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# How to Clear Browser's Cookies and Cache

## User Guide

Last update October 12, 2016

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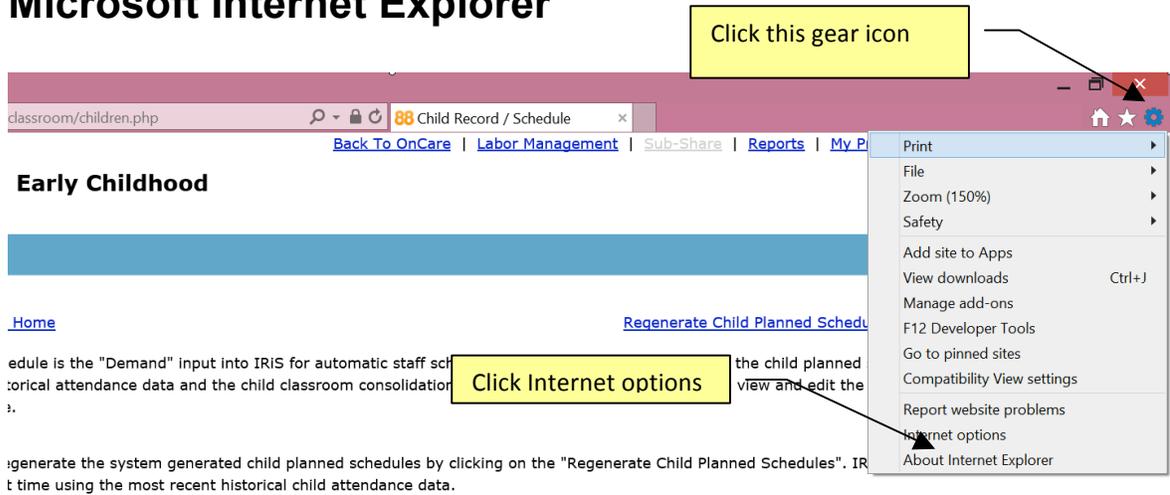
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# 1. What is The Purpose

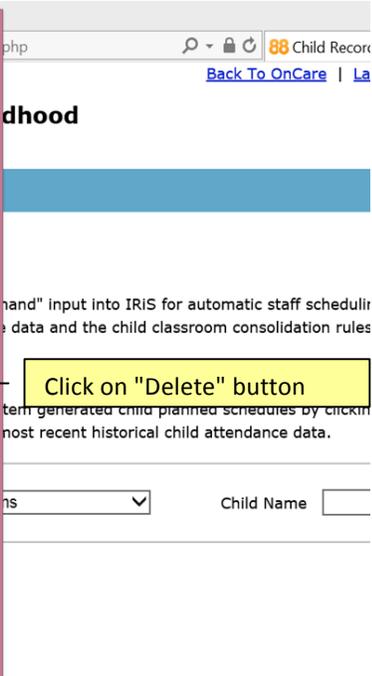
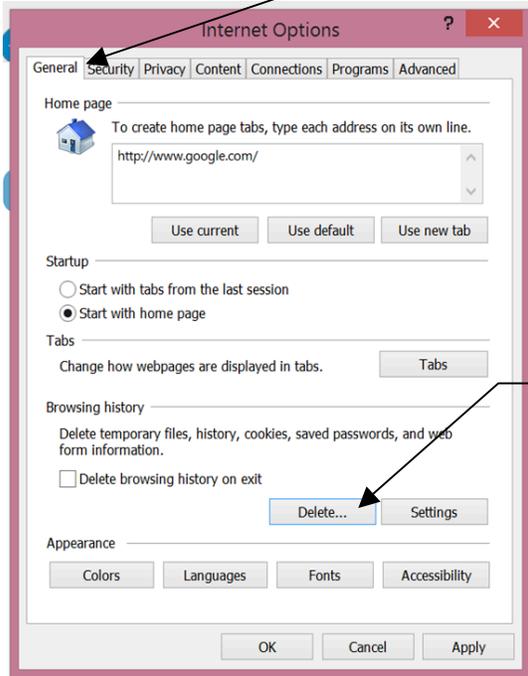
OnCare/Staff88 are both online applications that use the web browser's cookies and cache for optimal performance. Often when we update the application on the server side, the users need to refresh the client's side browser's cookies and cache for the online application to work properly. The following are the steps to refresh the browser's cookies and cache for the 3 major browsers on a PC:

- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome

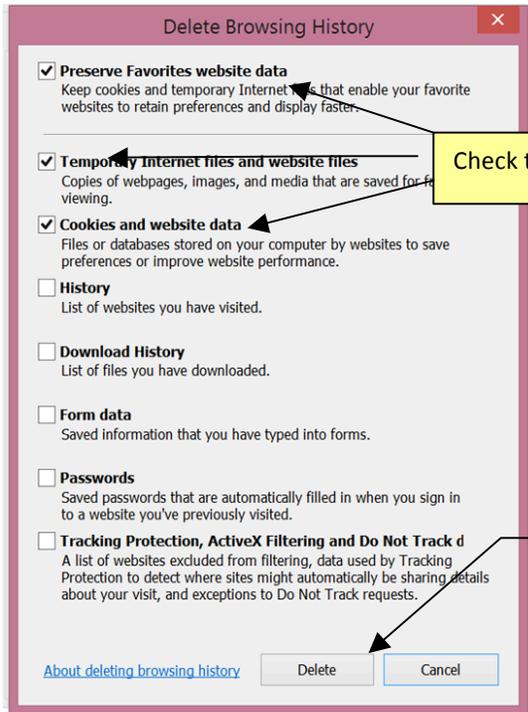
## 2. Microsoft Internet Explorer



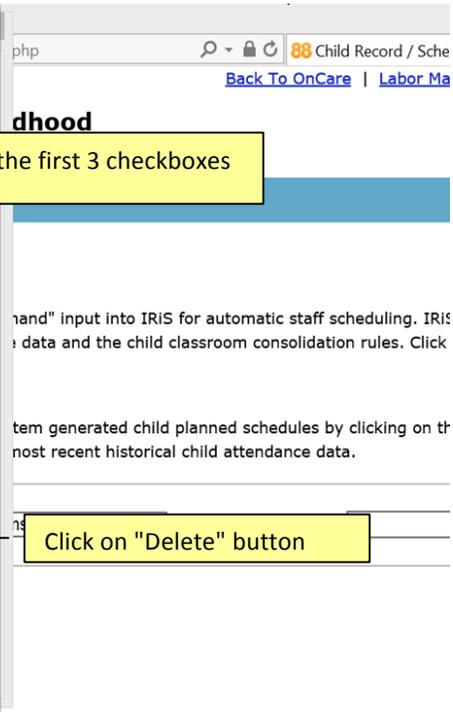
Select the "General" tab



Click on "Delete" button



Check the first 3 checkboxes



