Contents

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)
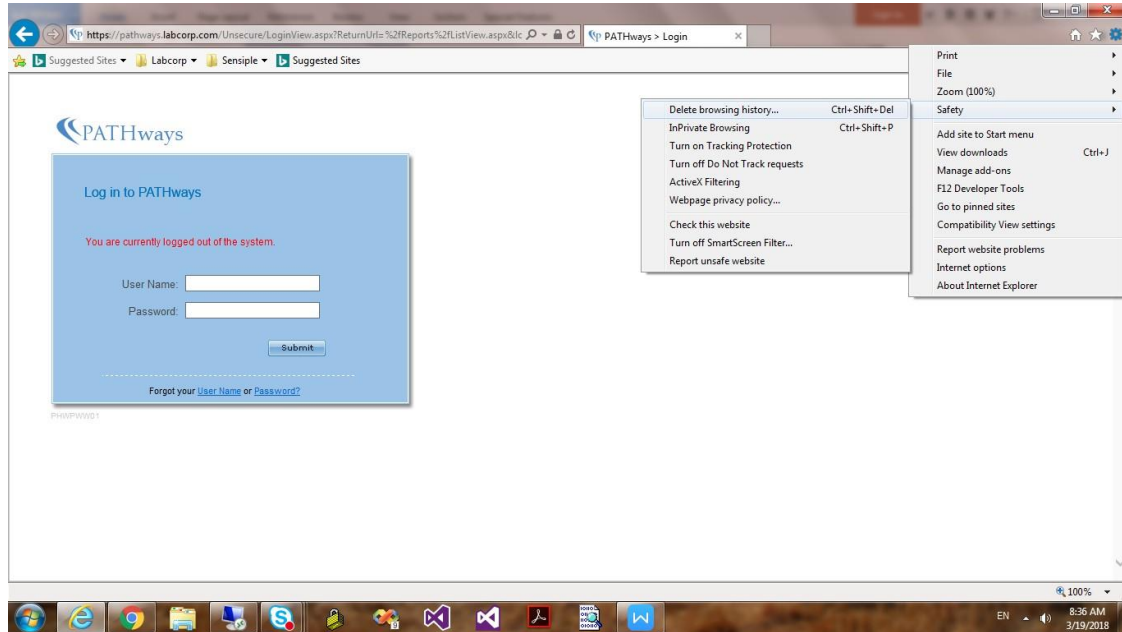
If you tried the above and not able to login, then please refer below section to manually clear the cache.
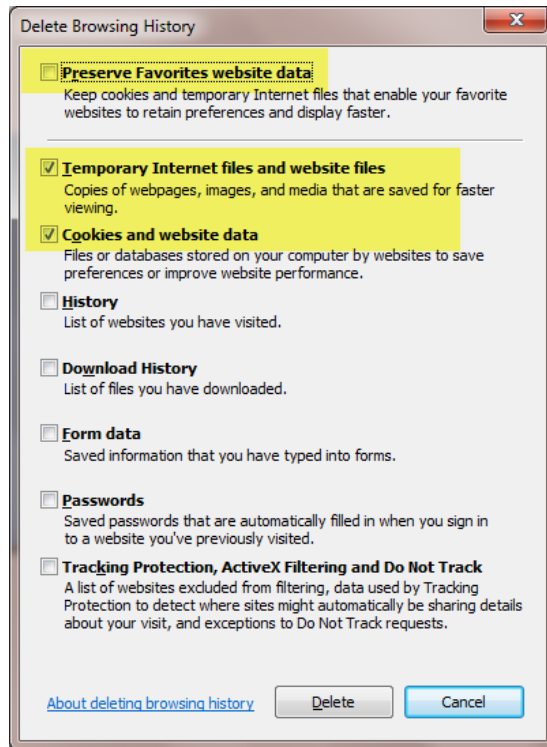
Clearing Internet Browser Cache and Cookies

