Clear Cache (Temporary Internet Browser History) Overview

This job aid provides information on how to clear cache files or temporary internet browser history on local machines using Internet Explorer.

Note: If you do not see instructions below for your specific browser layout, search your browser **Help** menu using the keyword **cache**. If unsure of how to access the menu bar, press the **Alt & F** keys on the keyboard to display the menu bar, select **Tools**, and proceed with Step 3 below.
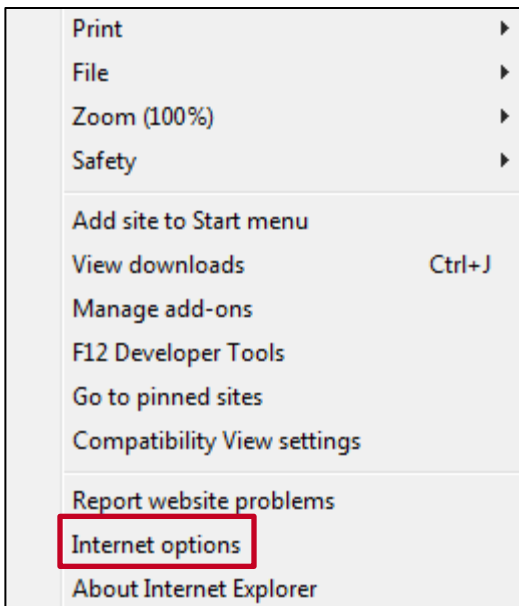

Table of Contents
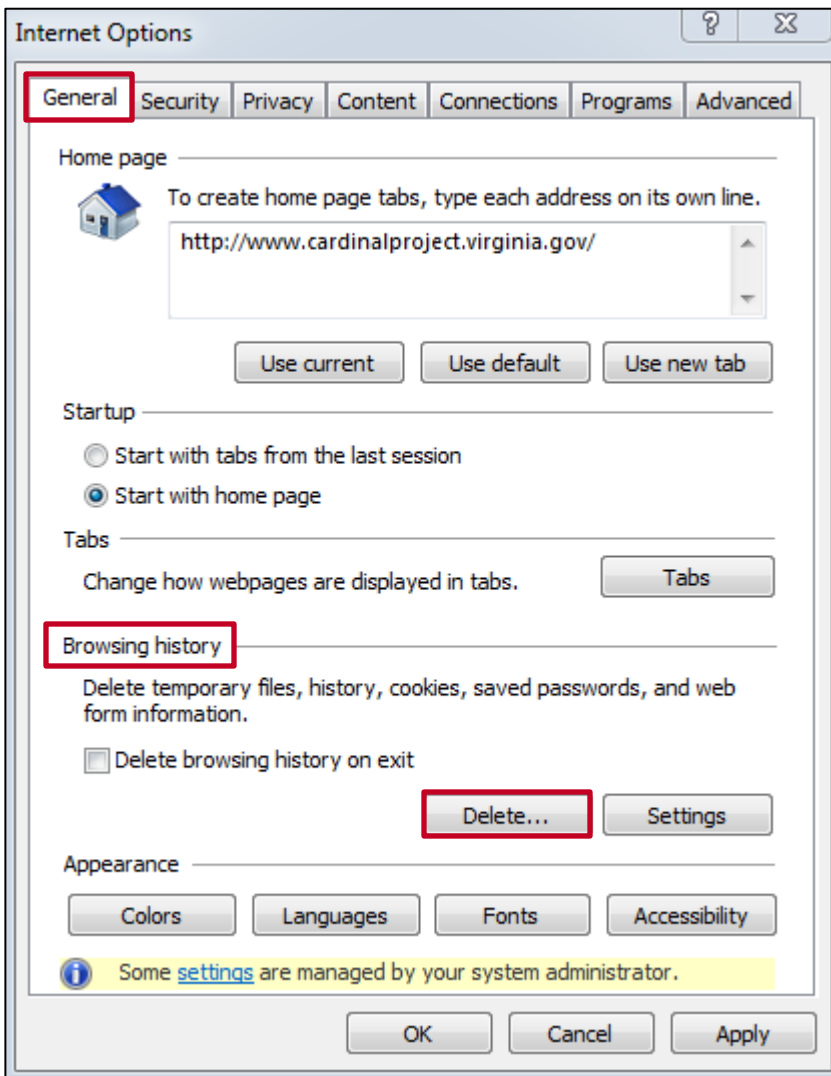
Delete Browsing History