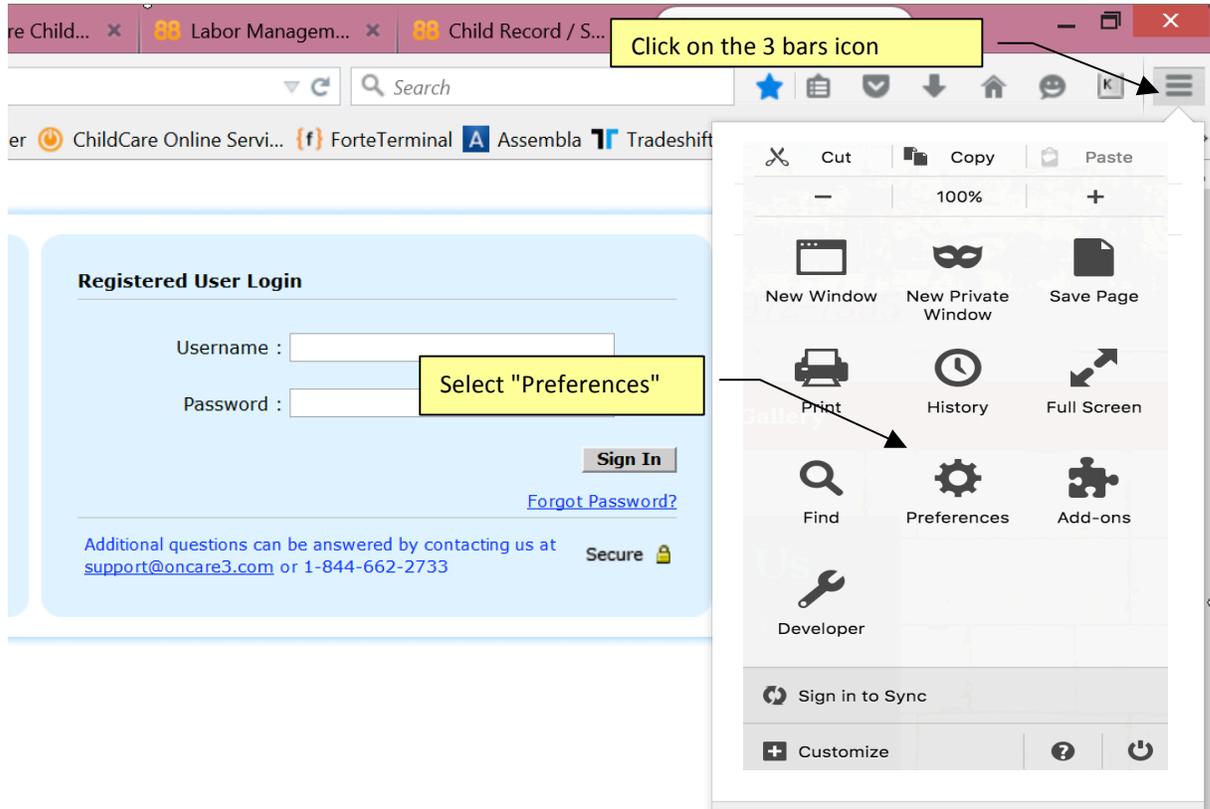
Click on "Delete" button

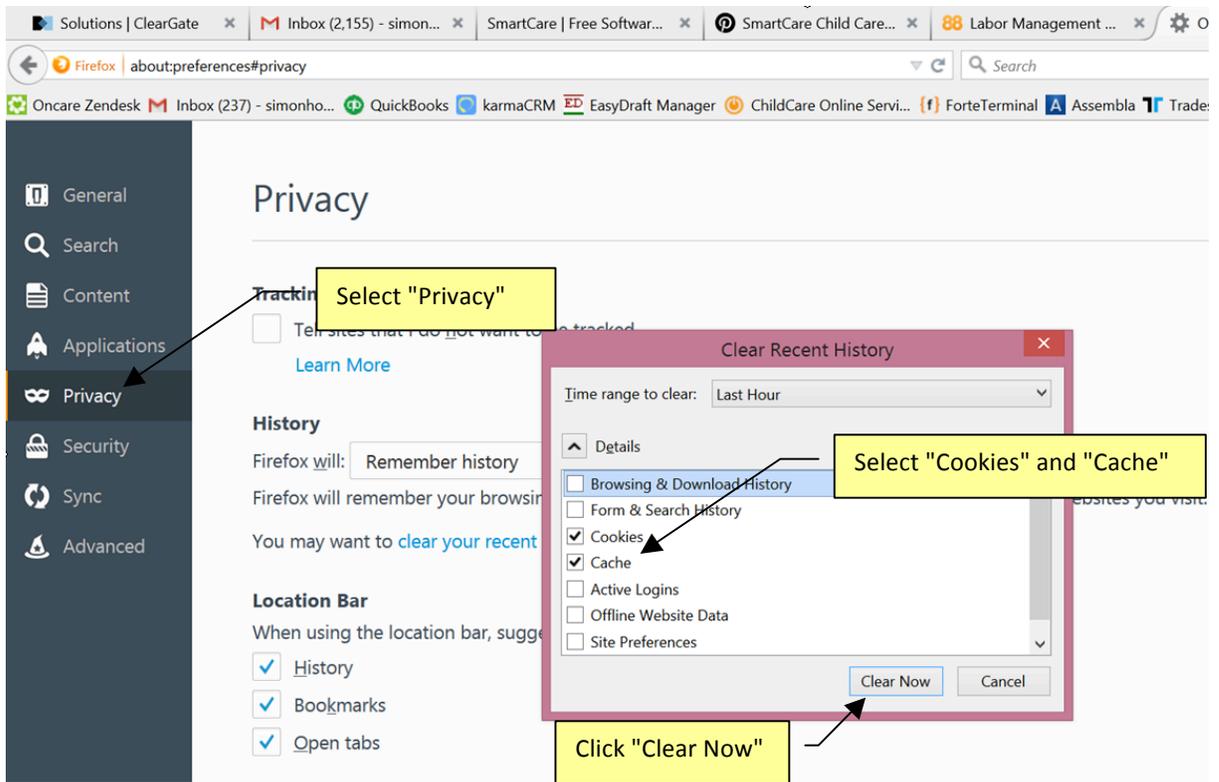
After you have cleared the cookies and cache on your browser, please do a **forced refresh**. While holding down on your "Ctrl" key on the keyboard, click on the refresh icon simultaneously.

