

## Clearing Browser Cache - Sometimes solves the following problems

- Failed Login
- Updated information does not display in your profile, calendar, or ad
- Intermittent Errors

Each time you access a file through your web [browser](#), the browser caches (stores) it. In this way, the files (including any images on the page) do not have to be retrieved anew from the remote web site each time you click the **Back** or **Forward** buttons. You should periodically clear the cache to allow your browser to function more efficiently. On this page:

- **Windows**
  - Internet Explorer 7
  - Internet Explorer 4.x, 5.x, and 6.x
  - Netscape 8
  - Netscape Navigator 7.1
  - Firefox 2.0
  - Firefox 1.0 and 1.5
- **Mac OS and Mac OS X**
  - Safari
  - Firefox 1.x and 2.0
  - Netscape 6.x or later

### Internet Explorer 7

1. From the **Tools** menu, select **Internet Options...**
2. Choose the **General** tab.
3. Under **Browsing history**, click **Delete...**
4. Next to "Temporary Internet Files", click **Delete files...**
5. Click **Close**, and then click **OK** to exit.

### Internet Explorer 4.x, 5.x, and 6.x for Windows

1. From the **Tools** menu (for version 4.x, the **View** menu), select **Internet Options...**
2. Choose the **General** tab.
3. In the "Temporary Internet Files" section, click **Delete Files...**
4. To confirm the deletion, click **OK**.
5. In the Internet Options dialog box, click **OK**.

### Netscape 8 for Windows

1. From the **Tools** menu, select **Options...**
2. Click **Privacy**.
3. Next to "Cache", click the **Clear** button.
4. If you'd like to set the size of the cache and set the browser to clear the cache when you close it, click the + (plus sign) next to "Cache" and change the settings as needed.
5. Click **OK**.

### Netscape 7.1 for Windows

1. From the **Edit** menu, select **Preferences...**
2. In the left panel of the Preferences dialog box, click the + (plus sign) in the box to the left of **Advanced**. Click **Cache**.
3. Click **Clear Cache**.
4. In the Preferences dialog box, click **OK**.

### Firefox 2.0 for Windows

From the **Tools** menu, select **Clear Private Data**, and then choose **Cache**.

### Firefox 1.0 and 1.5 for Windows

1. From the **Tools** menu, select **Options...**, and then click **Privacy**.
2. In 1.5, select the **Cache** tab, and then click the **Clear Cache Now** button. In 1.0, next to **Cache**, click the **Clear** button, and then click **OK**.

### Safari

1. From the **Safari** menu, select **Empty Cache...**
2. When prompted, click **Empty** to confirm that you want to empty the cache.

### Firefox 1.x and 2.0 for Mac OS X

1. From the **Firefox** menu, select **Preferences...**
2. From the sheet that drops down, select **Privacy**. In 2.0, click **Clear Now**. In 1.5, click **Clear Cache Now**. In 1.0, next to **Cache**, click the **Clear** button, and then **OK**.

### Netscape 6.x or later for Mac OS and Mac OS X

1. In Mac OS X, from the **Netscape** or **Mozilla** menu, select **Preferences...**. In Mac OS 9.x or earlier, from the **Edit** menu, select **Preferences...**
2. In the left panel of the Preferences dialog box, click the arrow to the left of **Advanced**. Click **Cache**.
3. Either click the **Clear Cache** button, or click both the **Clear Memory Cache** and **Clear Disk Cache** buttons.
4. In the Preferences dialog box, click **OK**.