

Clearing Browser Cache

What is Browser Cache and why should it be cleared regularly?

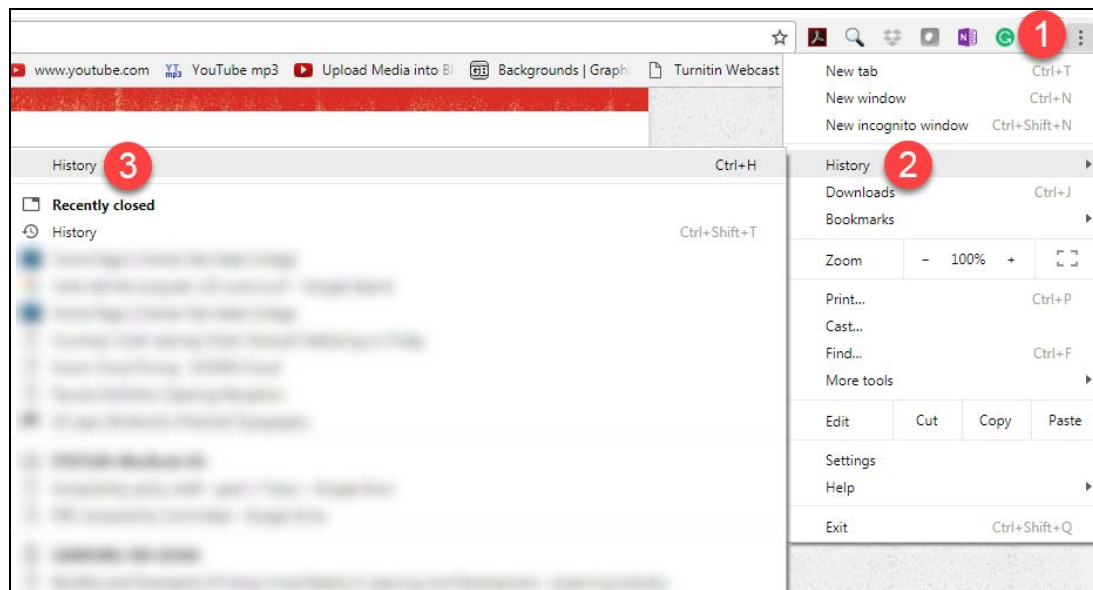
Any time you visit a website, you are accessing hundreds if not thousands of files. Your browser will “cache” or store portions of those files to help speed up the loading process for the next time you visit the site in order to cut down page load time.

Many times webpages or sites (e.g. Blackboard) you access have updates that are deployed. If a site has a changed file that your browser has cached, it’s going to keep serving the old, cached version of the file and you won’t see the most recent changes. This is when, you may encounter browser errors like buttons missing on the page, courses or content missing, inability to submit assignments, create forums or threads, view grade center history, etc.

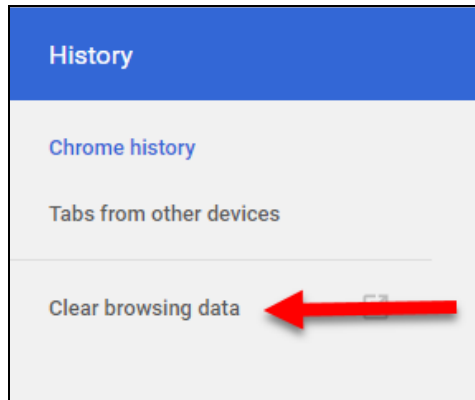
Clearing the Cache and Cookies in a browser helps fix these issues.

