

Step-By-Step to Clearing your Browser Cache and History

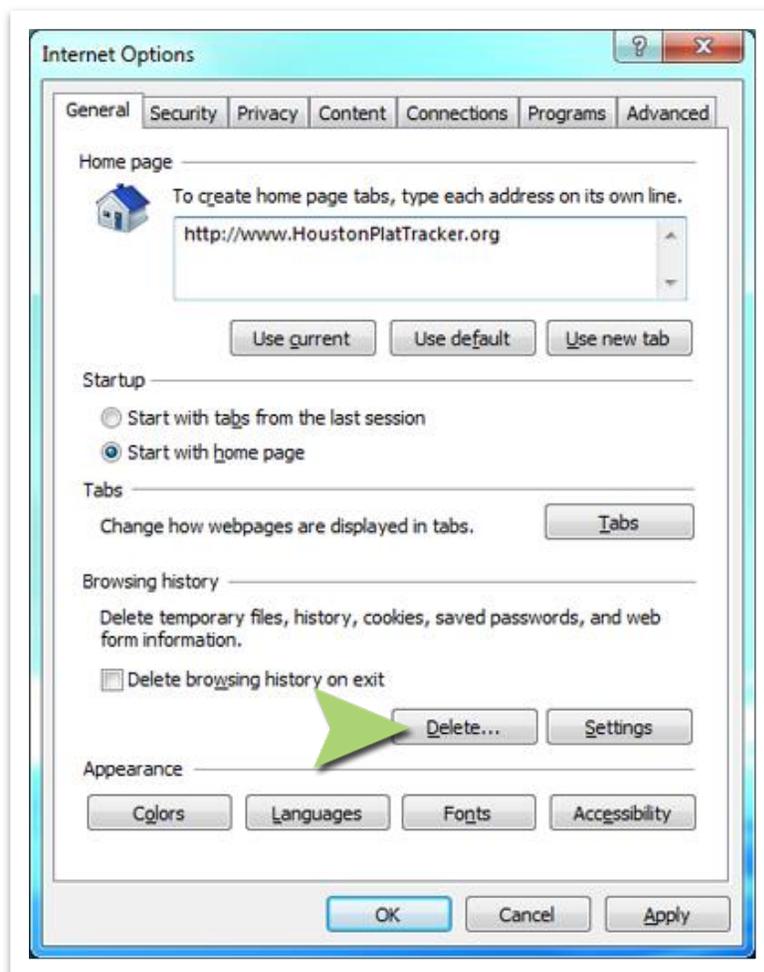
Your cache is a collection of temporary Internet files maintained by your Internet browser. The purpose of these files is to store website data, allowing websites to load faster upon revisiting them. Under certain circumstances, however, you may find that you need or want to clear space by clearing your cache. It is often being reported that *Adobe PDF documents* once read is not able to be update even if a revised version has been uploaded to the web. The instructions below will also help with this matter.

Here's how to do it if you use the following brands as your default browser: **Internet Explorer, Google Chrome, Mozilla Firefox, Opera** and **Safari**.

