

Clear Your Cache: How to Delete Browser History


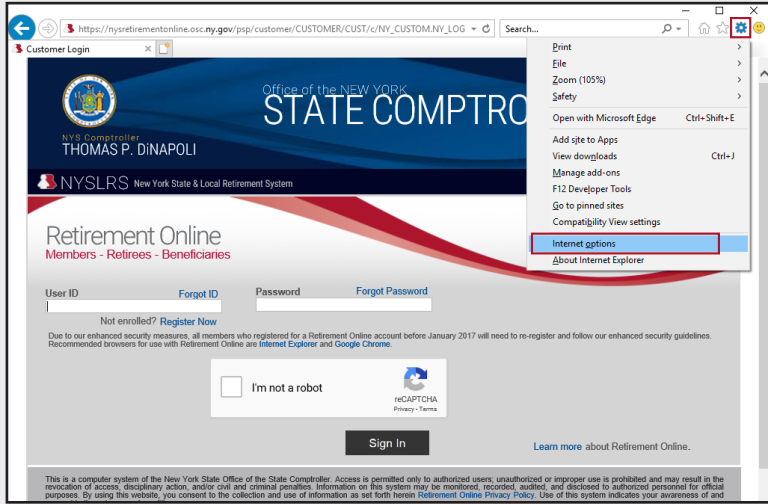
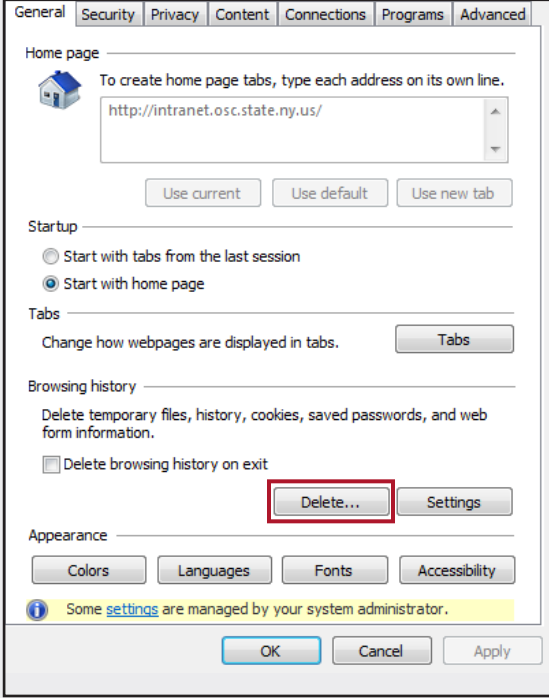

Deleting Temporary Internet Files, Cookies, and Website Data

If you're experiencing issues signing in to Retirement Online when using Internet Explorer or Google Chrome, try clearing your browser cache by following the steps in this guide.