Clearing Cache in Chrome: Windows (PC)

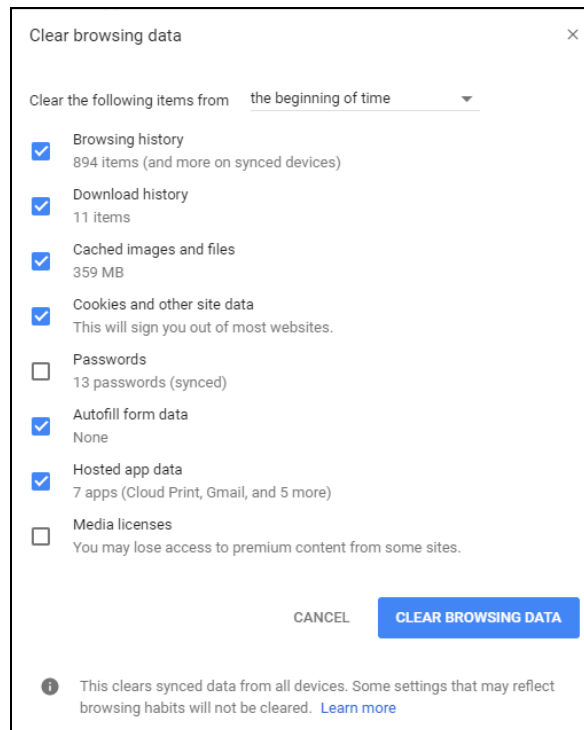
1. In Google Chrome, you need to go into the History Menu. To do that, on the top right-hand corner, look for the button with 3 dots, click on that and in the menu that appears click on **History**, then click **History** again.



2. In the new window that opens, on the right you will click on **Clear Browsing Data**.



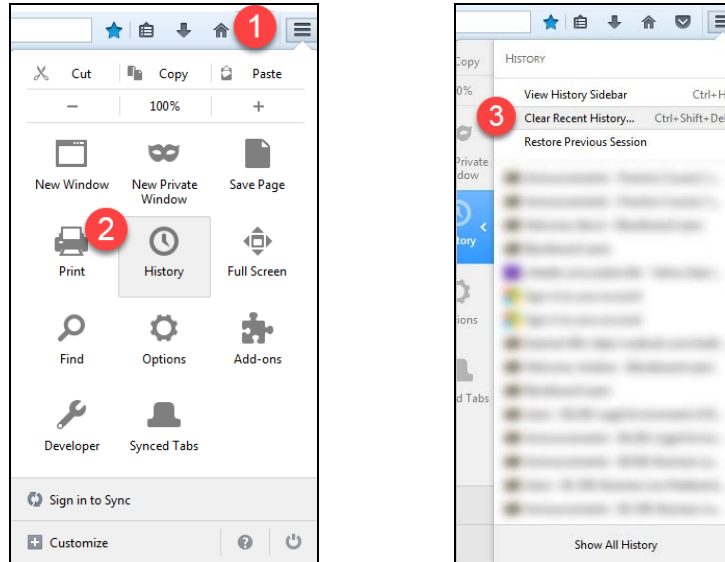
3. In the Clear Browsing data window, make sure you select “From the beginning of time” from the dropdown, check the following:
 - Browsing History
 - Download History
 - Cached images and files
 - Cookies and other site data
 - Autofill form data
 - Hosted app data
 - The rest are optional



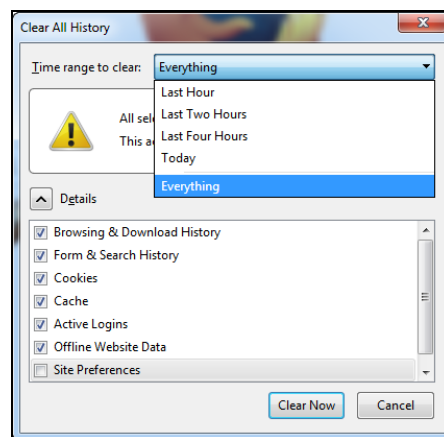
4. When done, click **Clear Browsing Data**.
5. When complete, completely close all browser windows and then log back in.

