

GIS KNOWLEDGE BASE – Jefferson County, Missouri

TOPIC: CLEAR CACHE AND DELETE BROWSER HISTORY FROM BROWSER WINDOW

PROVIDED TO: EVERYONE

DESCRIPTION: Explains how to clear the cache and delete browser history from Chrome, Firefox, and Microsoft Edge browsers

DATE: 03/30/2021

Revisions: 03/07/2023; 11/13/2024; 01/05/2026

Notes

The browser cache is used to speed up the browser on websites you visit often. This cache can get too large with all the saved cookies, views, and other items. Maintaining a clean cache is especially crucial when using a labor-intensive website like the GIS Viewers.

This guide is for desktop users. If you are using your mobile phone, there are options to clear your browsing history and closing tabs, please follow your phone manufacturer's instructions.

***Chrome or Microsoft Edge are the preferred browsers when using the GIS Viewers. Firefox is acceptable, and Internet Explorer (IE) is no longer supported.**

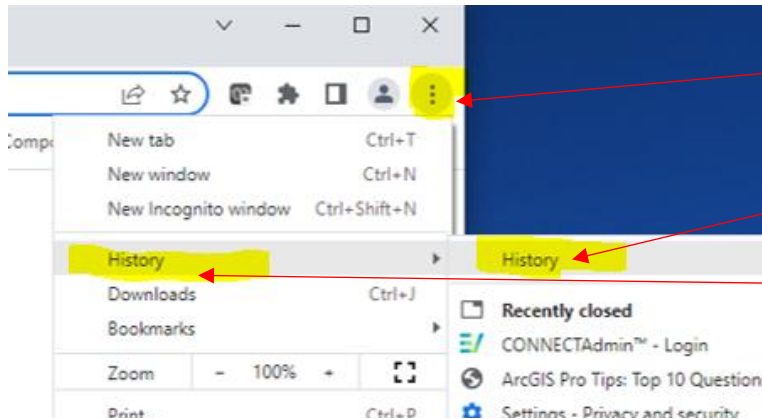
Clear Cache

To clear cache of your browser, simply press **F5** on your keyboard. This will clear the cache and resolve many browser speed issues and should show the most current GIS Viewer updates. In some cases, you may need to **delete browser history** for the GIS Viewers to show correctly.

Delete Browser History

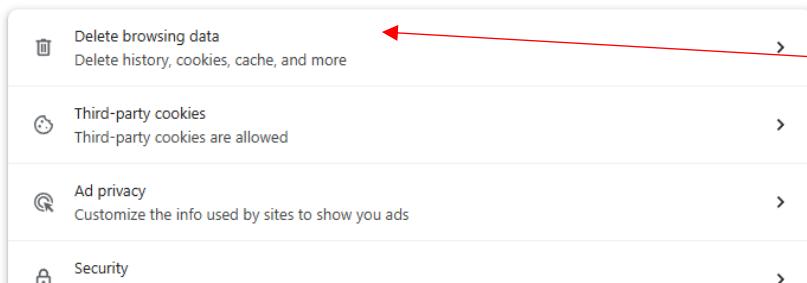
Steps to delete browser history is shown for Chrome, Microsoft Edge, and Firefox.