Click the "refresh" icon



### 3. Mozilla Firefox

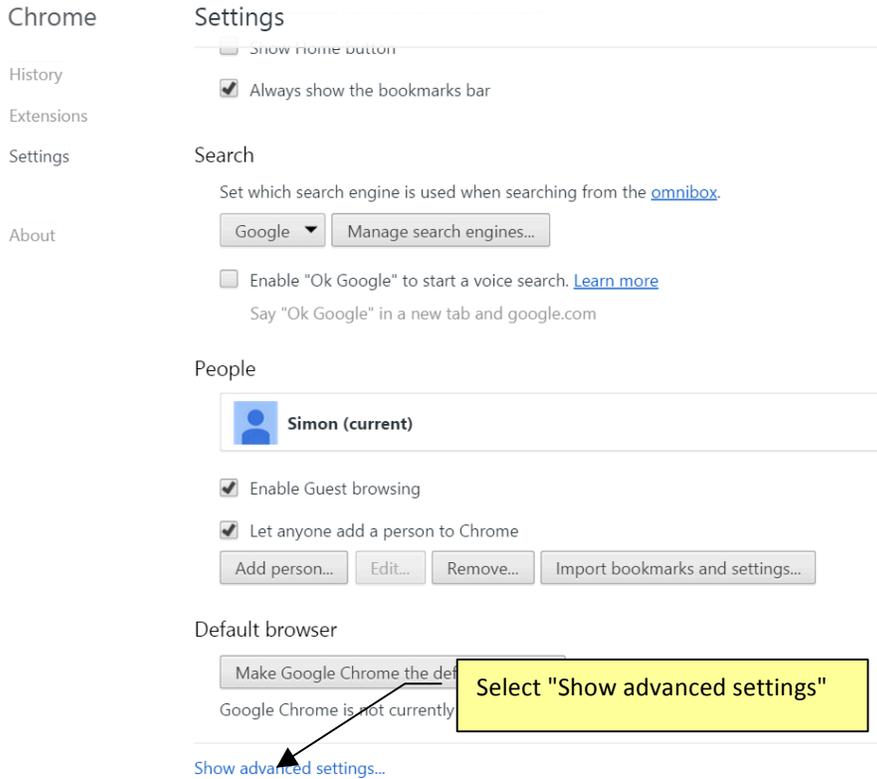
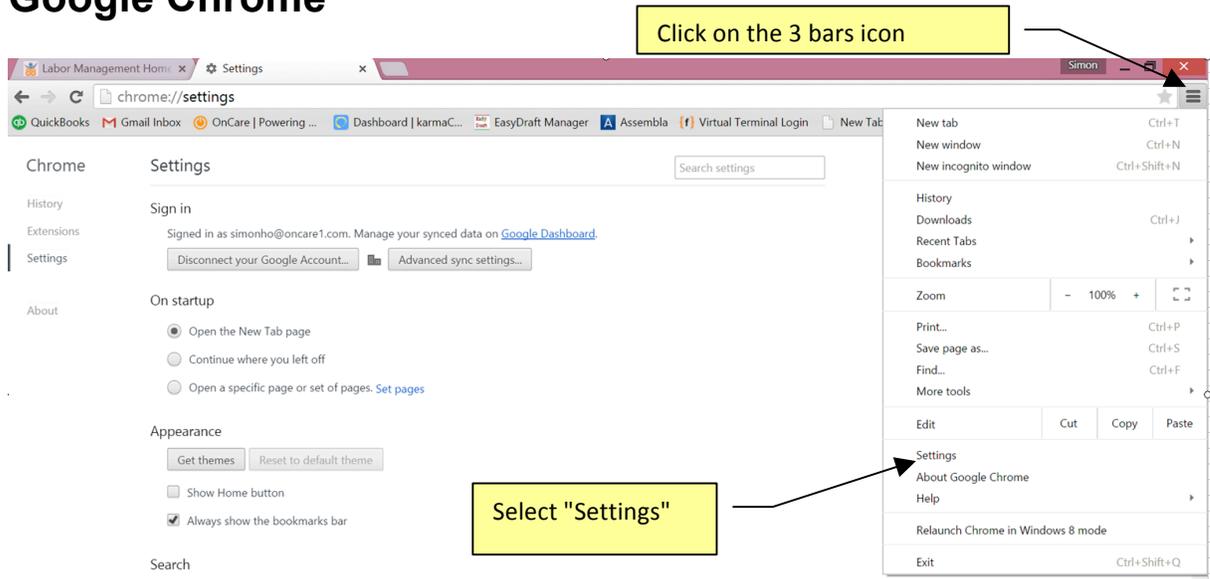


