How do I clear my browser cache for the best experience on the IEEE Learning Network (ILN)?

Overview

Browsers contain a folder in which certain items that have been downloaded are stored for faster future use. Images, icons, photos, and even sometimes entire web pages are examples of items which are saved or cached. When you visit a webpage, your browser checks to see if a copy of the files on the page are already in its cache. While this can be helpful, sometimes it can also lead to your browser not downloading new updates on a page.

Clearing your cache forces your browser to retrieve the newest copy available from the website.

NOTE: Cache may also be referred to as temporary internet files.

Clearing Cache

The following instructions may be helpful in clearing the cache on your browser. Please consult the Help section for your specific browser if it is not listed here.

Google Chrome

The option to clear your browser cache is located under the Customize and control Google Chrome menu icon.

To clear your cache in Chrome:
1. Click the Customize and control Google Chrome menu icon.
2. Select Clear Browsing Data from the More Tools submenu.
3. Select Cached Images and Files (as well as anything else you want to remove).
4. Click the Clear Data button.
5. Close the Settings tab and relaunch ILN.

Mozilla Firefox

To clear your cache in Mozilla Firefox:
1. Click the Open Menu icon.
2. Select Options from the menu.
3. Click Privacy & Security from the navigation pane.
4. Click the Clear History button in the History section. The Clear All History dialog box displays.
5. Click the Clear Now button.
6. Close the Options tab and relaunch ILN.
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Apple Safari
In Apple's Safari browser, clearing your cache is completed via the Develop menu. Click the Develop menu option and select Empty Caches from the list.

Microsoft Edge for Windows 10
1. Click the Tools menu (three dotted lines in the upper-right corner) and open the Settings menu.
2. Click Privacy, search, and services on the left-side menu.
3. Under the section Clear browsing data, Click Choose what to clear.
4. Select Cookies and other site data and Cached images and files.
5. Click Clear Now.
6. Close Microsoft Edge completely for your changes to take effect.