



**Office of Information Technology (OIT)
HRSA Enterprise Electronic Handbooks (EHBs)**

Clearing Cache in Different Web Browsers

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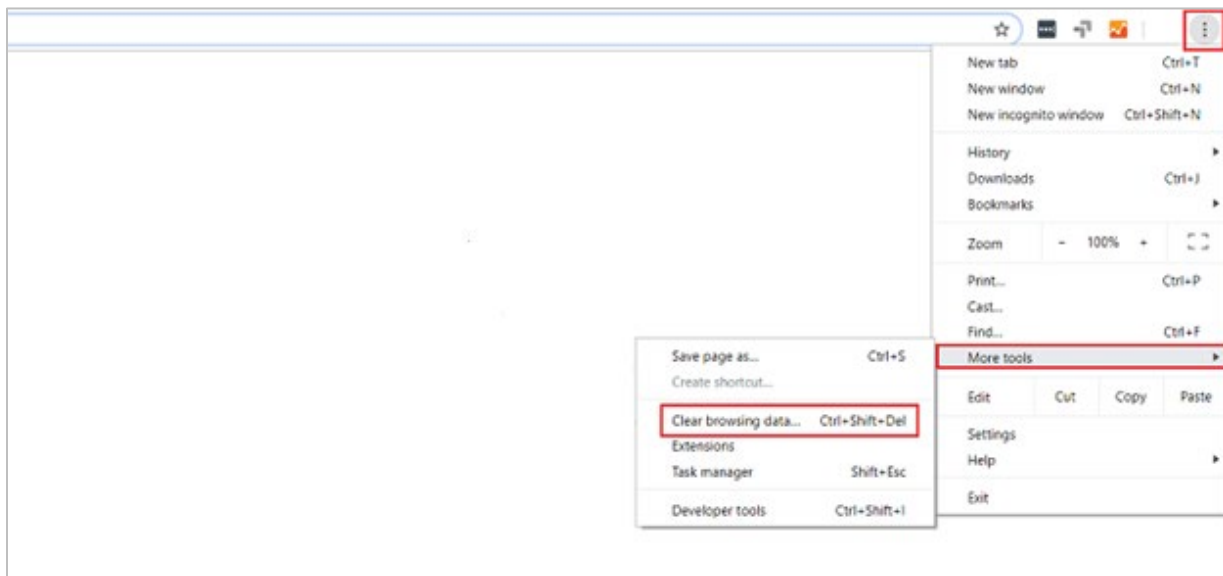
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1. Introduction

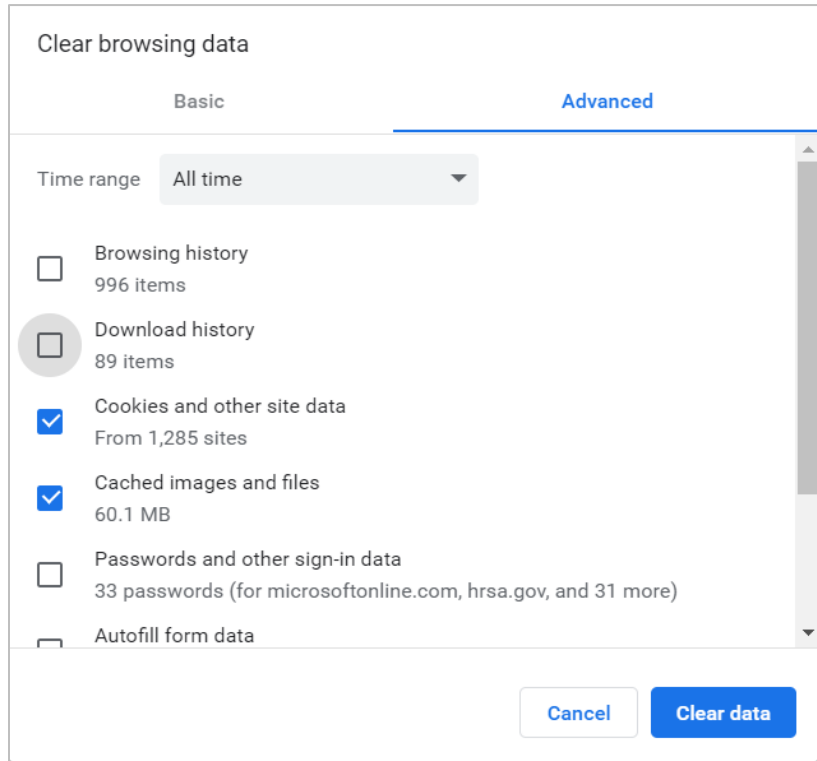
EHBs has introduced new system security updates on 11-18-2021 to improve its security posture. Due to this change user may experience difficulties in accessing web pages of EHBs. We are requesting user to follow below steps to fix this issue. The fix is to clear cache and / or cookies from the internet browser.

