

# GIS KNOWLEDGE BASE – Jefferson County, Missouri

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**TOPIC:** CLEAR CACHE FROM BROWSER WINDOW

**PROVIDED TO:** GENERAL

**DESCRIPTION:** Explains how to clear the cache from Internet Explorer, Chrome, Firefox, and Microsoft Edge browsers

**DATE:** 03/30/2021

**Revisions:** *03/07/2023*

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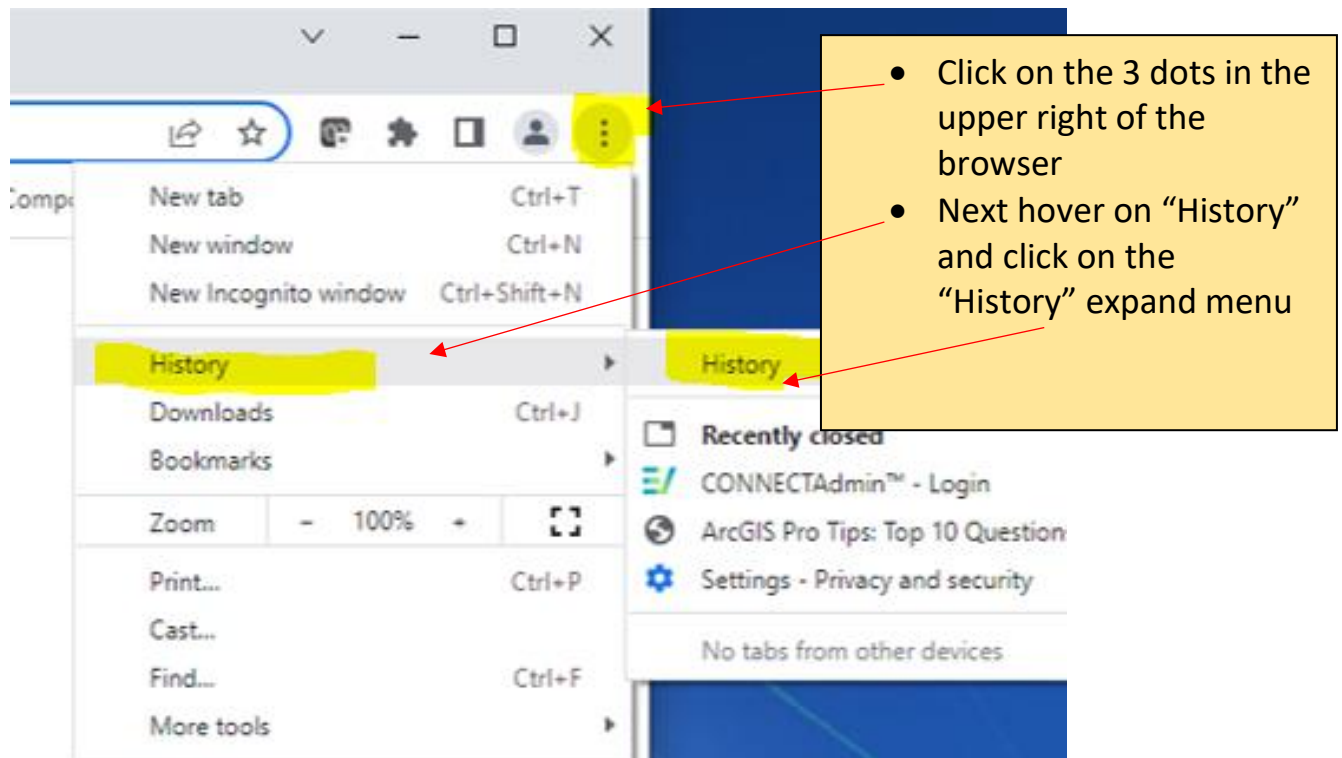
## Notes

The browser cache is used to speed up the browser on websites you visit often. This cache can get too large with all the saved cookies, views, and other items. Maintaining a clean cache is especially crucial when using a labor-intensive website like the GIS Viewers.