Internet Explorer

1. Delete Browsing History (General)

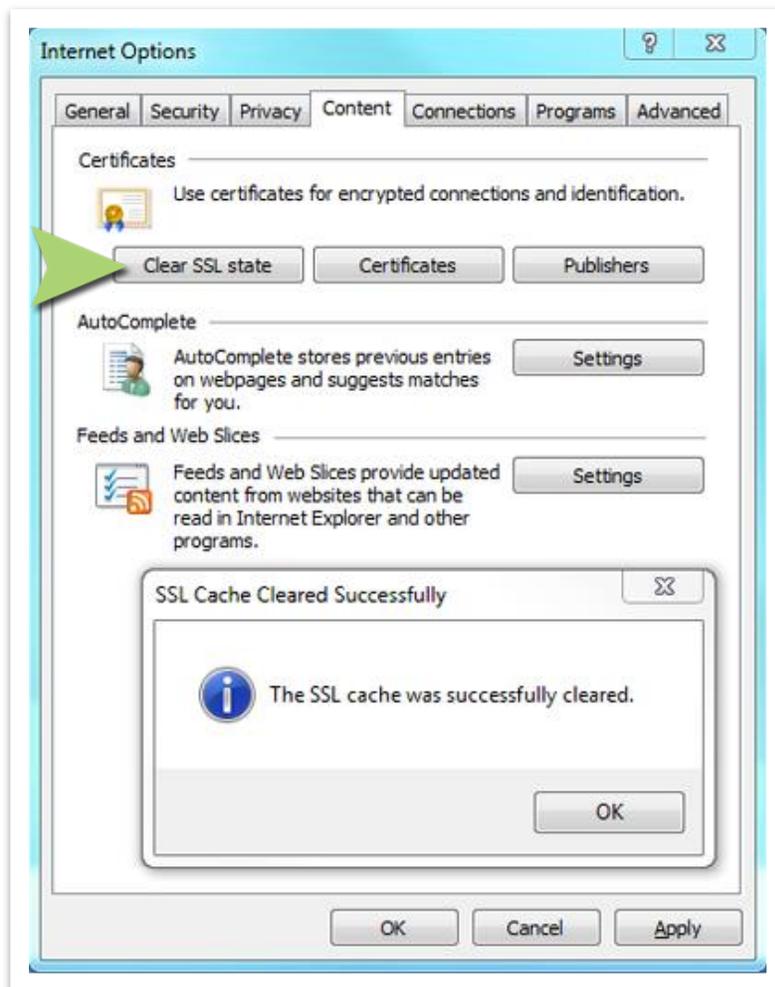
Tools > Internet Options (**General tab**) > **Browsing history**: click the **Delete** button. Delete again.



2. Clear SSL Certificates (Content)

Certificates: *Plat Tracker* uses certificates for encrypted connections and identification, to make your visit secure from intrusion.

Tools > Internet Options (**Content tab**) > 'Clear SSL state', click the **OK** button (Message: The SLL cache was successfully cleared).