Clearing Cache in Firefox: Windows (PC) and Mac OS

1. In Firefox, you need to go into the History Menu. To do that, on the top right-hand corner, look for the 3 bars button, click on that and in the menu that appears click on **History**, the



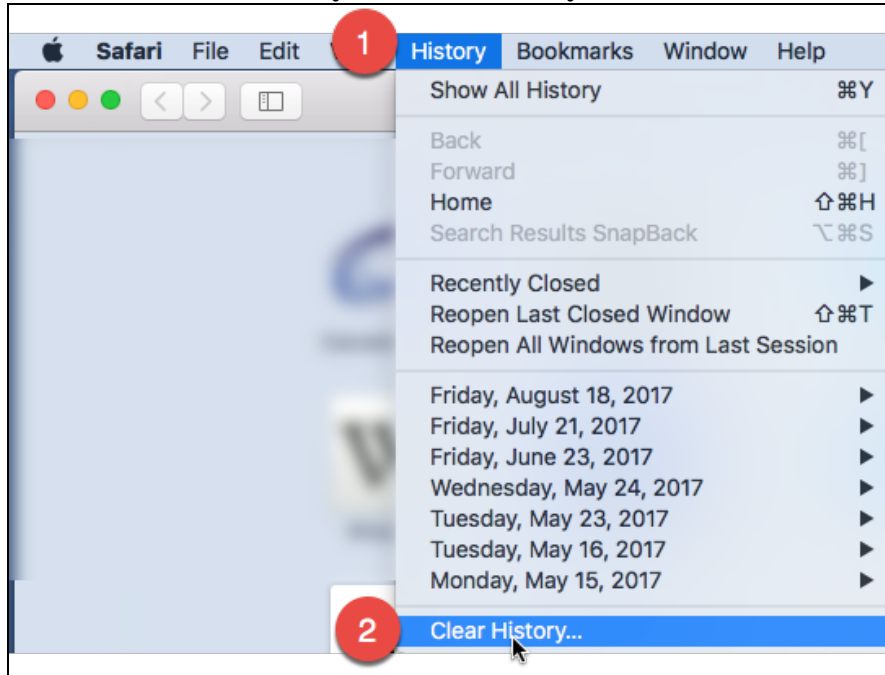
2. In the Clear All History window, drop down to “Everything” and then make sure the following is selected:
 - Browsing & Download History
 - Form & Search History
 - Cookies
 - Cache
 - Active Logins
 - Offline Website Data



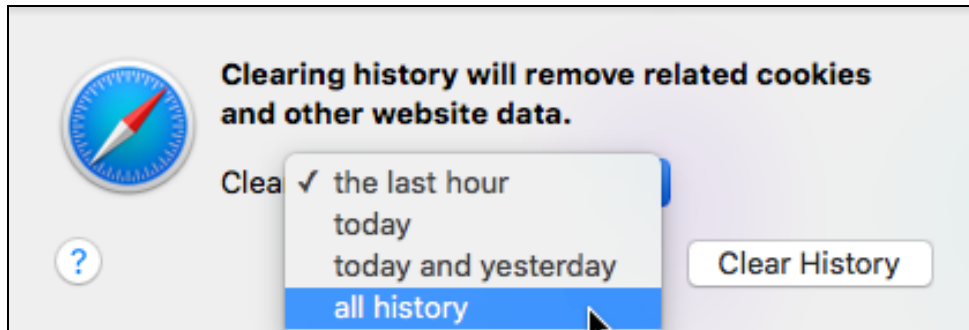
3. Click **Clear Now**.
4. When complete, completely close all browser windows and then log back in.

Clearing Cache in Safari: Mac OS X 10.10, 10.11 and 10.12

1. Open Safari, and choose **History** → **Clear History**.



2. In the pop-up, drop down to choose “All history.” Then click **Clear History**.



3. Then go up to **Safari** → **Quit Safari** to close out all browser windows, then log back in.

Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology-related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty wishing to use the lab may contact FCLD.

Phone: (860) 768-4661 **Email:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

Office of Technology Services (OTS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: 768-4357 (on campus) or (844) 292-3213 (off campus)

Email: ots@hartford.edu **Website:** <http://hartford.edu/ots>

Student Blackboard Support: (860) 515-3742 or <http://www.hartford.edu/studentbbsupport>

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Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)

Website: <http://www.hartford.edu/mts>