**\*Chrome or Microsoft Edge are the preferred browsers when using the GIS Viewers. Firefox is acceptable, and Internet Explorer (IE) is no longer supported.**

Following is instructions for browsers including Chrome, Microsoft Edge, Firefox, and Internet Explorer (IE)

## CHROME – Version 110.0.5481.178 shown



# History

Search history

Chrome history

List

Journeys

Tabs from other devices

Turn off Journeys

Clear browsing data

Today - Tuesday, March 7, 2020

10:00 AM CONNECTAdmin™ - Login c

10:00 AM ArcGIS Pro Tips: Top 10 Ques

- Click on “Clear browsing data” link
- New window pops up – see below

## Clear browsing data

Basic

Advanced

Time range All time

Browsing history

4 items

Download history

None

Cookies and other site data

From 3 sites

Cached images and files

5.5 MB

Passwords and other sign-in data

None

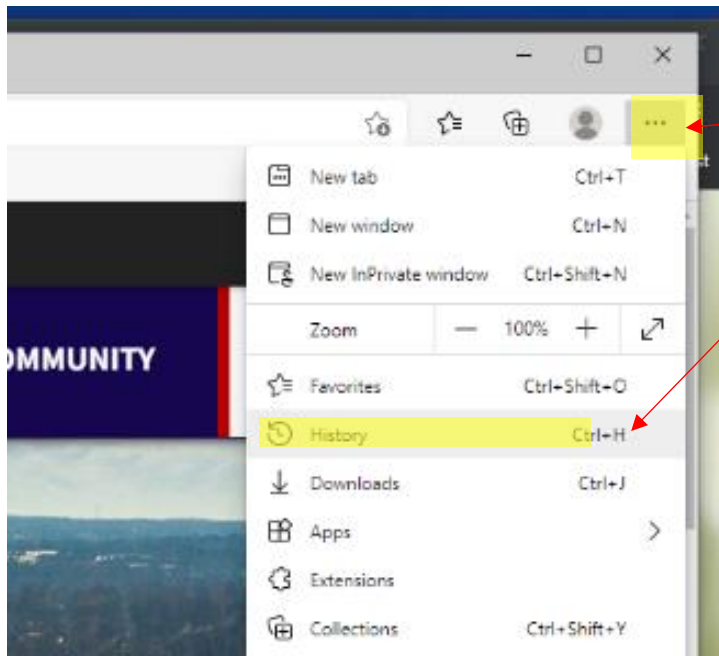
Autofill form data

- Make sure “Advanced” tab is selected
- Time Range set to “All Time”
- Check on everything EXCEPT “Passwords and other sign-in data” if you use passwords
- Next, click on the “Clear data” button
- Close all Chrome browser windows and reopen