2. How to Clear Browser Cache in Google Chrome Browser

- a. To clear the cache in your Chrome browser, go to ellipsis (the three dots) in the upper right-hand corner of your browser. Then, click on **More tools** from the drop-down menu and then **“Clear browsing data...”** from the submenu.

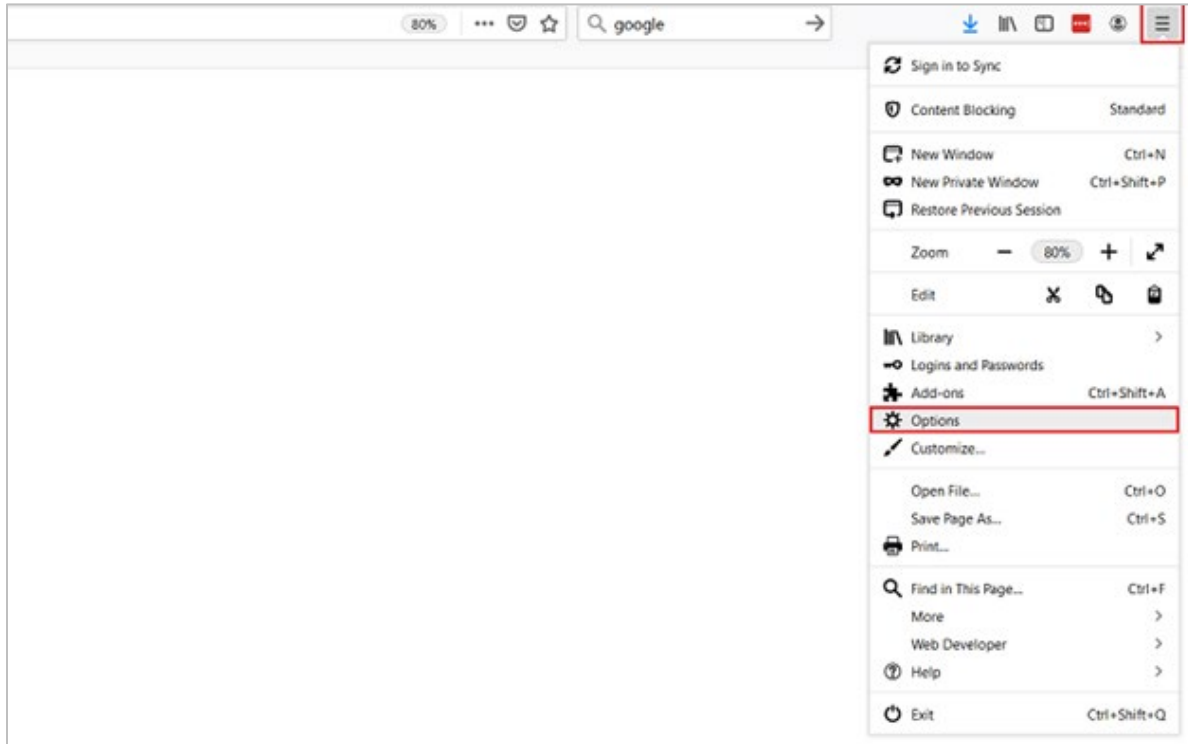


- b. Next, click the checkbox labeled **Cached images and files** if you want to clear just the cache. If any other boxes are checked, you risk deleting your browser history, cookies, passwords, and more (*which is okay if this is your intention!*).

