Clearing Internet Browser Cache

Use the following steps to clear your internet browser cache (IExplorer, Microsoft Edge, Google Chrome)

If you are using IExplorer:

- 1) Open Internet Explorer
- 2) Click on the gear icon in the top right corner

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3) Select "Internet Options"

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					About Internet Explorer			

- 4) Find "Browsing History"
- 5) Click on the "Delete" button
- 6) Ensure that the box beside "Temporary Internet files and website files" is selected
 - Note: "History" and "Cookies and website data" may be selected already, you may deselect these if you wish to keep your history and cookies
 - Note: If "Preserve Favourites website data" is selected <u>AND</u> the eplans portal is saved as a favourite website you must deselect this box
- 7) Click on the "Delete" button



8) You should see a message appear at the bottom of your browser

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OK Cancel Apply		
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Internet Explorer has finished deleting the selected browsing history.		>

- 9) Click the "OK" button
- 10) You can now navigate to the portal

If you are using Internet Edge:

- 1) Open Internet Edge
- 2) Click on the options icon in the top right corner (three horizontal dots)



3) Click on "Settings"

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4) Click on the Lock icon



5) Click on "Choose what to clear"

> <	Privacy & security -=
<u>А</u>	Browsing data Some features might save data on your device or send it to Microsoft to improve your browsing experience
<u>0</u>	Learn more about Microsoft privacy Clear browsing data
	Includes cookies, history, passwords, and other data Choose what to clear
	Clear data for wilcrosoft store books

- 6) Ensure that the box beside "Cached images and files" is selected
 - Note: "Browsing history", "Cookies and saved website data" and "Tabs I've set aside or recently closed" may be selected already, you may deselect these if you wish to this information
- 7) Click on the "Clear" button

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	Download history					
	Autofill data (includes forms and cards)					
	Passwords					
	Media licenses					
	Website permissions					
	Manage permissions					
	Clear					
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8) You can now navigate to the portal

If you are using Google Chrome:

- 1) Open Google Chrome
- 2) Click on the three dots in the top right corner (three vertical dots)



3) Select "Settings"

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- 4) Scroll down and find "Clear browsing data"
- 5) Click on the arrow

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- 6) Ensure that the box beside "Cached images and files" is selected
 - Note: "Browsing history" and "Cookies and other site data" may be selected already, you may deselect these if you wish to keep you history and cookies
- 7) Click "Clear data"

Clear browsing data						
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8) This screen will close and you can navigate to the portal