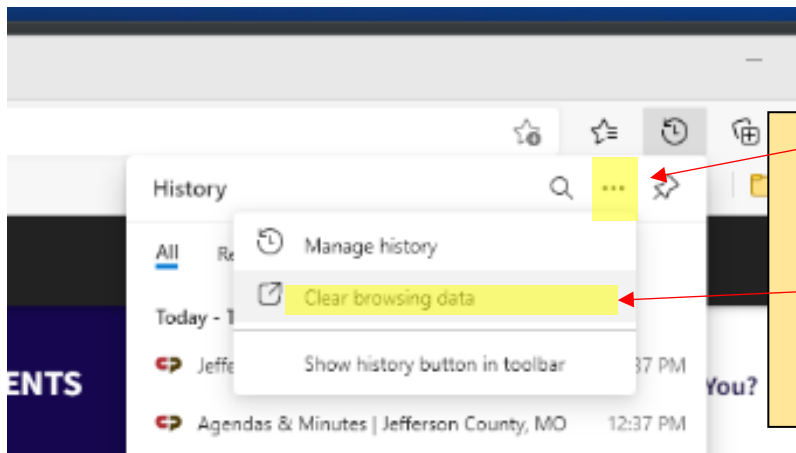
Cancel

Clear data

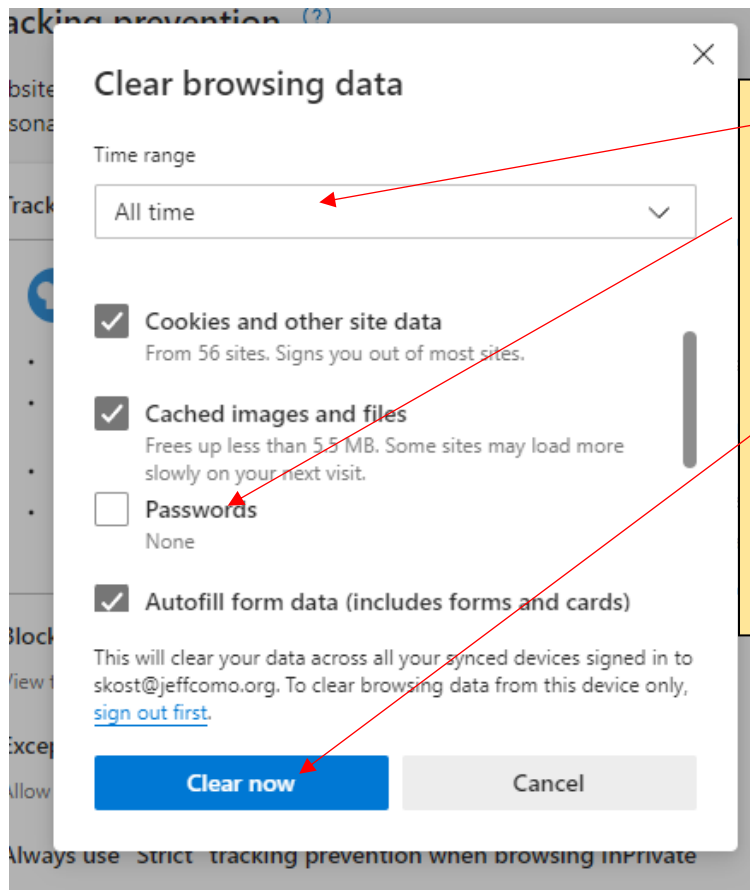
MICROSOFT EDGE – Version 89.0.774.63 shown



- Click on the 3 dots in the upper right of the browser
- Next click on “History”

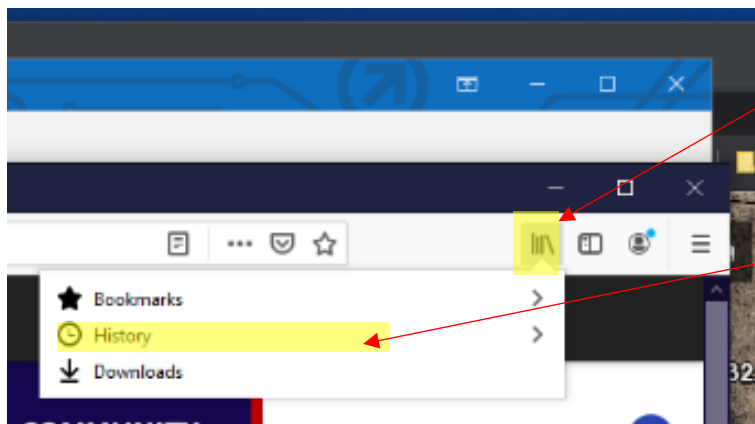


- Click on the 3 dots in the upper right of the pop-up History window
- Next click on “Clear browsing data”

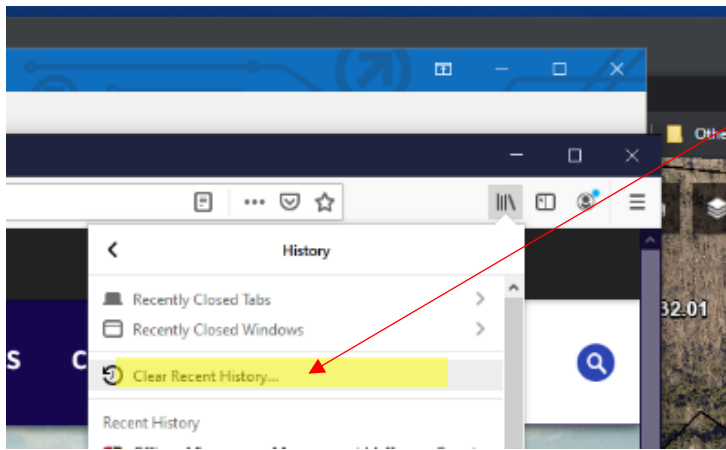


- For “Time range” select “All time”
- Make sure all options are checked on EXCEPT “Passwords” if you save those
- Click on “Clear now” button
- Close all Microsoft Edge browser windows and reopen

