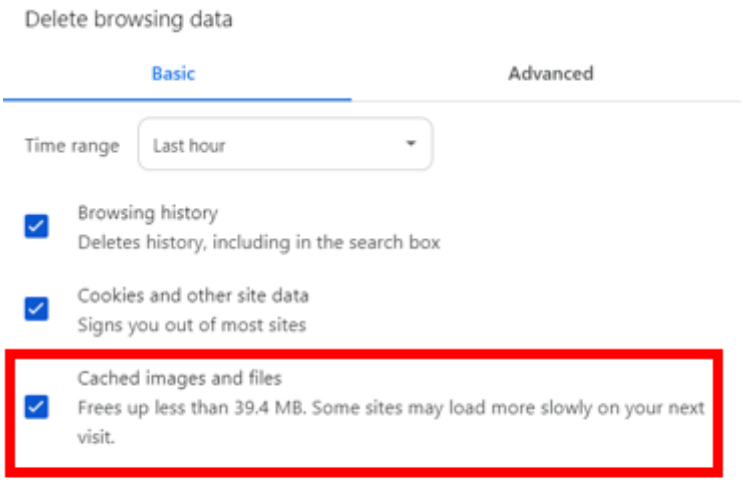
Clearing cache on Firefox, Chrome and Edge:

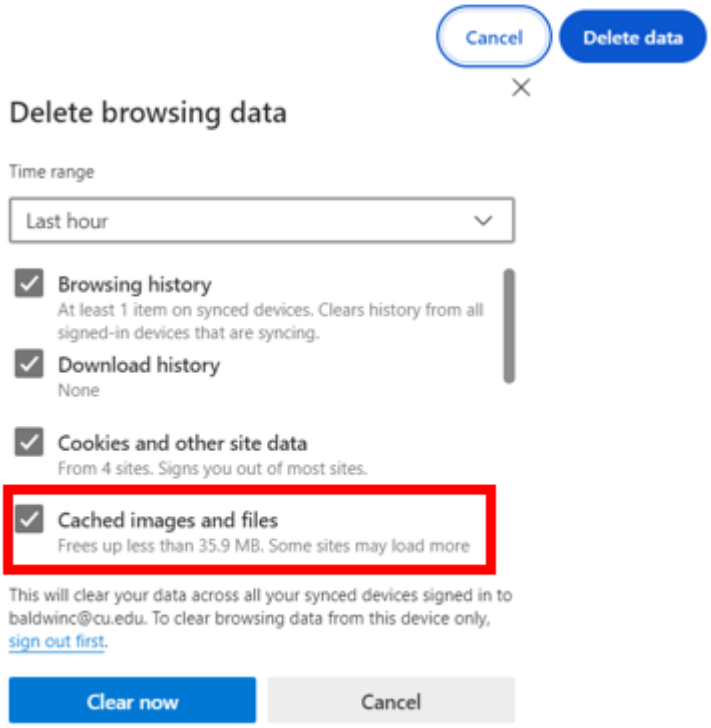
1. Open the delete browsing data tool in your browser of choice by using the keyboard shortcut **Ctrl + Shift + Delete**.

2. Once open, select the checkbox beside the **Temporary cached files and pages** option.



a. In Chrome and Edge, this option is called **Cached images and files**.





b. If desired, select a timeframe in which you'd like to clear your browser's cache. If you're looking to give your browser and device a clean reset overall, select the **all time** or **everything** option from the dropdown menu.

3. Select the **Clear** or **Delete** button, depending on your browser.

4. Close the open browser window to finalize the cache-clearing process. The clearing process won't be complete until all browser windows are closed.

Clearing cache on Safari

For instructions on clearing cache on an Apple device, follow these instructions from CU

Boulder’s Office of Information Technology, Clearing the Web Browser Cache – Safari [3].

Another fix for resolving online performance issues is to update your browser soon after an update becomes available. Review our previous tip for step-by-step instructions on how to update your preferred browser [4] and our security tip to never click on a pop-up warning to update your browser [5].

cache [6], internet browsers [7]

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