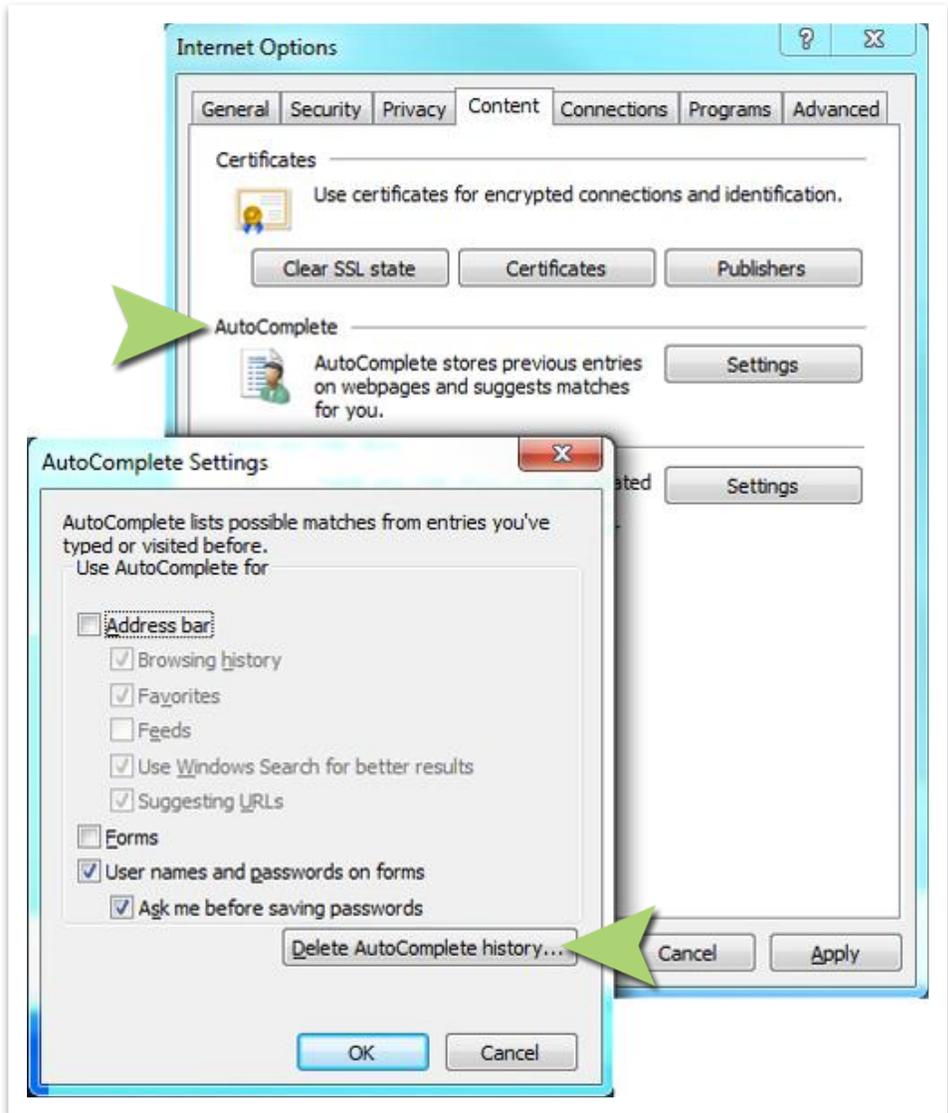


3. Delete AutoComplete

AutoComplete stores previous entries on webpages and suggests matches for you.

Tools > Internet Options (Click on **Content tab**) > AutoComplete: Click the '**Settings**' button > **Delete AutoComplete history ...** Click the **Delete** button, and **OK**.

Click the **Apply** button, and then **OK** to the Internet Options dialog box.



Google Chrome

At the **top right hand corner** of the **Chrome menu icon** ('*Customize and control Google Chrome*'), click on the **Customize** (list) button and select **'Tools'**.

On the **'Tools'** window, click the **'Clear Browser data ...'** menu.

Obliterate the following item from *the beginning of time* (if applicable) from the dropdown list. And, check the other security and history settings on that window and data you wish to remove.

In the Chrome window, you can also choose to select the **'Clear Browser data'** and **'Content settings'** for more options. Click the **'Clear Browser data ...'** button when done.

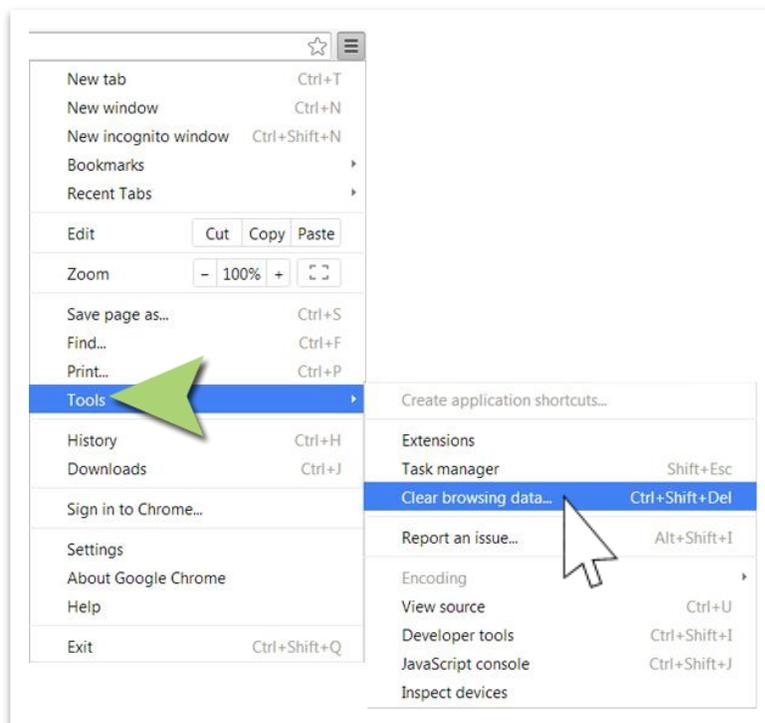
Customize menu icon > **'Tools'** > **'Clear Browser data ...'**

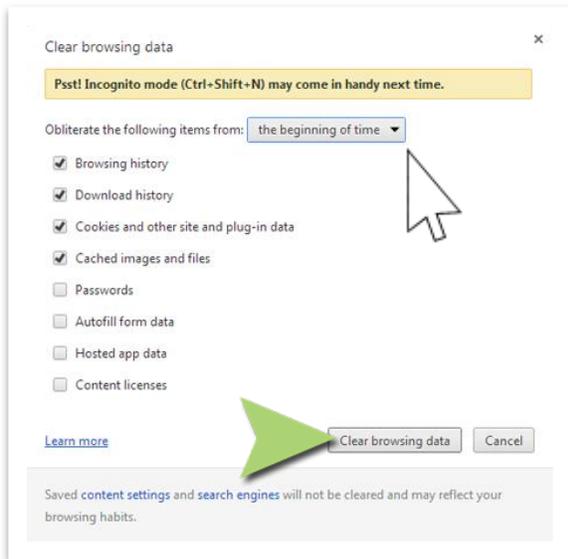
On the **Clear browsing data**, click the **'Clear Browser data ...'** button.