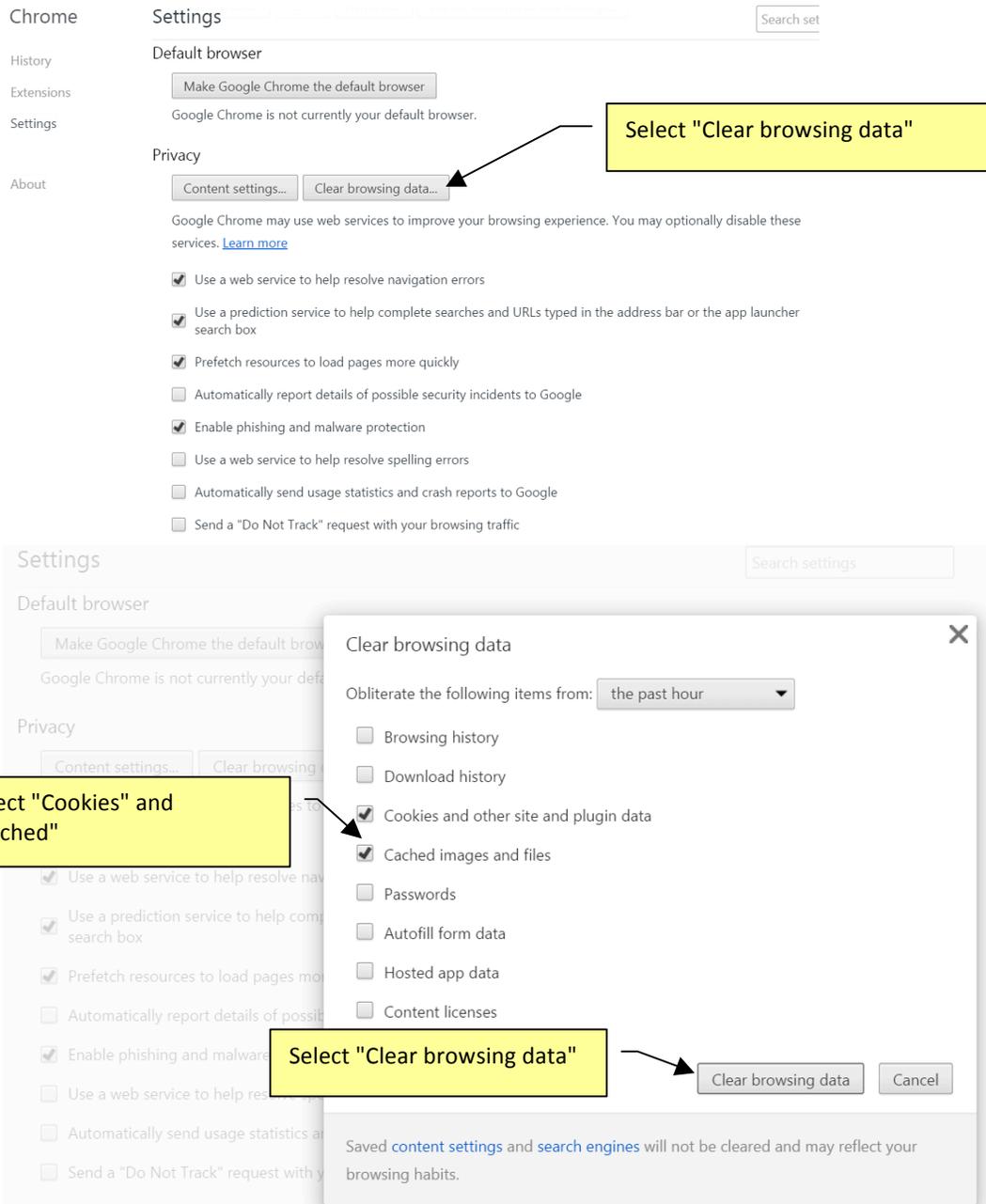


After you have cleared the cookies and cache on your browser, please do a **forced refresh**. **While holding down on your "Ctrl" key on the keyboard, click on the refresh icon simultaneously.**



## 4. Google Chrome





After you have clear the cookies and cache on your browser, please do a **forced refresh**. **While holding down on your "Ctrl" key on the keyboard, click on the refresh icon simultaneously.**