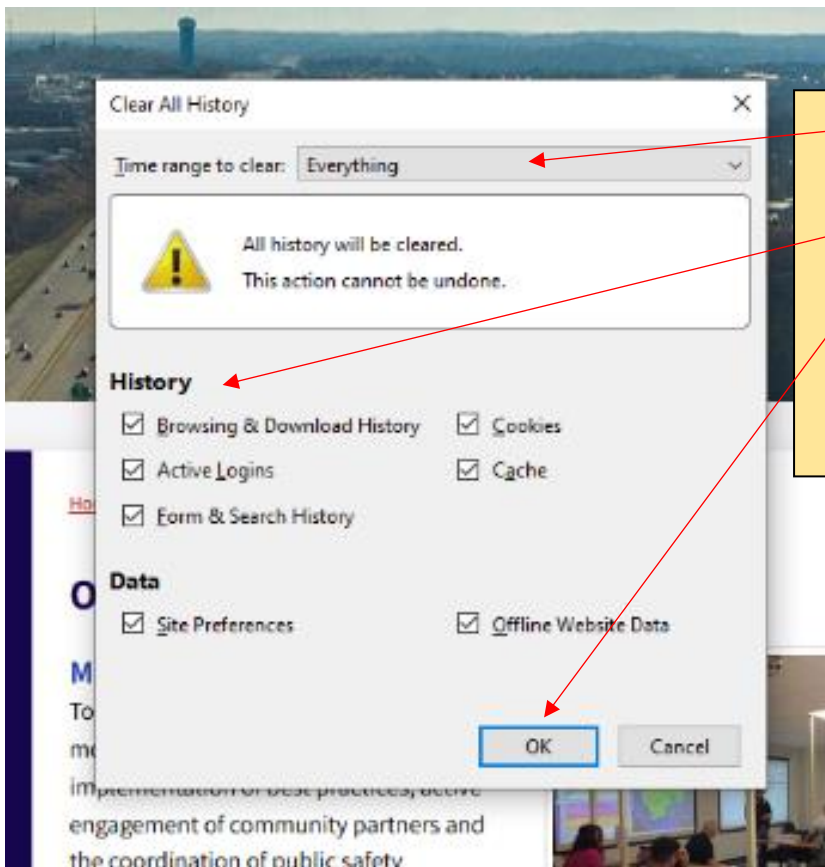
## FIREFOX BROWSER – Version 87.0 shown



- Click on the stack of books “View history, saved bookmarks, and more”
- Click on “History”

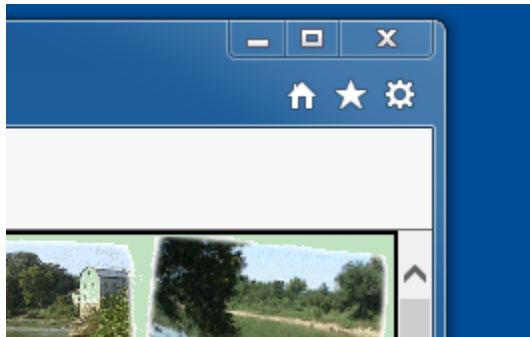


- Next click on “Clear Recent History”



- Set “Time range to clear” to “Everything”
- Check on all “History” and all “Data”
- Click on “Ok”
- Close all Firefox browser windows and reopen

## INTERNET EXPLORE (IE) BROWSER – Version 87.0 shown



**NOTE: Internet Explorer is no longer supported and is used at user's own risk.**

- Select the “gear” in upper right of IE, then click on *Internet Options*
- On the General Tab select the *Delete* button under Browsing History (check on the box next to delete browsing history on exit helps keep your browser clean as well – if you have your browser open and need to refresh without closing, you will need to follow the procedures above and below)
- Uncheck *Preserve Favorites website data*
- Check on all other items except Passwords if you use this for other sites
- Click on delete
- Close out of the Internet Options dialog
- Depending on how often you delete cache, it may take awhile
- Close the browser and reopen