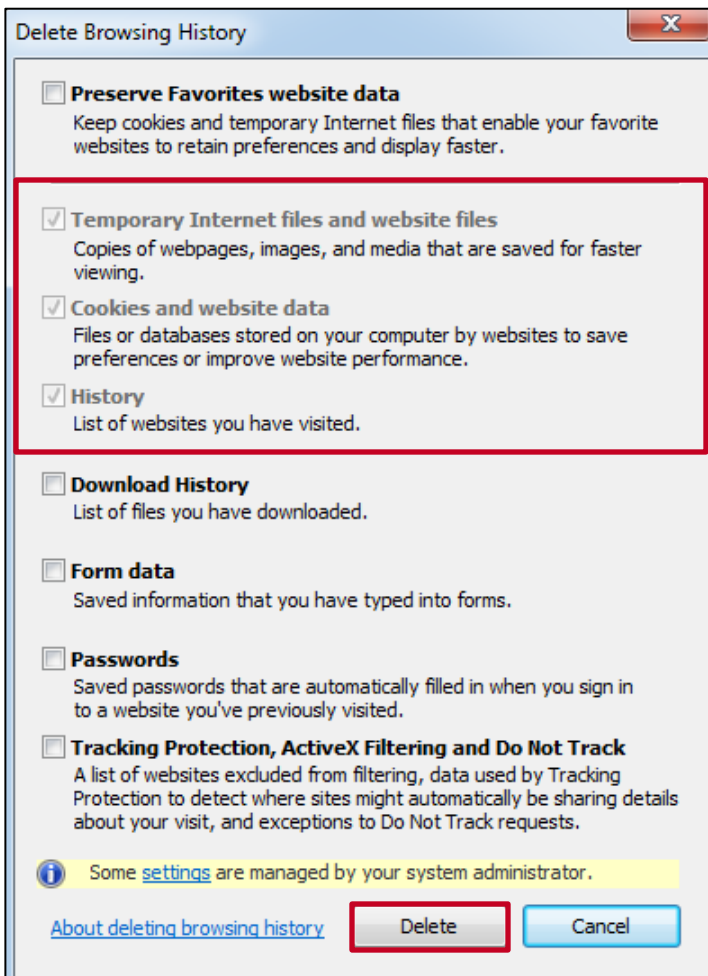1. Open **Internet Explorer**.

2. On the navigation bar, click the **gear** icon.

3. Click the **Internet Options** link.

4. The **Internet Options** pop-up window displays.

5. Click the **General** tab.

6. In the **Browsing history** section, click the **Delete** button.

7. The **Delete Browsing History** pop-up window displays.

    a. Select the following <u>except</u> **Preserve Favorites website data**.

