

**GovPayNet**

**Clearing the Cache in Major Browsers**

**Firefox**

1. Hold down **Control + Shift + Delete** while in the Firefox browser (or select History > Clear Recent History from the toolbar).
2. On the Clear Recent History pop-up, you will need to adjust the Time range to clear and expand the Details box to specify what to clear.



1. Choose **Everything** for the time range to clear and make sure the boxes are checked to clear **Browsing & Download History** as well as **Cache**.



1. Click **Clear Now** and restart your browser once the data has been cleared.

**Chrome**

1. Hold down **Control + Shift + Delete** while in the browser (or at the top right choose Menu > Settings > Privacy > Clear Browsing Data)



1. In the Clear browsing data popup, choose **the beginning of time** for the time frame and make sure **Cached images and files** is checked.



1. Select **Clear browsing data** and restart your browser once the data has been cleared.

**Internet Explorer**

1. In the browser, hold **Control + Shift + Delete** (or select Tools > Delete Browsing History) to bring up the popup.
2. In the Delete Browsing History tab, make sure to uncheck the top box that says **Preserve Favorites website data** and then make sure to check **Temporary Internet files and website files**.



1. Click **Delete** to clear the data and restart your browser once the data has been cleared.