<u>Internet Explorer:</u>

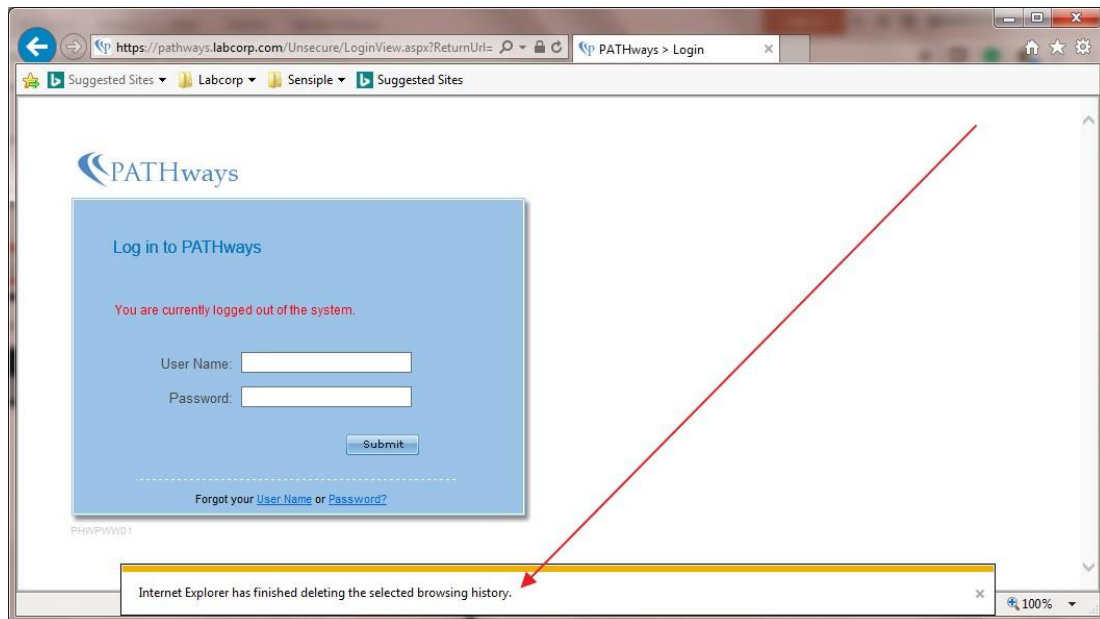1. Select Tools (via the Gear Icon) > Safety > Delete browsing history....
NOTE: You can also access this menu by holding Ctrl + Shift + Delete.