        – **Temporary Internet files and website files**

        – **Cookies and website data**
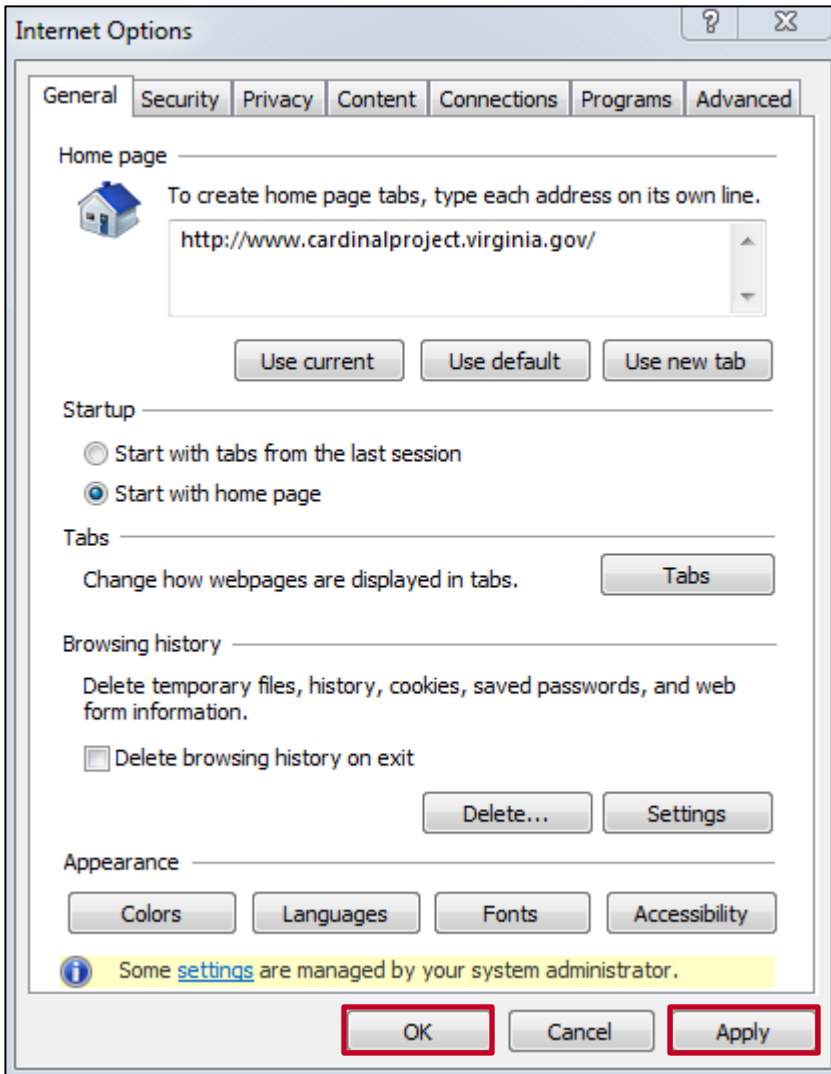
        – **History**

Note: If the three items above are already checked, but grayed out, please ensure **Preserve Favorites website data** is **unchecked** and proceed to step 7.

8. Click the **Delete** button.

Internet Explorer has finished deleting the selected browsing history.   ☒

9. Internet Explorer displays a confirmation message for file deletion.

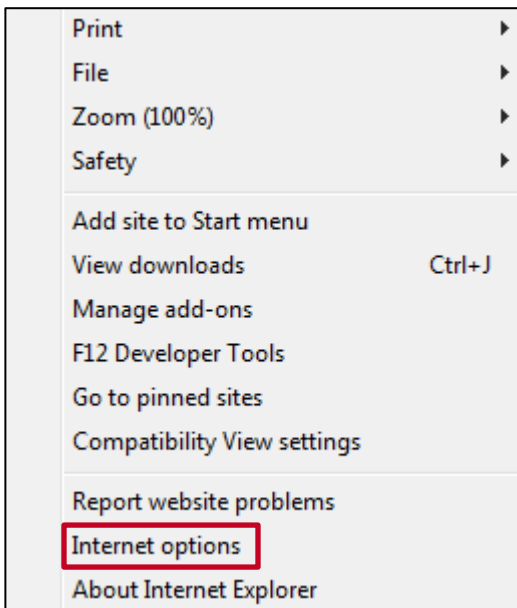**10.** Click the **X** in the corner to close this message.