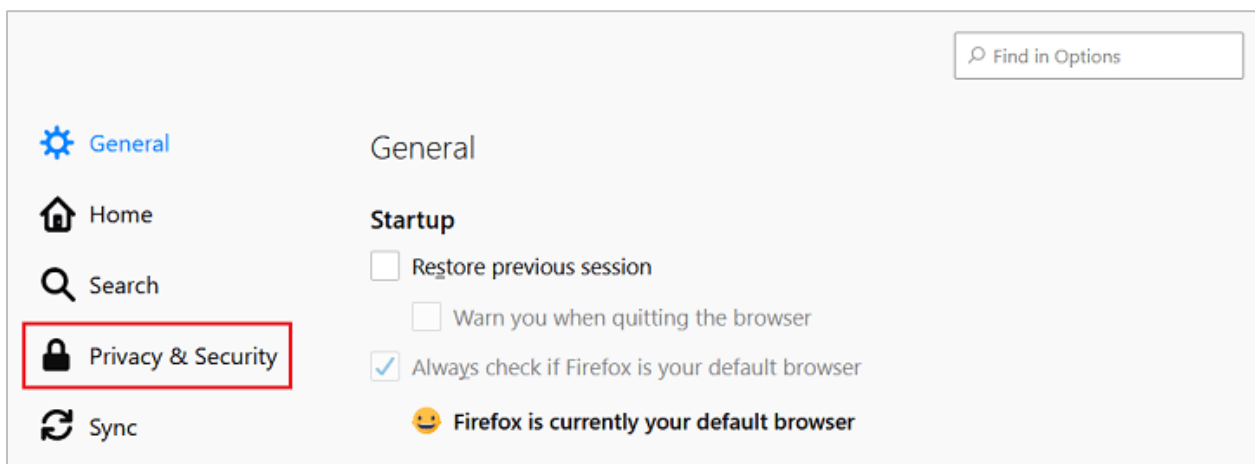


3. How to Clear Browser Cache in Mozilla Firefox Browser

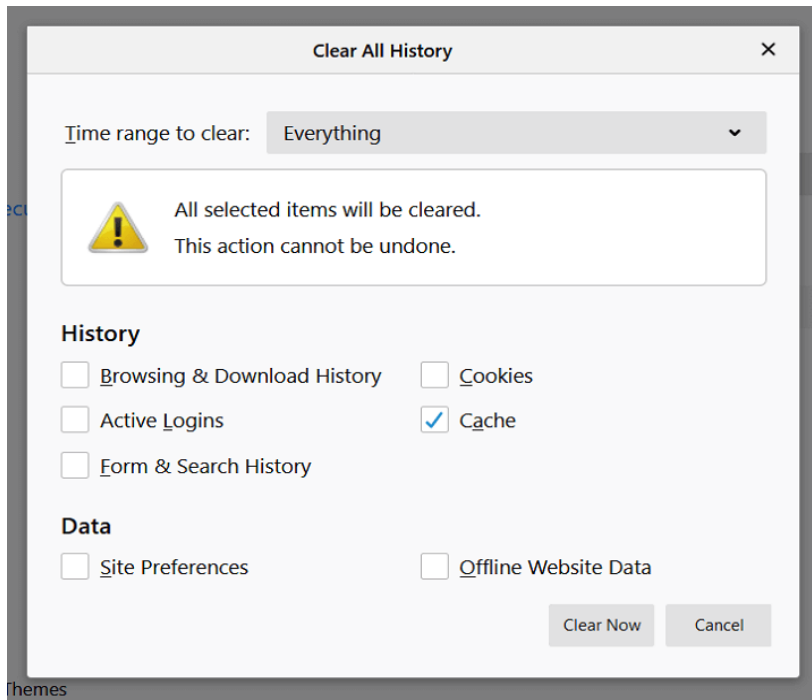
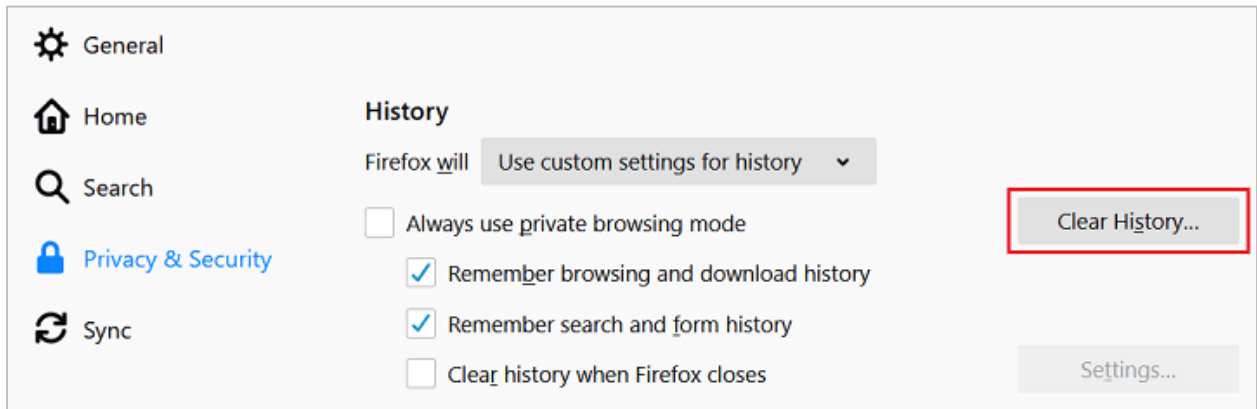
a) To clear the cache in your Mozilla Firefox browser, start by clicking the hamburger icon in the top right-hand corner of your screen and selecting **Options or Settings**.



