

Hard Refresh

Press below key combination to force the browser to fetch the file(s) from the server instead of cache.

Windows PC: Ctrl + F5 (hold down the “Ctrl” key and then, while still holding it, press the “F5” key on your computer's keyboard).

Mac PC: Command + R (hold down the “Command” key and then, while still holding it, press the “R” key on your computer's keyboard)

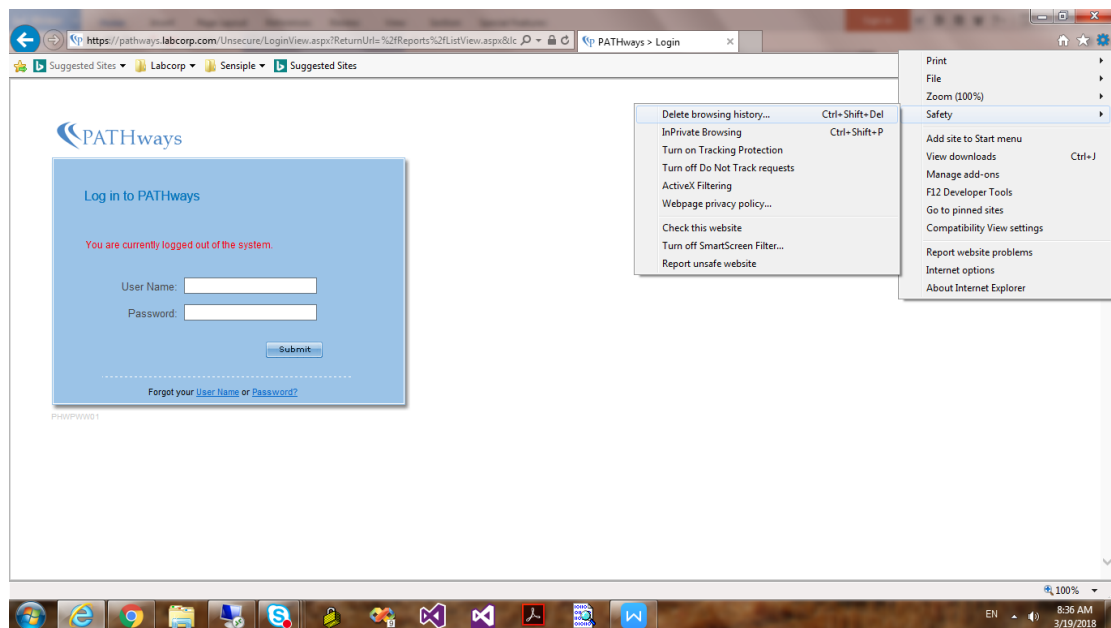
If you tried the above and not able to login, then please refer below section to manually clear the cache.

Clearing Internet Browser Cache and Cookies

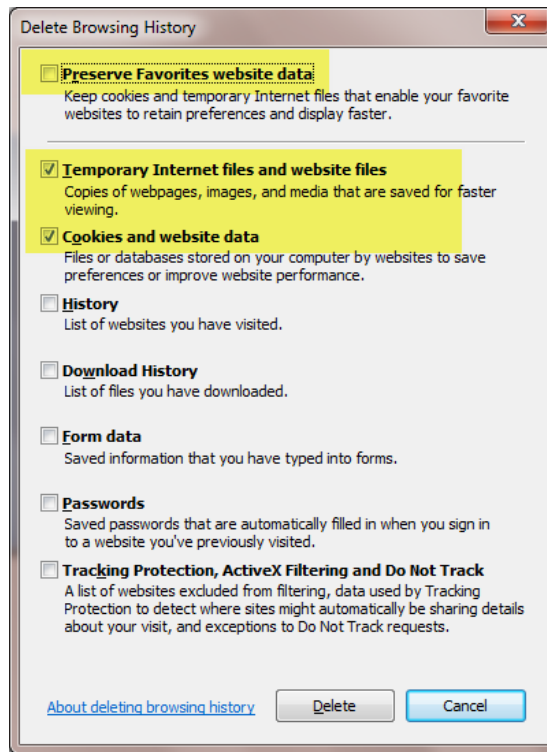
Internet Explorer:

1. Select Tools (via the Gear Icon) > Safety > Delete browsing history....

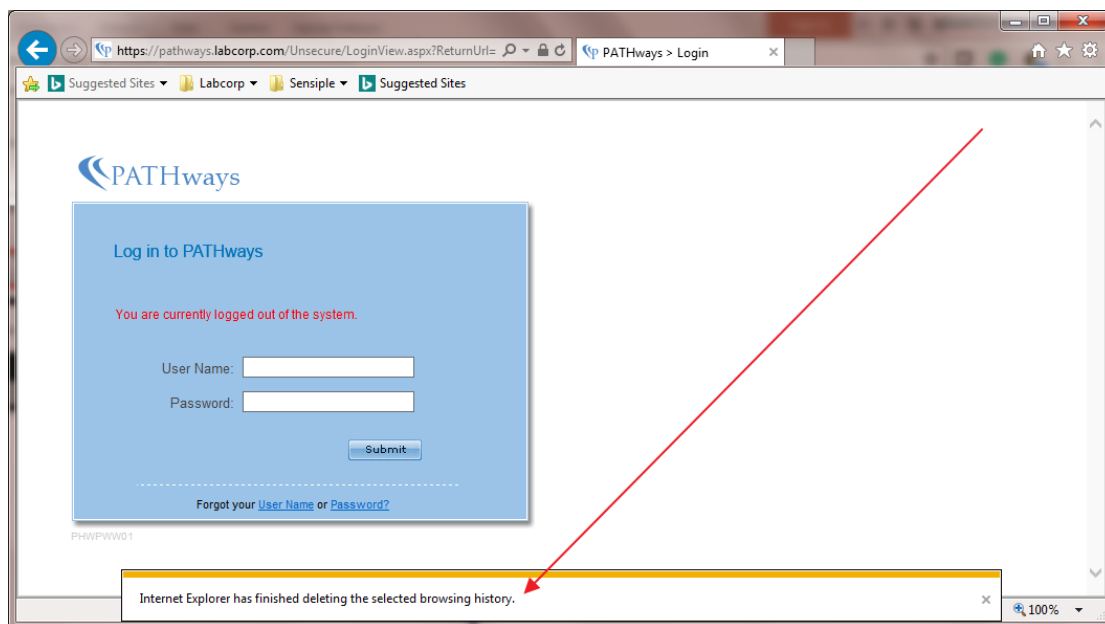
NOTE: You can also access this menu by holding Ctrl + Shift + Delete.





2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.