11. Click the **Apply** button.

12. Click the **OK** button.
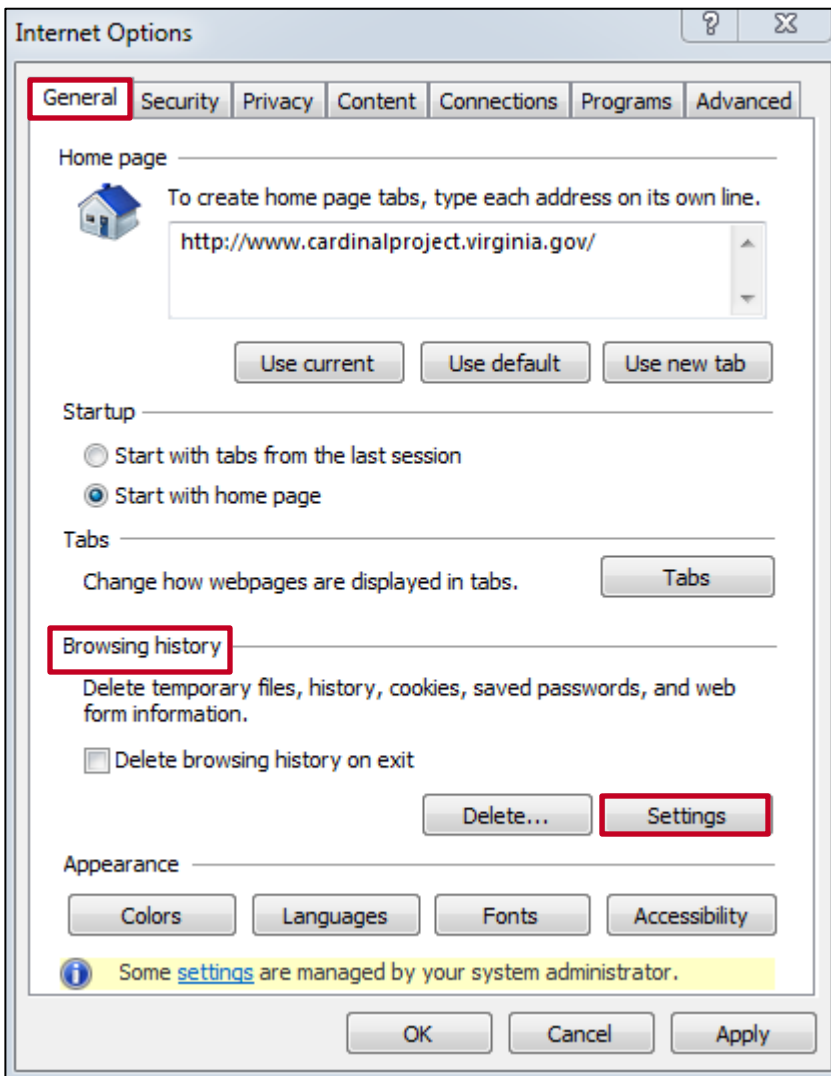
Delete Temporary Internet Files
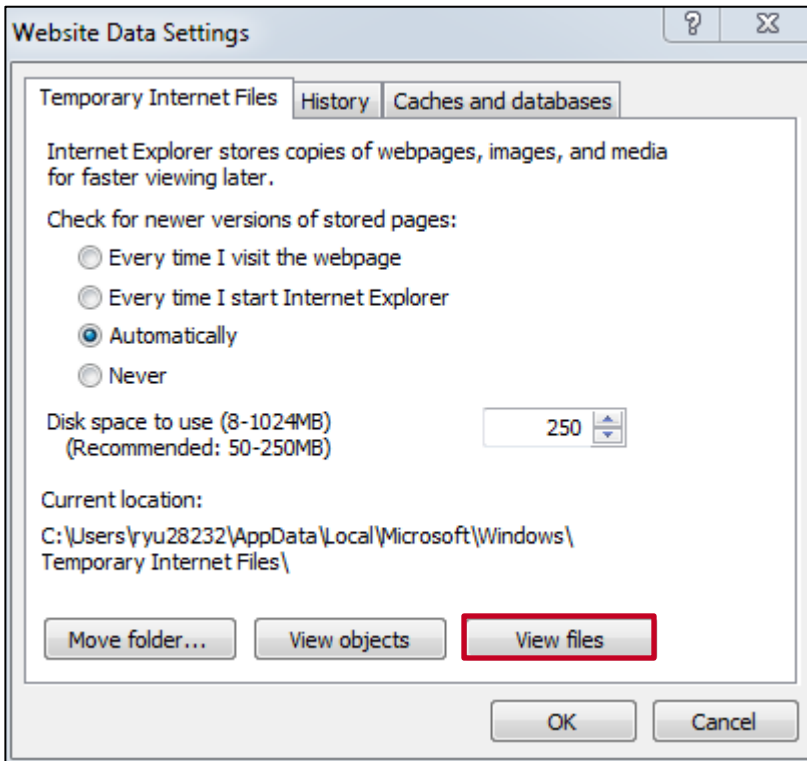
13.   Open **Internet Explorer**.