2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.
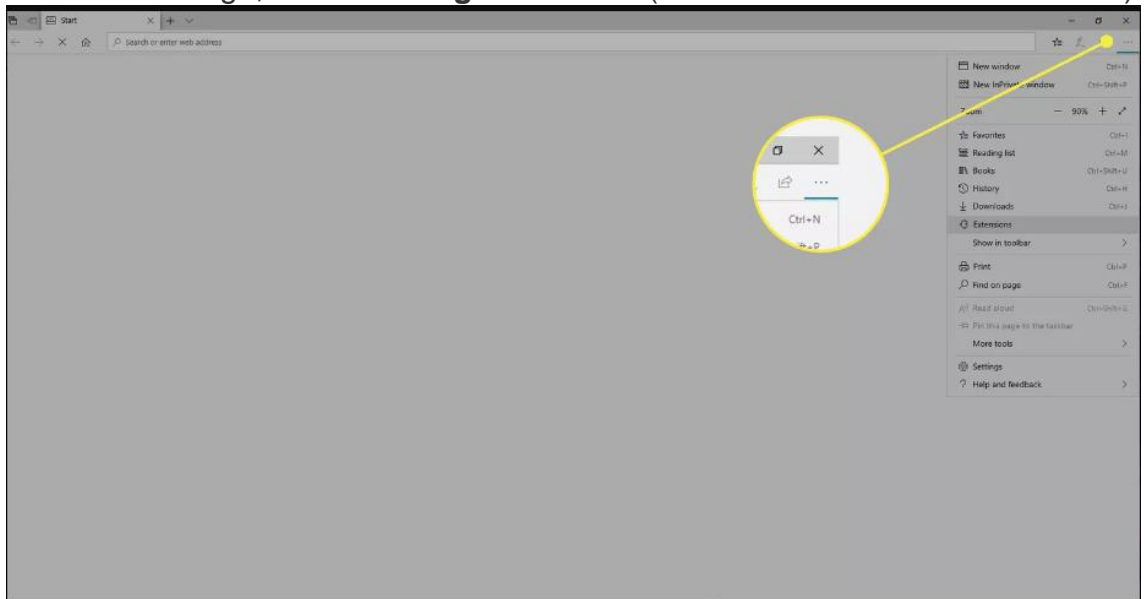
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.
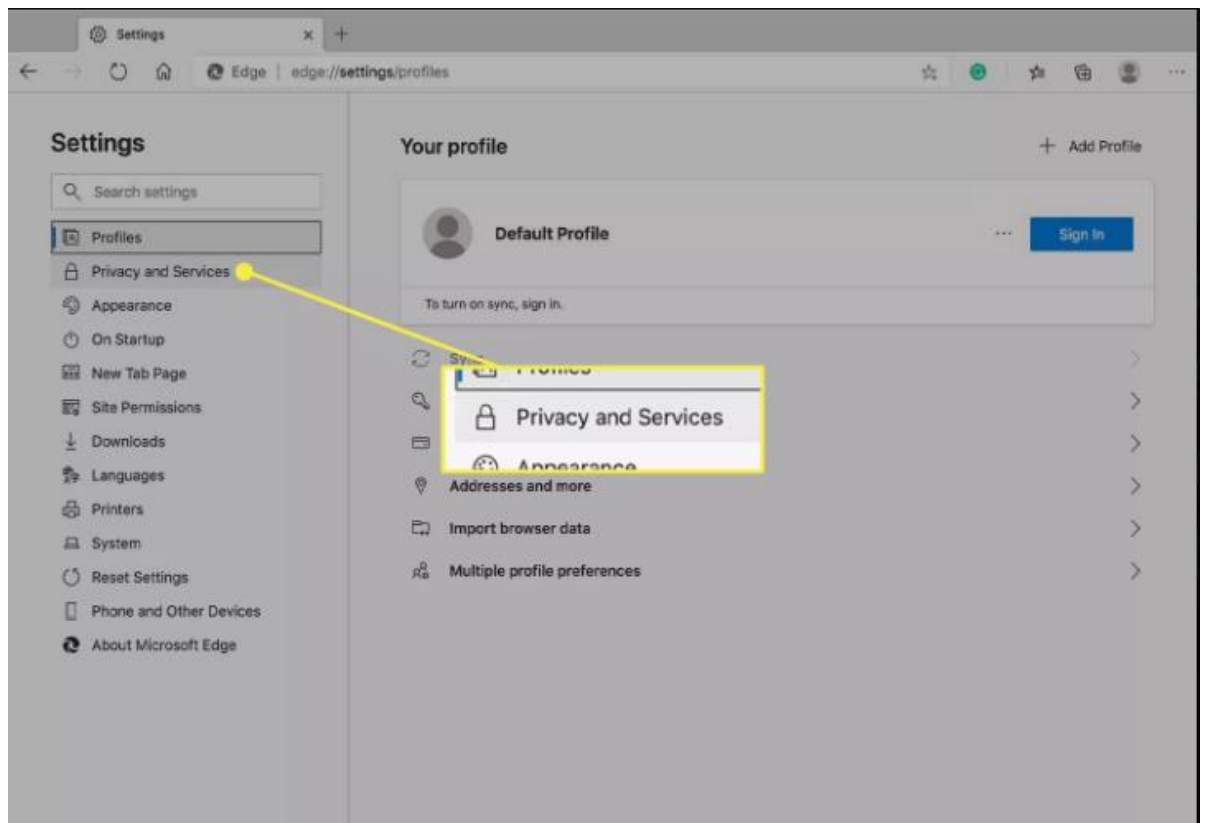