Customize > History

Chrome window settings: **'History'** > click the **'Clear Browser data ...'** button.

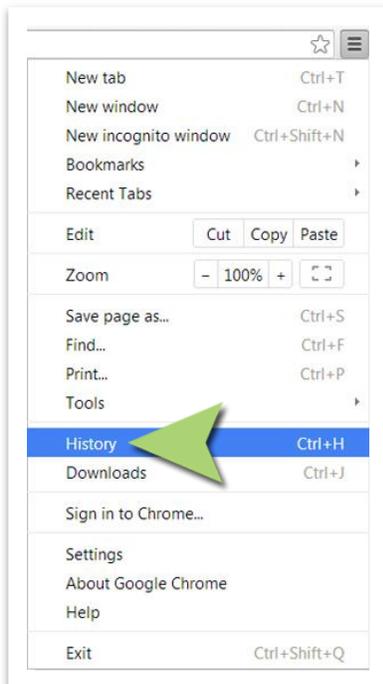
Click the **'Clear Browser data ...'** button again.

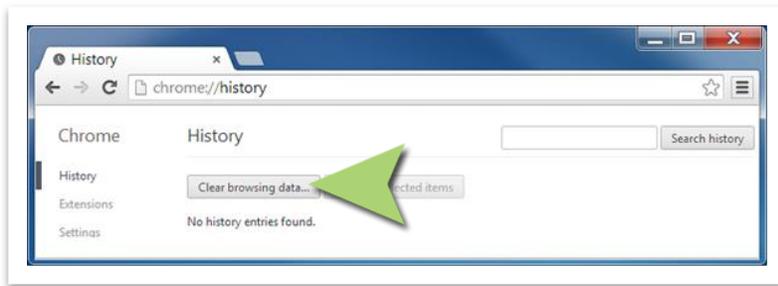




You can also clear browser data by going to the '**History**' window, click the '**Clear Browser data ...**' button.

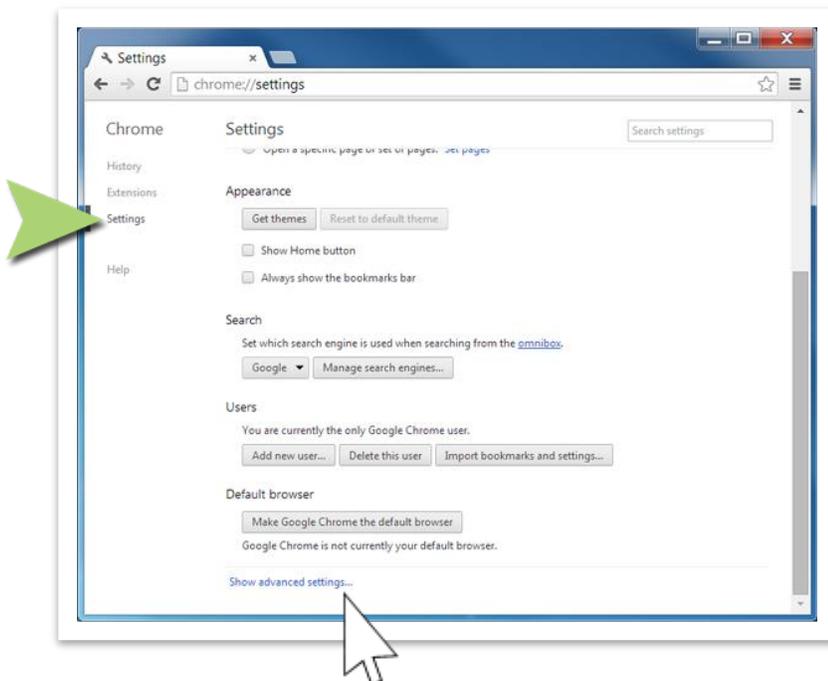
Obliterate the following item from *the beginning of time* (if applicable) from the dropdown list. And, check the other security and history settings on that window and data you wish to remove.