b) Next, select **Privacy and Security**

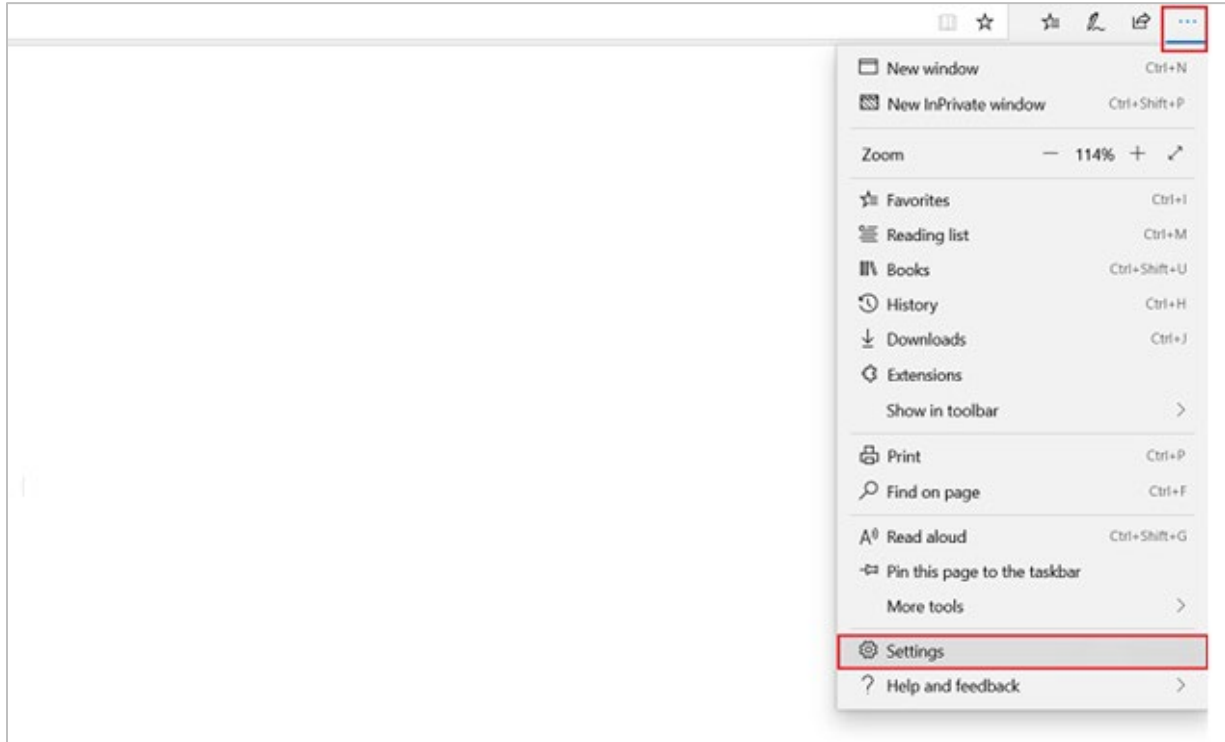


c) Scroll down to the section labeled **History** and click on the **Clear History** button.