1. In Microsoft Edge, select **Settings and more** (the icon that looks like three dots).
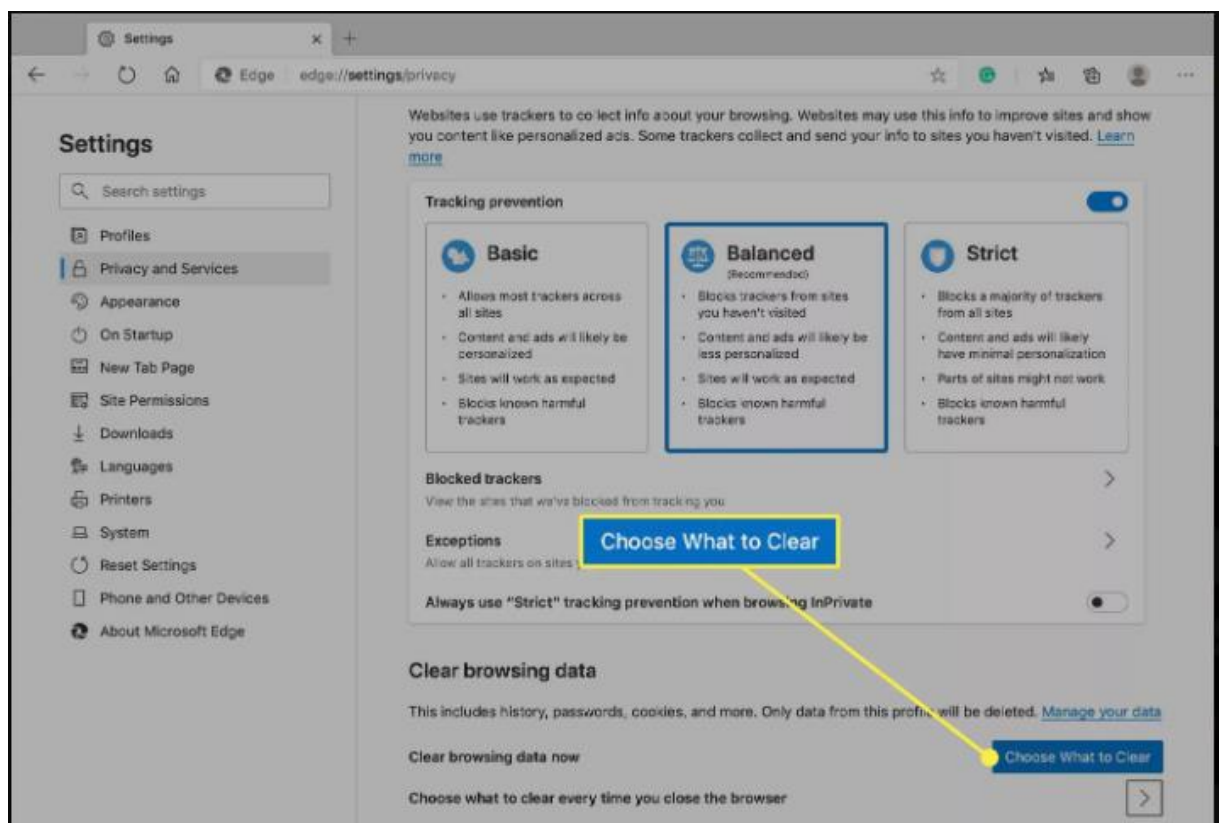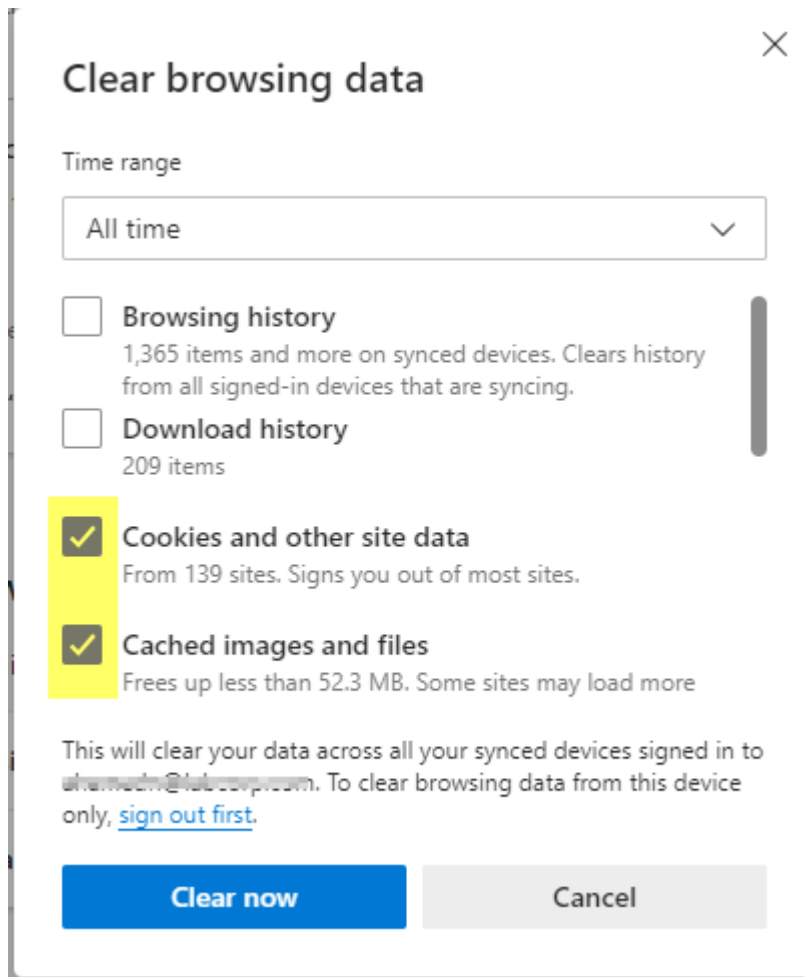