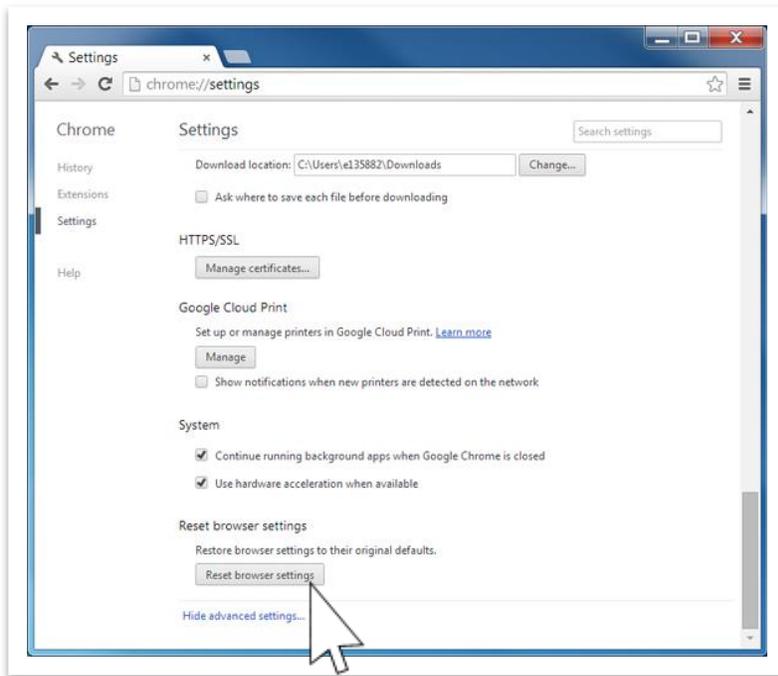


Resetting browser settings:

On the '**Settings**' window, click on **Settings** and scroll to the bottom to discover other settings and options in Chrome. Now, look for the **Show advance settings...** link and click on the link (*Show advance settings*).

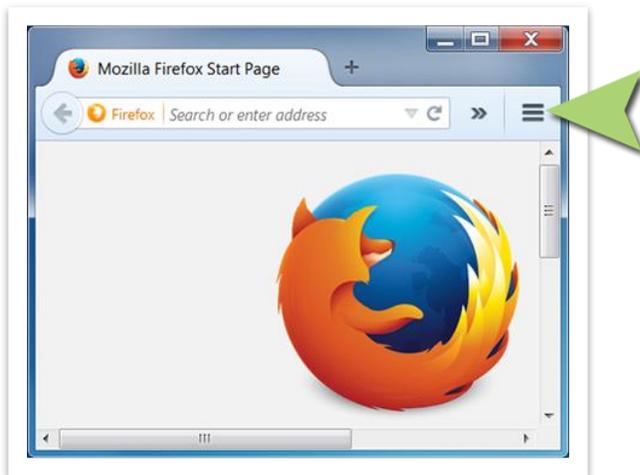


By clicking on the link, it opens up the '**Privacy**' settings options, other settings and configuration. Scroll to the bottom of the page to find the button for '**Reset browser settings**'. Clicking on the button resets browser settings to the original.



Mozilla Firefox

At the **top right hand corner** of the **Firefox menu icon** (click on the "*Open menu list*") and then **'Options'**. Click the **Privacy** tab from the main tool bar.



