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**.

Delete browsing data

Basic   Advanced

Time range | Last hour ▾

☑ Browsing history
Deletes history, including in the search box

☑ Cookies and other site data
Signs you out of most sites

☑ Cached images and files
Frees up less than 39.4 MB. Some sites may load more slowly on your next visit.

Cancel   Delete data

×

Delete browsing data

Time range

Last hour ⌄

☑ Browsing history
At least 1 item on synced devices. Clears history from all signed-in devices that are syncing.

☑ Download history
None

☑ Cookies and other site data
From 4 sites. Signs you out of most sites.

☑ Cached images and files
Frees up less than 35.9 MB. Some sites may load more

This will clear your data across all your synced devices signed in to baldwinc@cu.edu. To clear browsing data from this device only, sign out first.

Clear now   Cancel

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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