2. Select **Settings**.

3. In the **Settings** sidebar, select **Privacy and services**.

4. Under **Clear browsing data**, select **Choose what to clear**.

5. In **Clear browsing data**, select the check box for "**Cookies and other site data**" and "**Cached images and files**". Uncheck all others.
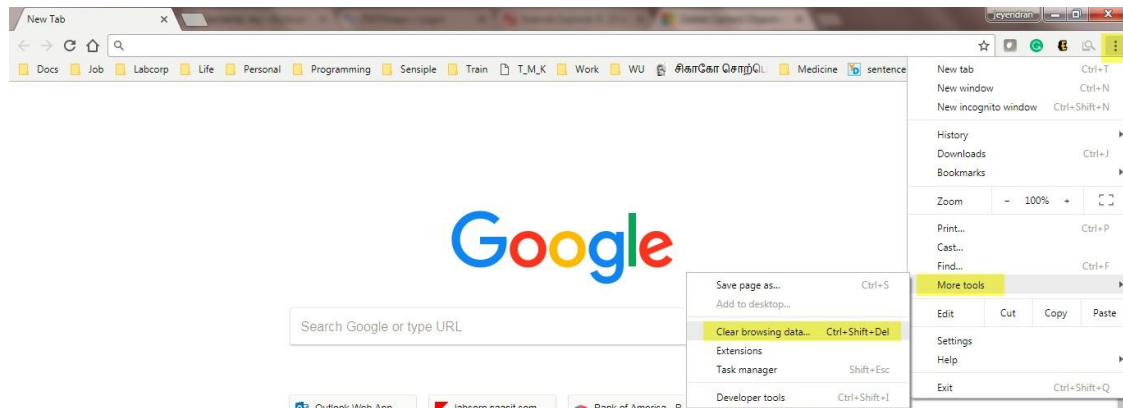