Privacy

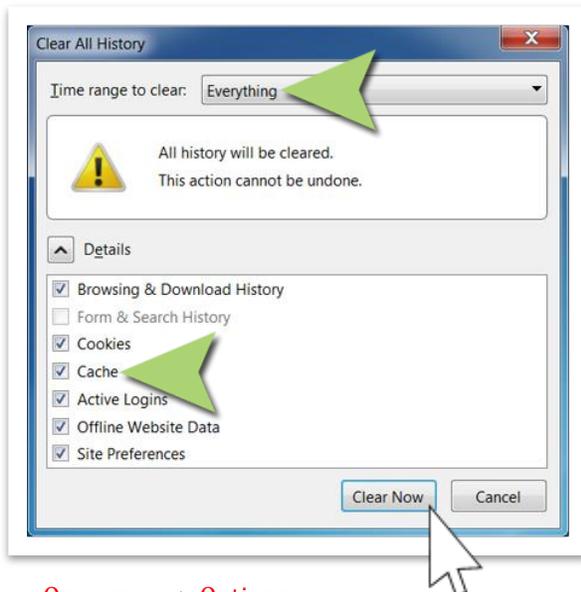
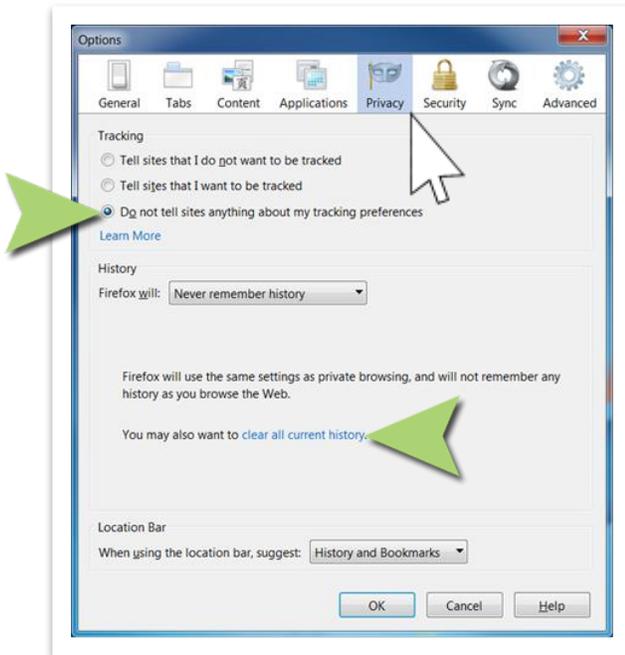
On the **'Tracking'** options you can tell Firefox to not track your visits by checking the radio-button of "***Do not tell sites anything about tracking preferences***" (It is ideal that you select this option in order that your visits to the site and movement would not be tracked). You can click to [*Lean More*](#).

On the **'History'** options you can tell Firefox to not remember your history by clicking on the **'Never remember history'** dropdown list. To clear current history, click the section, "*You may also want to clear all current history*".

In the **Clear All History** window, to clear the time range: select ***Everything*** (*would be the ideal choice*).

On the **'Settings'** window, click on **Settings** and scroll to the bottom to discover other settings and options in Chrome. Now, look for the **Show advance settings...** link and click on the link (*Show advance settings*).

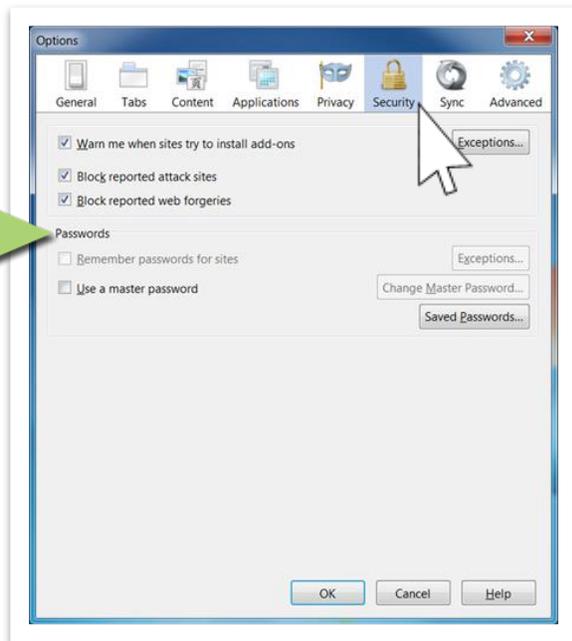
In the Details settings, look thru the list to discover other choices and options in Chrome. You can choose to select the variety of browser history and security setting by checking the boxes. Click the **'Clear Now'**, button when done.



Open menu > Options
Privacy > Clear all current history

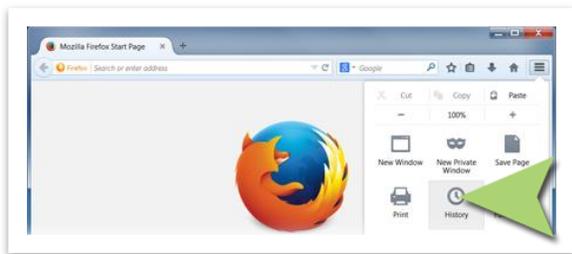
Security

For extra security, click the **Security** tab to see other options in making your visits more secure.



You can also clear browser history by going to **Firefox menu icon** (click on the "*Open menu list*") and then '**History**'. Click the **Clear Recent History ...** link, to clear all histories.