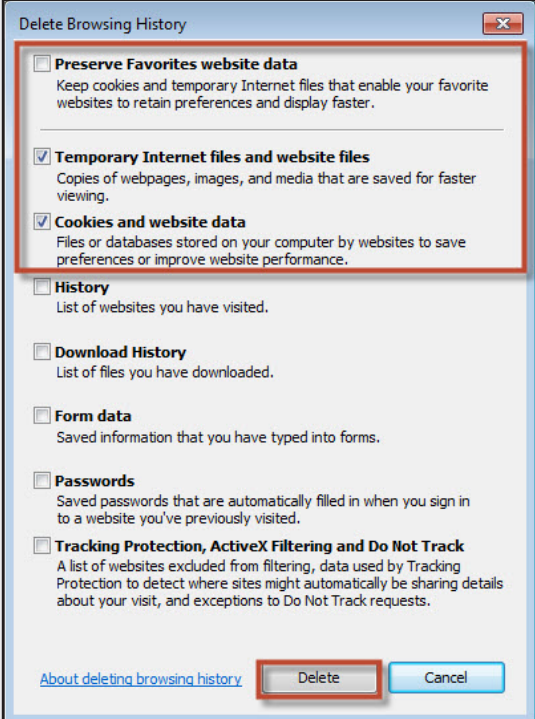

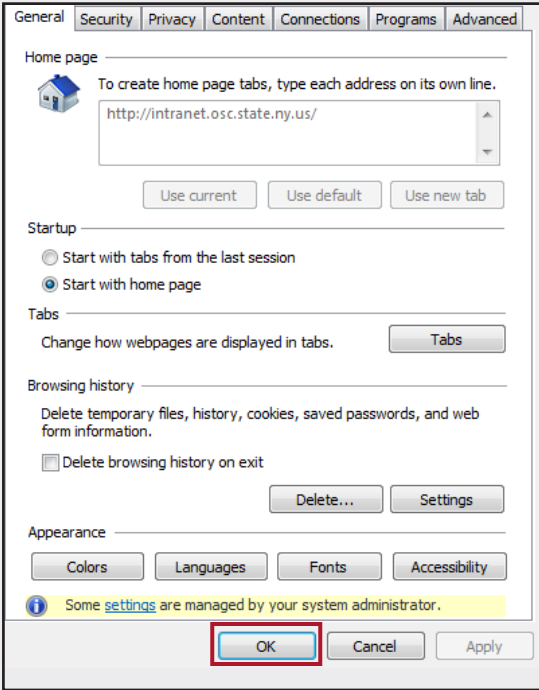
Click on your browser application:





Step	Action
1	<p>From any Internet Explorer window, click the  icon in the upper right corner.</p> 
2	<p>Click the Internet Options menu.</p>
3	<p>Ensure the Delete browsing history on exit checkbox is unchecked.</p> 
4	<p>Click the  button.</p>


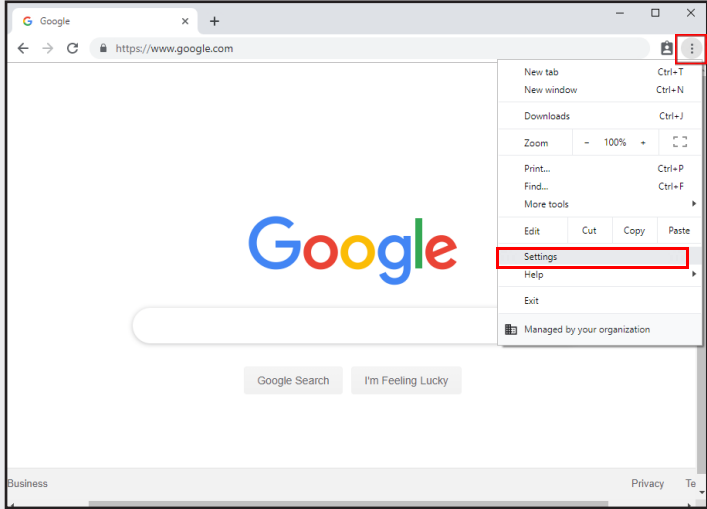
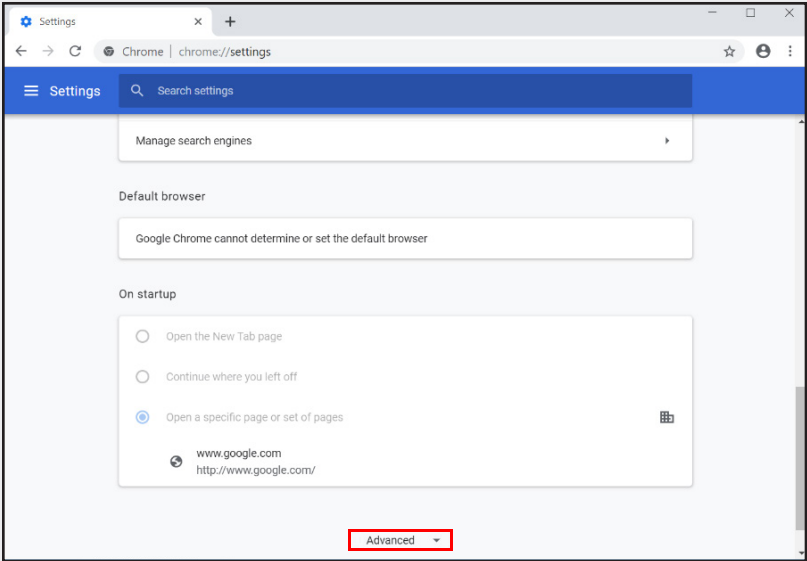


Step	Action
5	<p>Ensure that the Preserve Favorites website data checkbox is unchecked and the Temporary Internet files and website files and Cookies and website data checkboxes are checked. The rest of the checkboxes can be checked or unchecked according to your preference.</p> 
6	<p>Click the  button.</p>
7	<p>In the Internet Options window, click the OK button.</p> 