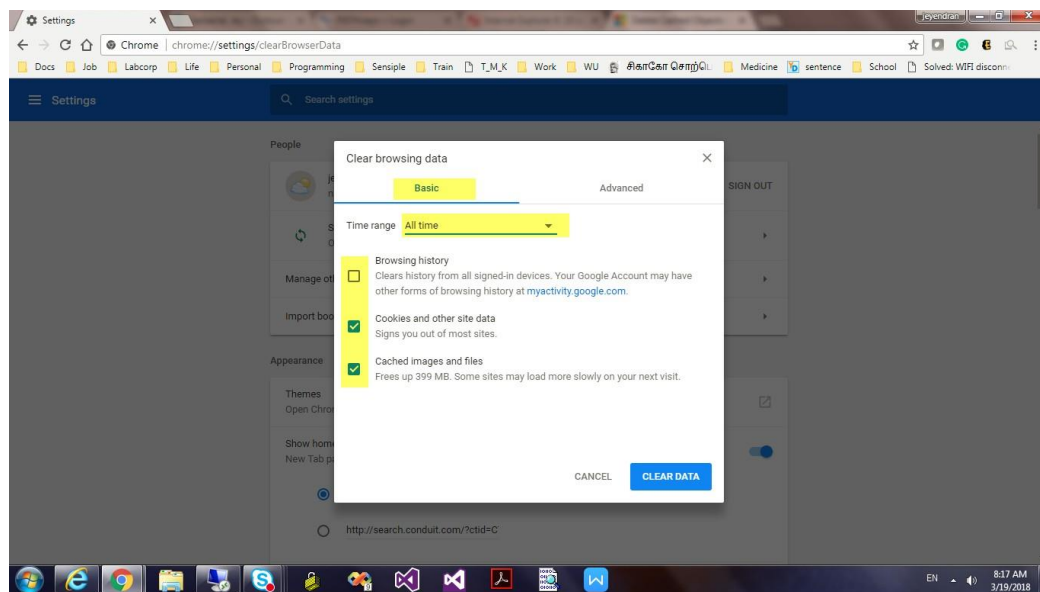6. Select **All Time** in Time range list.

7. Select **Clear now**.

Chrome:

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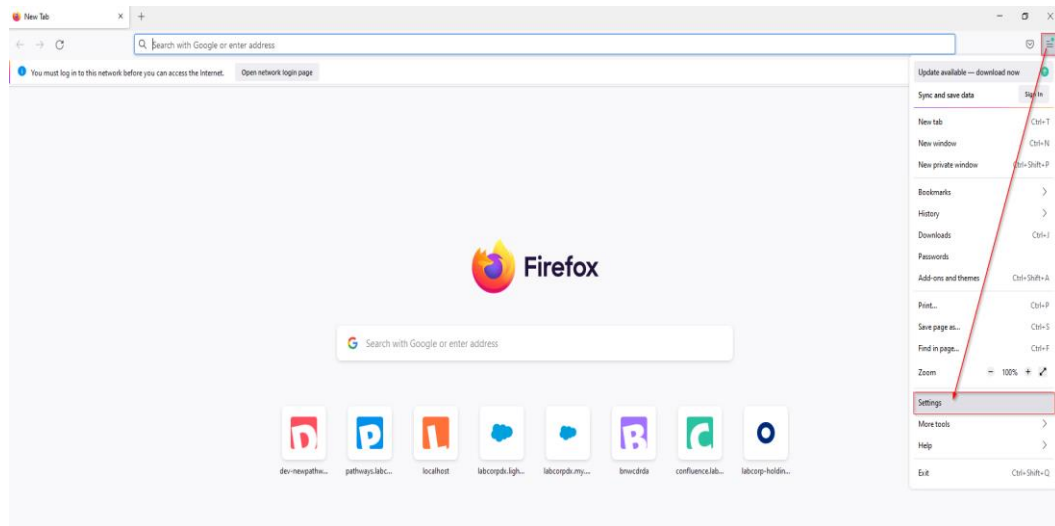