Open menu > History
History > Clear Recent History



Opera

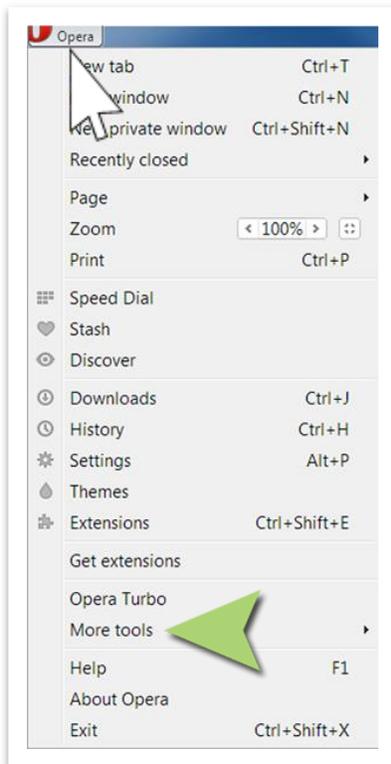
At the **top left hand corner** of the **Opera menu icon** (*'Customize and control Opera'*), click on the **Opera** logo. Then, select '**More Tools**' and click the '**Clear browsing data**' button. Cookies: All cookies and site data. Remove all.

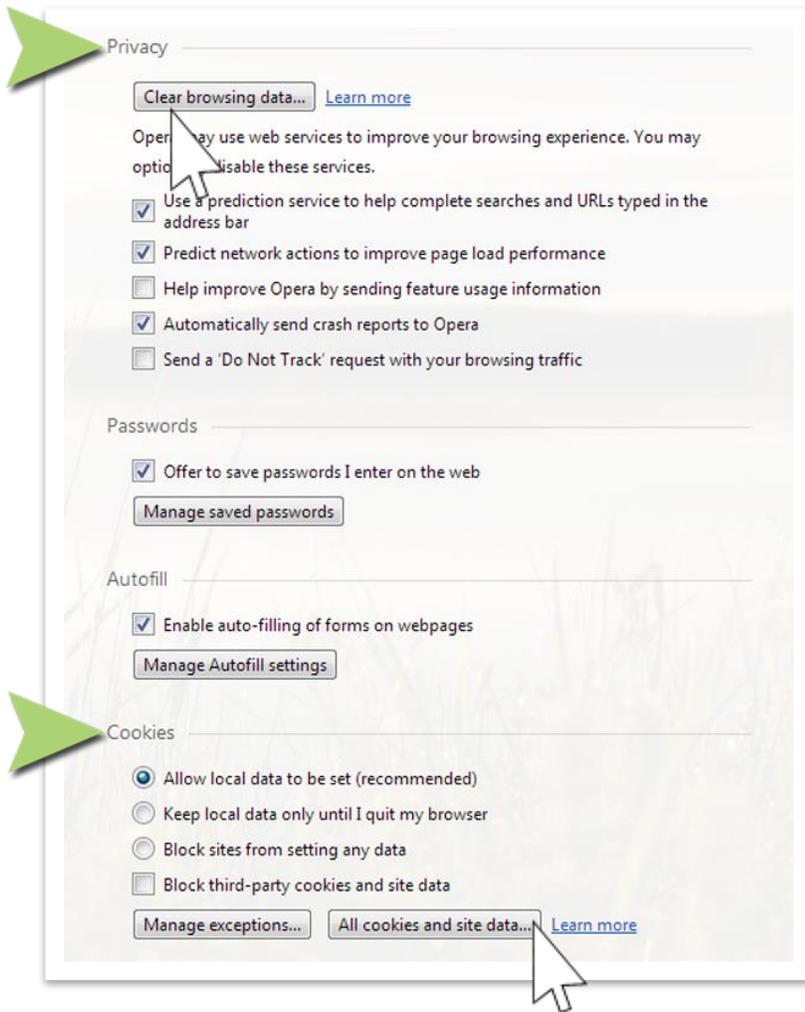
Also, if you select the **Privacy & security** settings, click the '**Clear browsing data**' button to clear all saved data. Obliterate the following item from *the beginning of time* (if applicable) from the dropdown list. And, check the other security and history settings on that window and data you wish to remove.

Check the other security and cookies settings on this window.