14.   On the navigation bar, click the **gear icon**.

Print	▶
File	▶
Zoom (100%)	▶
Safety	▶
Add site to Start menu	
View downloads	Ctrl+J
Manage add-ons	
F12 Developer Tools	
Go to pinned sites	
Compatibility View settings	
Report website problems	
Internet options	
About Internet Explorer	

15.   Click the **Internet Options** link.

16. The **Internet Options** pop-up window displays.

17. On the **General** tab under **Browsing history**, click the **Settings** button.

18. The **Website Data Settings** pop-up displays.

19. Click the **View Files** button.

20. A folder of temporary internet files will appear.

    Note: If the folder does not contain any temporary internet files, proceed to step 19.
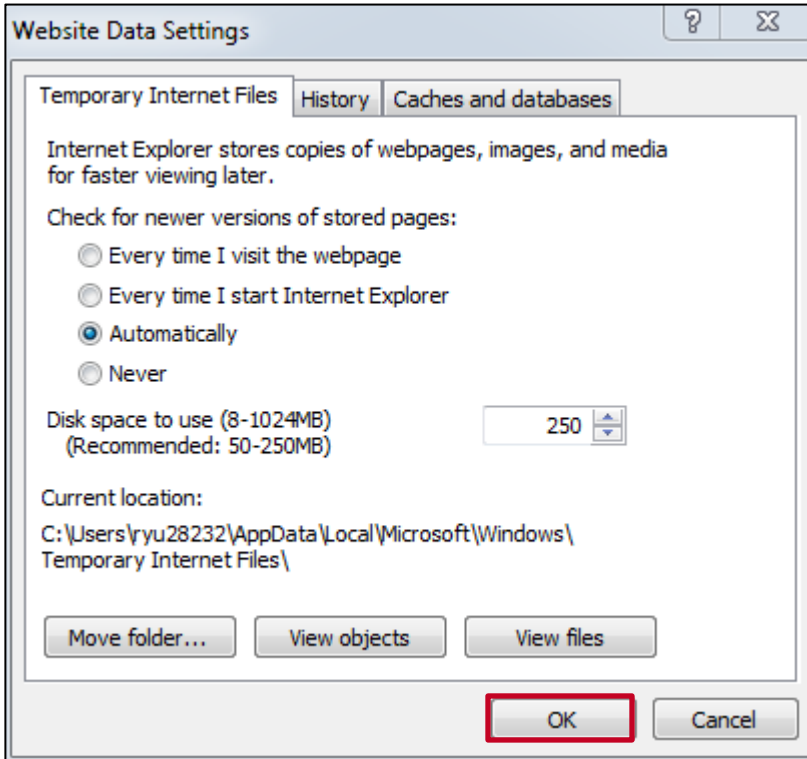
21. Delete all Temporary Internet Files:

    – Using the keyboard, press the **Ctrl & A** keys to highlight all files.

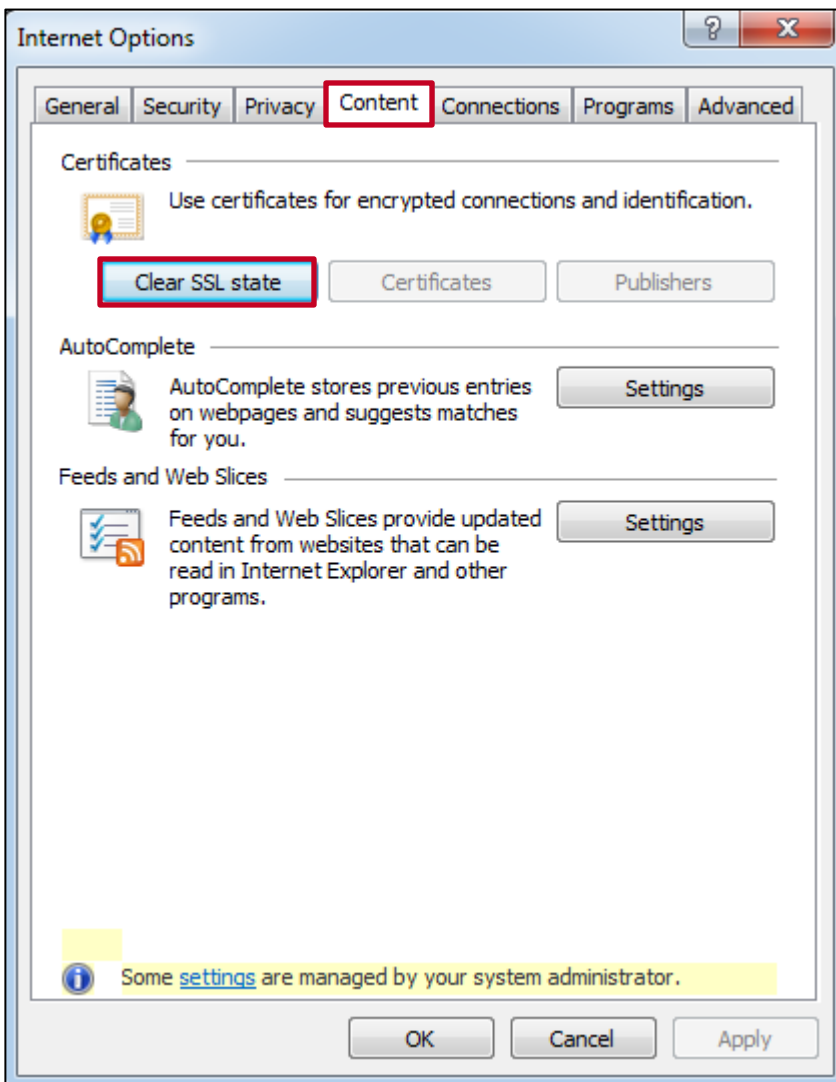   – Press the **Delete** key on the keyboard.

