Clearing Your Browser Cache

This tutorial was put together to help you identify what operating system you are running, determine which browser you are using, and what version of the browser you are running. HUB at this time only supports Internet Explorer 9 (Windows), Internet Explorer 8 (Windows), Internet Explorer 7 (Windows), Internet Explorer 6 (Windows), Safari (Macintosh), Firefox 4.0 (Windows), and Firefox 3.x (Windows/Mac).

If you do not know your operating system:

You have a Windows PC, do the following:

- Start ---> Run
- Type in dxdiag
- You’ll come up with a screen that is similar to the following one
- The third line down “Operating System” will tell you your operating system

You are on a MacIntosh Computer, do the following:
All versions of the Apple Macintosh’s operating systems will have the apple menu, a small apple icon in the upper left corner of the screen. If you do not have this apple logo on your screen verify that you are on an Apple Computer.

- Click the apple menu in the top left corner of the screen
- In the apple menu click “About this Mac” or “About this Computer”

If You do not know what browser you’re running AND the browser version.

Navigate to:  http://whatbrowser.org/  When you navigate to this page, you’ll see a similar illustration as the one to the right.
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A web cache is a mechanism for the temporary storage (caching) of web documents, such as HTML pages and images, to reduce bandwidth usage, server load, and perceived lag. A web cache stores copies of documents passing through it; subsequent request may be satisfied from the cache if certain conditions are met. By clearing the cache it forces the browser to load the latest versions of web pages and programs you visit.

**Internet Explorer**
1. Click Tools from the Internet Explorer menu bar
2. Click Internet Options
3. Click the General tab
4. Click the Delete Files button in the Temporary Internet files section
5. If you still have a problem, repeat the steps above and restart the computer.

**Firefox**
1. Click Edit from the Firefox menu bar
2. Click Preferences from the Edit menu
3. Expand the Advanced menu by clicking the plus sign
4. Click Cache
5. Click the Clear Cache button

**Safari**
1. Click on the Safari “cog” in the upper right hand corner of the Safari Window
2. Select Reset Safari from the drop-down menu
3. Choose what history and other elements to clear
4. Click the Reset button
5. Exit and re-launch the browser

**Chrome**
1. Click the wrench icon on browser tool bar
2. Select Tools
3. Select Clear browsing data
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove
5. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.
6. Click Clear browsing data

**Opera**
1. Click Edit from the Opera menu bar
2. Click Preferences from the File menu
3. Click the History and Cache menu
4. Click Cache
5. Click ok to close the Preferences menu
6. Please refer to the Opera support page on Web caching for more detailed information.