2. Click the tab "Basic".
3. At the top, choose a time range. To delete everything, select All time.
4. Next to "Cookies and other site data" and "Cached images and files," check the boxes. Uncheck "Browsing History".
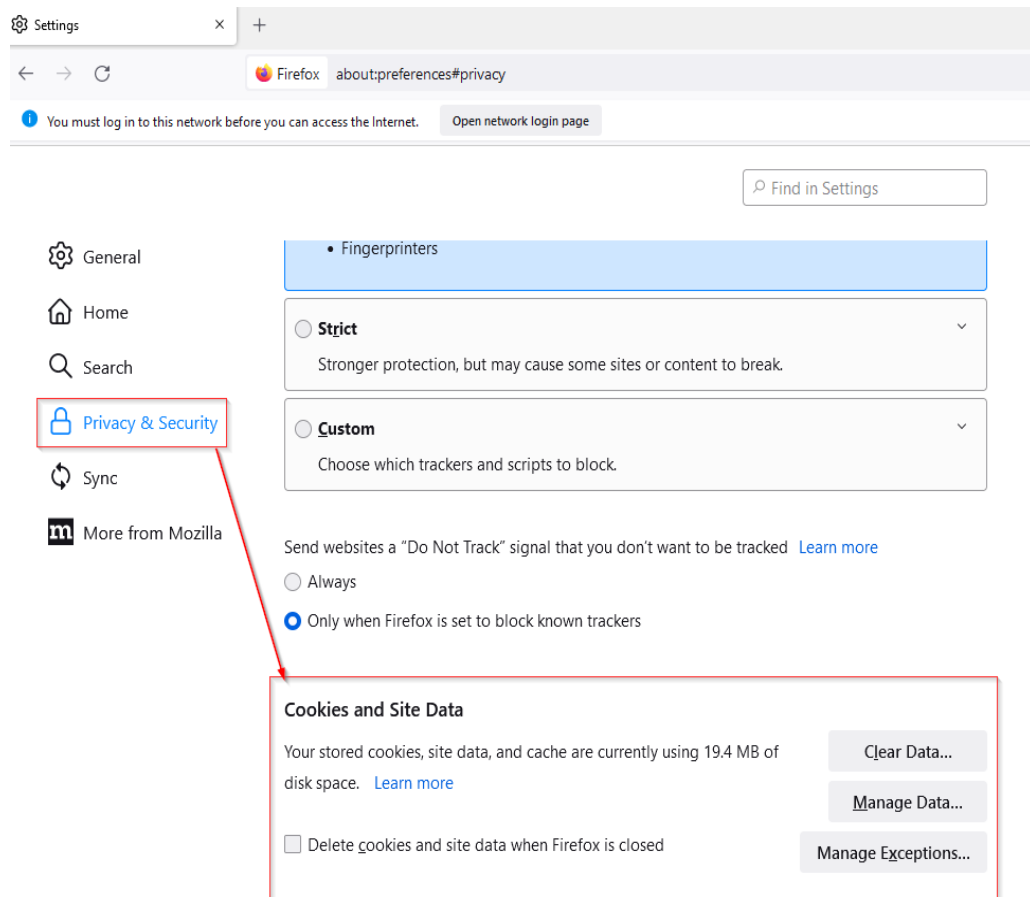5. Finally, Click "Clear data".
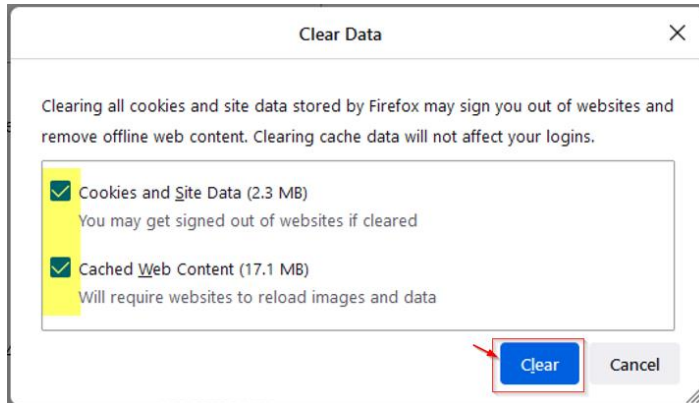
1. Click the menu button ≡ and select Settings.

2. Select the Privacy & Security panel.

3. In the **Cookies and Site Data** section, click Clear Data...

4. Put a check mark next to the type of information you want to clear:

- *Cookies and Site Data* (to remove login status and site preferences)

- *Cached Web Content* (to remove stored images, scripts and other cached content).

5. Click the **Clear** button.

6. Close the Settings page. Any changes you've made will automatically be saved.