4. How to Clear Browser Cache in Microsoft Edge Browser

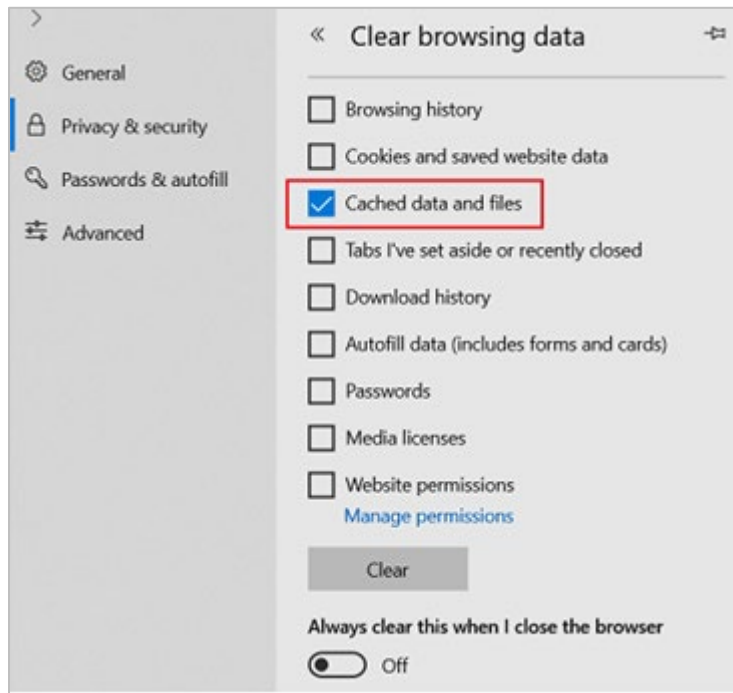
a) To clear the cache in Microsoft Edge, click ellipsis (the three-dots icon) in the upper right-hand corner of your browser window and scroll down to **Settings**.



b) Next, click **Privacy & security** and then the **Choose what to clear** button.

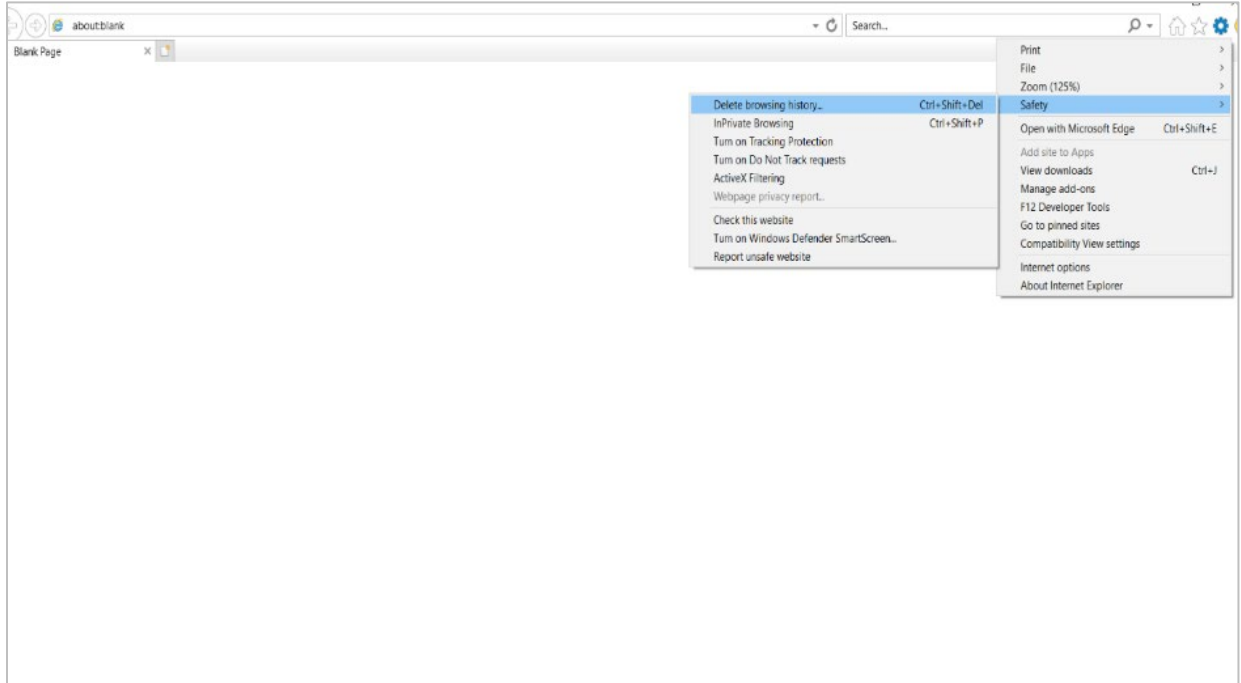


- c) Check “Cached data and files” option and click **Clear**. If other options are checked then uncheck them before clicking on **Clear** button.



5. How to Clear Browser Cache in Internet Explorer

- a) To clear the cache for your Internet Explorer browser, click the **Gear** icon in the top right-hand corner of your screen, choose **Safety** from the drop-down menu, and then click on **Delete browsing history** from the submenu.



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b) Next, check all the boxes of browser data you want to delete. When you're done, click **Delete**.

