

## Managing your Browser Cache



Tanya Jansen on February 6, 2020

Web browsers will store local copies of web pages, images, and files in order to make pages load more quickly. Sometimes you will be instructed to have your browser ignore or to remove these locally-cached files in order to fix a problem. As always, if you have trouble following these instructions or if you need help with a problem not covered here, please contact the UCSF IT Service Desk <sup>[1]</sup>.

UCSF officially supports the following browsers for official business. We provide only best-effort support for other browsers.

	<b>Windows</b>	<b>Mac OS X</b>
<b>Apple Safari</b>		<b>latest release</b>
<b>Firefox ESR</b>	<b>latest release</b>	<b>latest release</b>
<b>Google Chrome</b>	<b>latest release</b>	<b>latest release</b>
<b>Microsoft Internet Explorer</b>	<b>11</b>	

## Ignoring Cache

These key combinations will force your web browser to reload the current page only from the web server, ignoring any locally-cached files. These key combinations work across all browsers.

- On **Windows**, press Ctrl-Reload (or Ctrl-F5)
- On **Mac**, press Shift-Reload (or Shift-?R)

# Clearing Cache

- **Apple Safari:** Clear your browsing history [2] - video walkthrough for Safari [3]
- **Google Chrome:** Delete your Chrome browsing history [4] - video walkthrough for Chrome [5]
- **Microsoft Internet Explorer:** View and delete your browsing history in Internet Explorer [6] - video walkthrough for Internet Explorer [7]
- **Microsoft Edge:** View and delete browser history in Microsoft Edge [8] - video walkthrough for Edge? [9]
- **Mozilla Firefox:** Delete browsing, search and download history on Firefox [10] - video walkthrough for Firefox [11]
- **Opera:** Browser behavior [12] - video walkthrough for Opera [13]

**GET IT HELP.** Contact the Service Desk online, or phone 415.514.4100

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**Source URL:** <https://it.ucsf.edu/pages/managing-your-browser-cache>

## Links

- [1] <https://it.ucsf.edu/about/teams/ucsf-it-service-desk>
- [2] <https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>
- [3] <https://youtu.be/3vomunRCD9g>
- [4] <https://support.google.com/chrome/answer/95589>
- [5] <https://youtu.be/F4fHGfJwwGE>
- [6] <https://support.microsoft.com/en-us/help/17438/windows-internet-explorer-view-delete-browsing-history>
- [7] <https://youtu.be/havmNQgLRiY>
- [8] <https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>
- [9] <https://youtu.be/Kma5X7GoG2U>
- [10] <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>
- [11] <https://youtu.be/SYd7jJM7-3E>
- [12] <https://help.opera.com/en/presto/browser-behavior/>
- [13] [https://youtu.be/HAC\\_QRGwYdg](https://youtu.be/HAC_QRGwYdg)