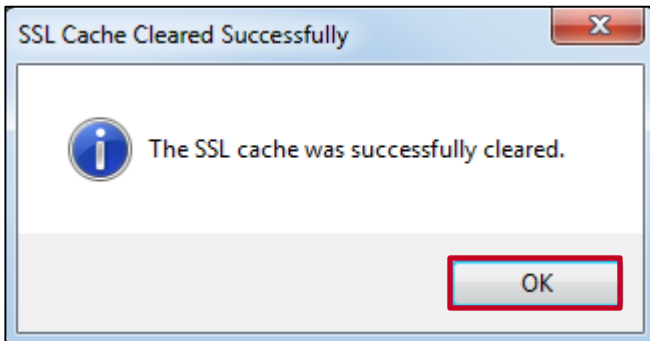   **Note**: If you receive a Warning popup message box, click **YES**.

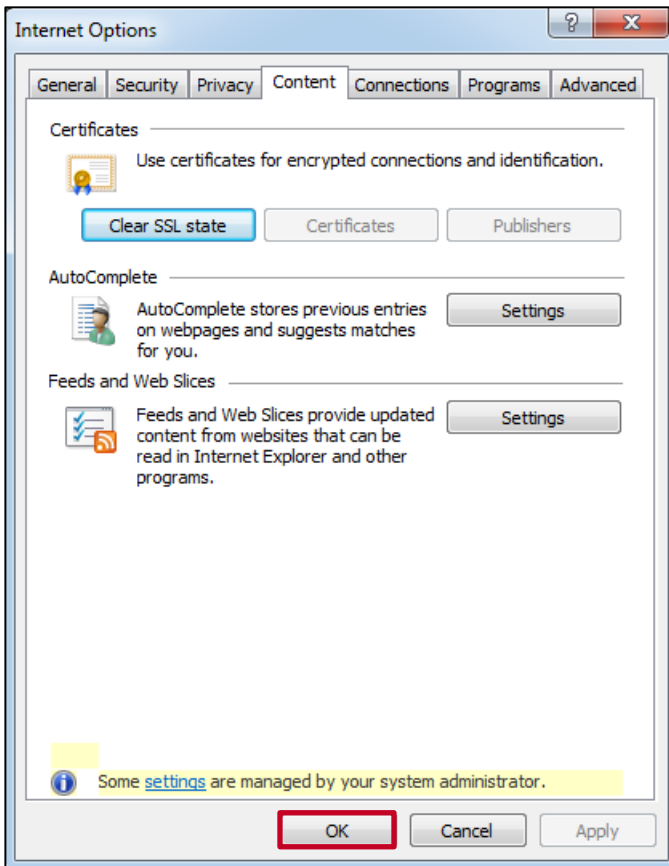**22.** Click the **X** in the upper right hand corner to close the window.

23. On the **Website Data Settings** pop-up window, click the **OK** button.

Clear SSL State

24. On the **Internet Options** pop-up window, click the **Content** tab.

25. Click the **Clear SSL State** button.

26. **SSL Cache Cleared Successfully** pop-up message box displays.

27. Click the **OK** button.

28. Click the **OK** button.

29. Click the **X** in the upper right hand corner to close the internet browser.