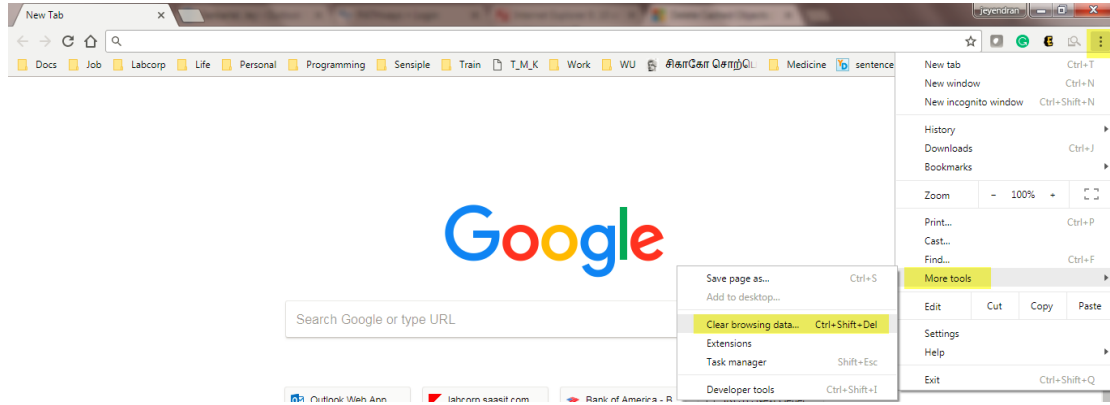


3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

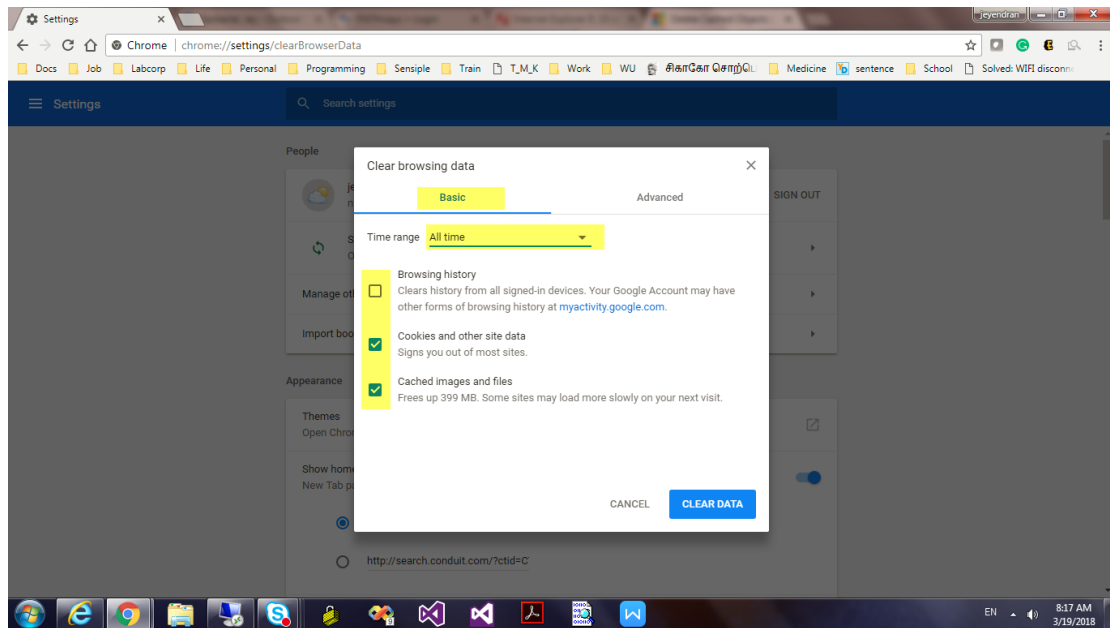


Chrome:


1. At the top right, click More . Click More tools  > Clear browsing data.

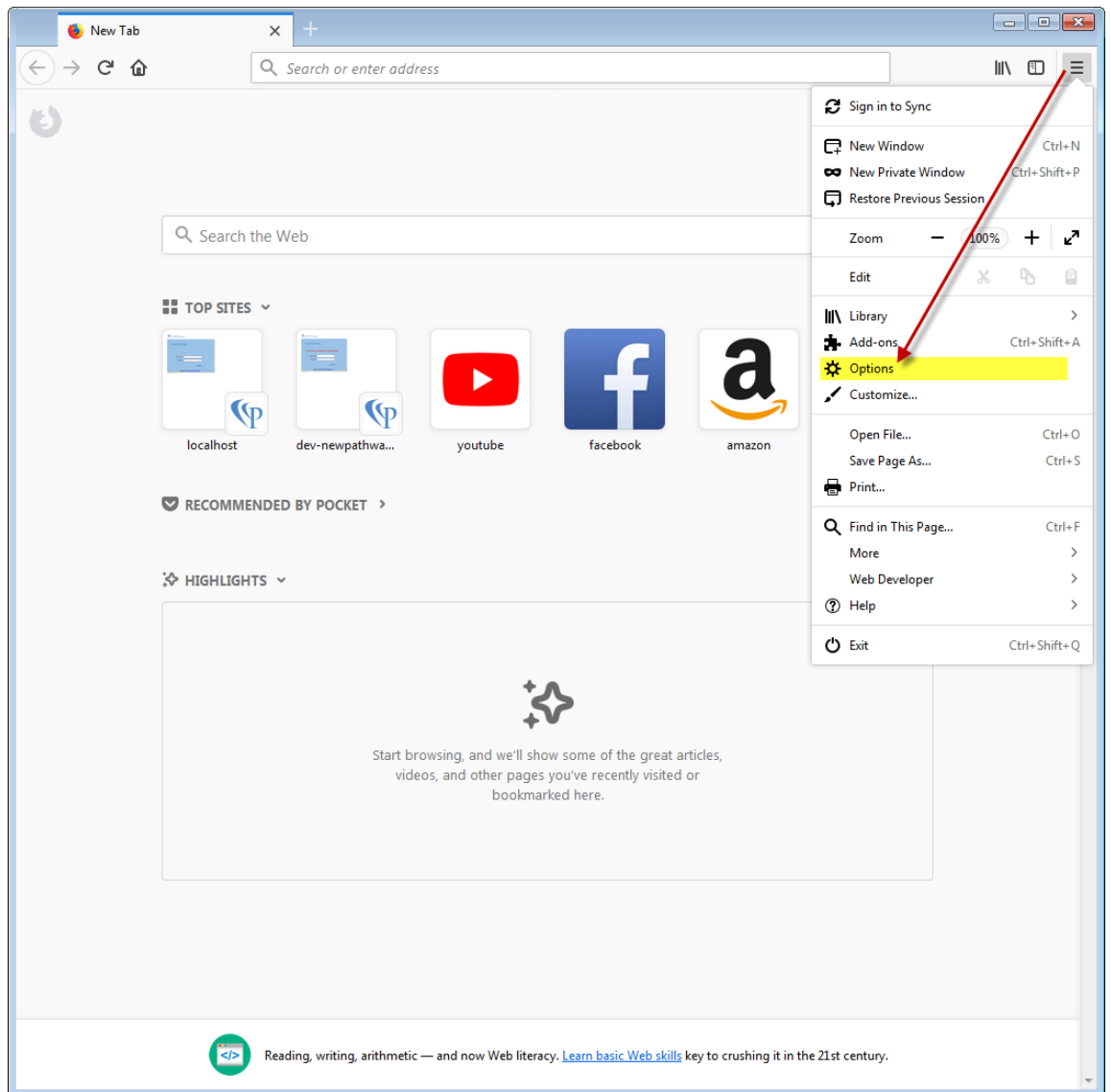


2. At the top, choose a time range. To delete everything, select All time. Next to "Cookies and other site data" and "Cached images and files," check the boxes. Uncheck "Browsing History". Finally, Click Clear data.



Firefox:

1. Click the menu button  and choose Options.



2. Select the Privacy & Security panel. In the Cached Web Content section, click Clear Now. Close the page. Any changes you've made will automatically be saved.

Options

Firefox | about:preferences#privacy

Find in Options

- General
- Search
- Privacy & Security**
- Firefox Account

Browser Privacy

Forms & Passwords

- Remember logins and passwords for websites Exceptions...
- Autofill addresses [Learn more](#) Saved Logins...
- Use a master password Saved Addresses...
- Change Master Password...

History

Firefox will Remember history

Firefox will remember your browsing, download, form and search history, and keep cookies from websites you visit.

You may want to [clear your recent history](#), or [remove individual cookies](#).

Address Bar

When using the address bar, suggest

- Browsing history
- Bookmarks
- Open tabs

[Change preferences for search engine suggestions](#)

Cached Web Content

Your web content cache is currently using 0 bytes of disk space Clear Now

- Override automatic cache management

Limit cache to MB of space

Firefox Support