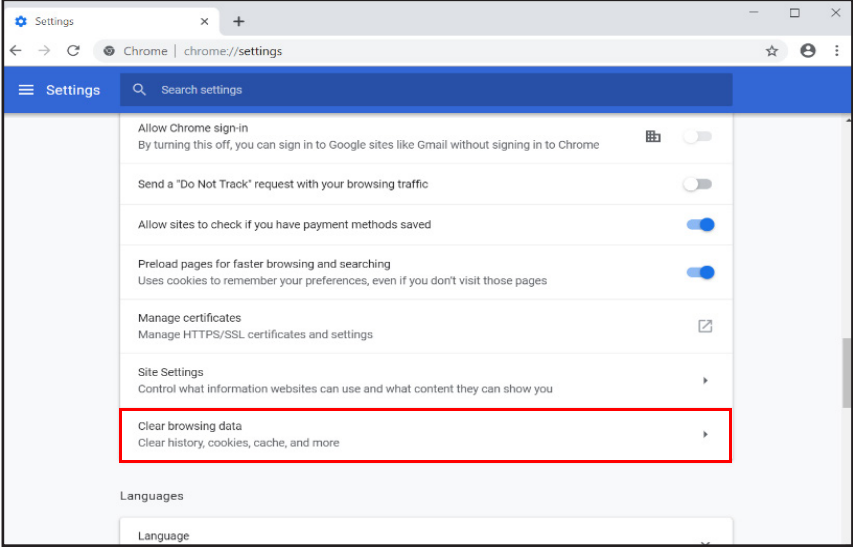
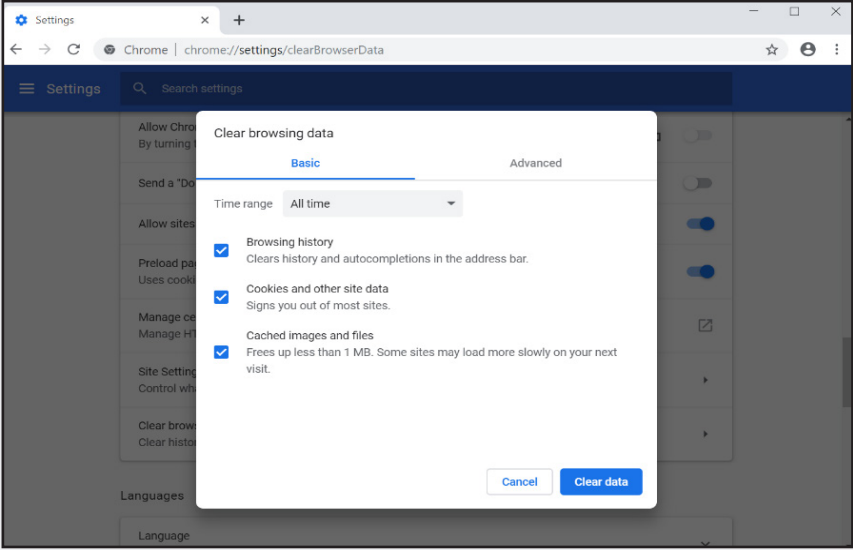
This completes clearing your cache in Internet Explorer.

Clear Your Cache: **Google Chrome**



Step	Action
1	<p>From any Google Chrome window, click the  icon in the upper right corner.</p>  <p>The screenshot shows a Google Chrome browser window with the address bar at 'https://www.google.com'. The 'More tools' menu is open, and the 'Settings' option is highlighted with a red box. Other menu items include 'New tab', 'New window', 'Downloads', 'Zoom', 'Print...', 'Find...', 'Edit', 'Cut', 'Copy', 'Paste', 'Help', and 'Exit'.</p>
2	<p>Click the Settings menu.</p>
3	<p>Scroll down and click Advanced.</p>  <p>The screenshot shows the Chrome Settings page. The 'Advanced' tab is selected and highlighted with a red box. The page lists various settings categories such as 'Manage search engines', 'Default browser', and 'On startup'. The 'On startup' section shows three options: 'Open the New Tab page', 'Continue where you left off', and 'Open a specific page or set of pages', with the third option selected. Below this, the URL 'http://www.google.com/' is visible.</p>



Step	Action
4	<p>Click Clear browsing data.</p>  <p>The screenshot shows the Chrome Settings page. The 'Clear browsing data' option is highlighted with a red rectangular box. The text next to it reads 'Clear history, cookies, cache, and more'.</p>
5	<p>In window that appears, make sure that the Browsing history, Cookies and other site data history, and Cached images and files checkboxes are checked. Click the Clear data button.</p>  <p>The screenshot shows the 'Clear browsing data' dialog box. The 'Basic' tab is selected. The 'Time range' is set to 'All time'. Three checkboxes are checked: 'Browsing history', 'Cookies and other site data', and 'Cached images and files'. The 'Clear data' button is highlighted in blue.</p>

This completes clearing your cache in Google Chrome.