Opera customize and control > More tools (see below)

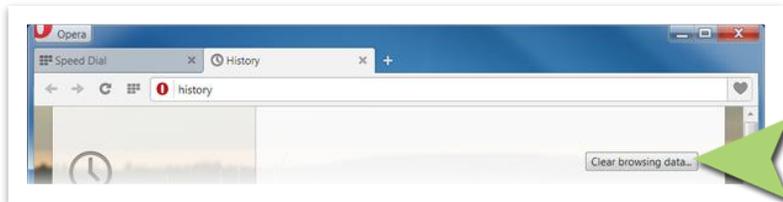
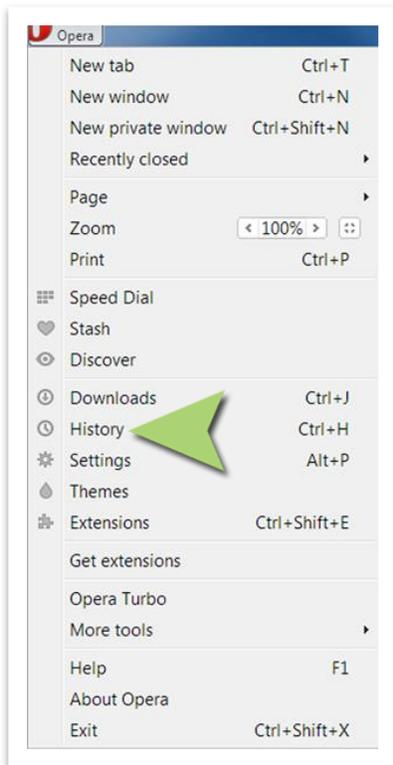
More Tools > Clear browsing data > Cookies: All cookies and site data. Remove all.





You can also clear browser data by going to **Opera menu icon** (click on the "*Open menu list*") and then **'History'**. Click the **Clear Browsing Data ...** link, and then the **'Clear Browsing Data'** button again, to clear all data.

Open menu > History
History > Clear Browsing Data



Safari

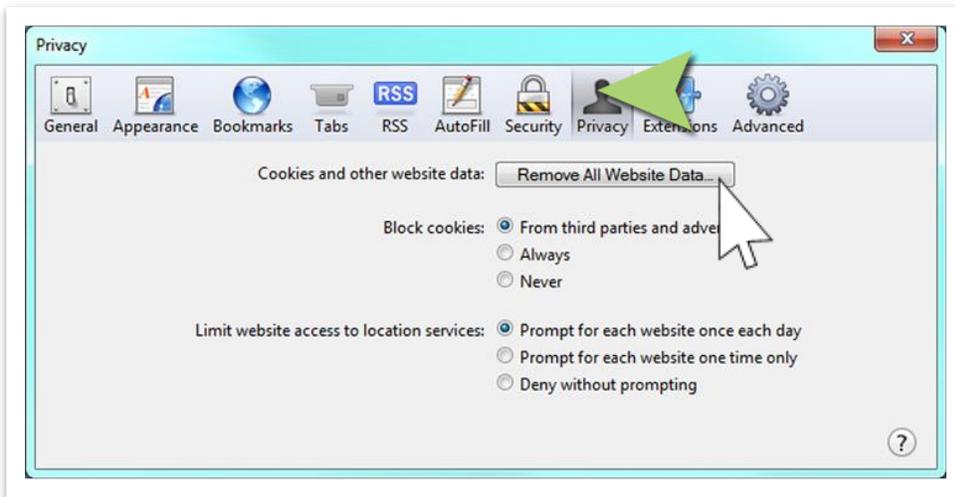
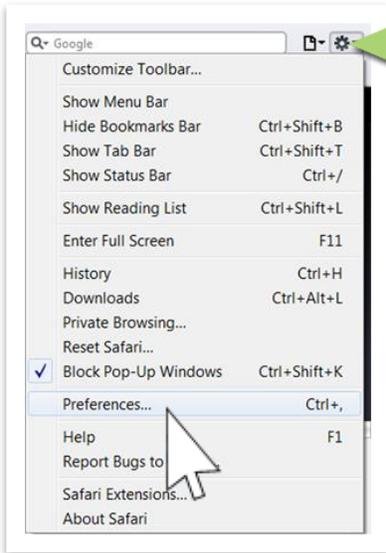
At the **top right hand corner** of the **Safari menu icon** ('General Settings'), click on the **'Preferences'** list.

Next, click on the **'Privacy'** tab and select the **'Remove All Website Data'** button *to remove all cookies and other website data*. In the next dialog box, click the **'Remove Now'** button.

'Security' tab (next icon on the left), one will be able discover other settings and options in Safari.

General settings > Preferences (see below)

Preferences > Privacy: Remove All Website Data > Remove Now.



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For technical questions, please contact: MyCityHelpDesk@houstontx.gov