CHROME – Version 143.0.7499.170

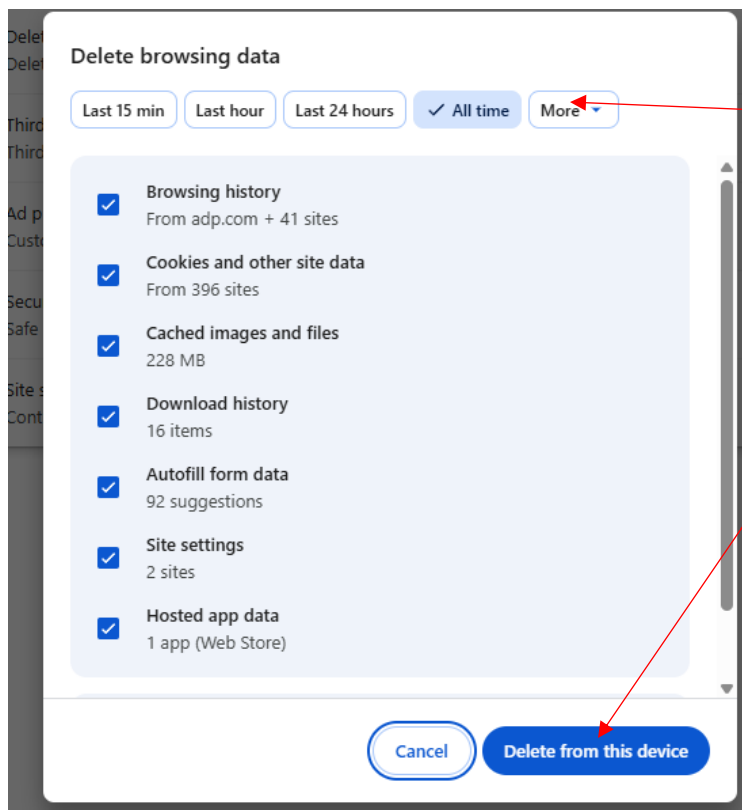


- Click on the 3 dots in the upper right of the browser
- Next hover on “History” and click on the “History” expand menu

Privacy and security

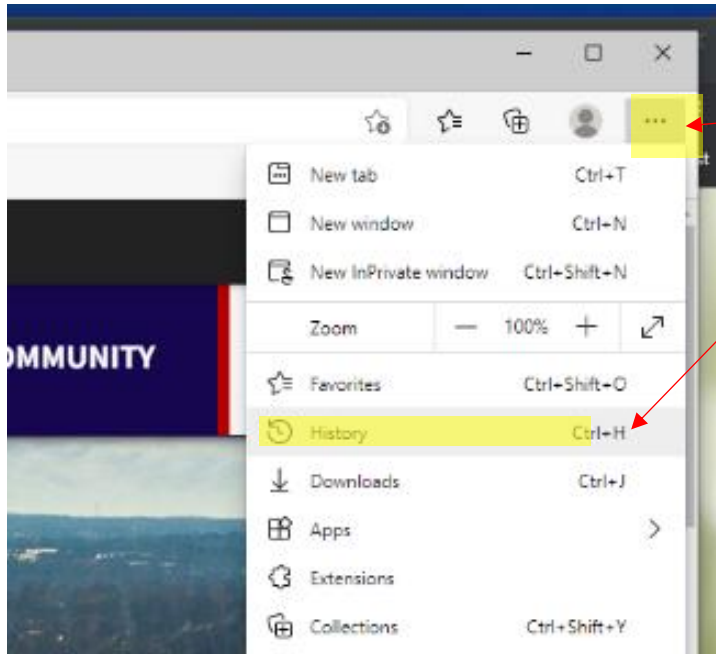


- Click on “Delete browsing data” link
- New window pops up – see below

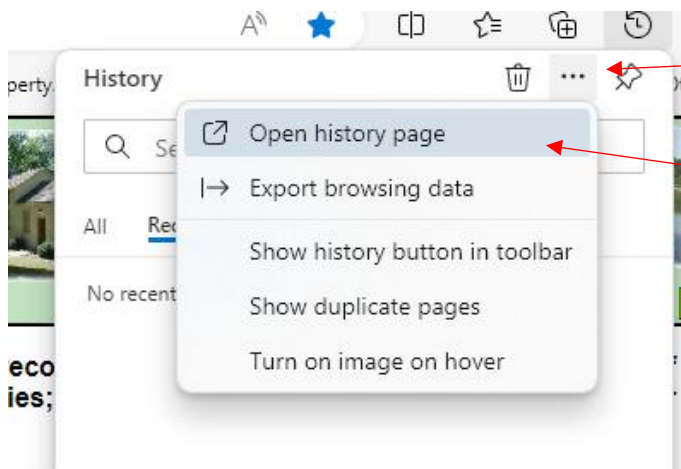


- Select “All time”
- Check on each item
- Click on “Delete from this device”
- Close all Chrome browser windows and reopen

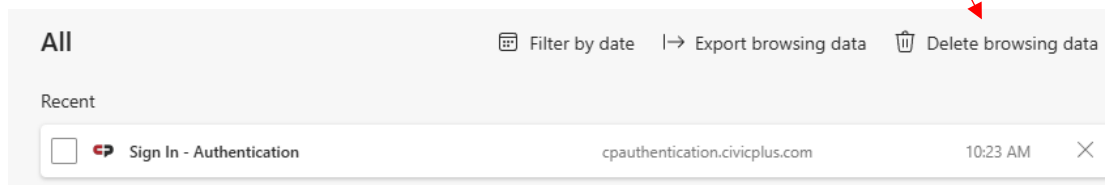
MICROSOFT EDGE – Version 143.0.3650.96 shown

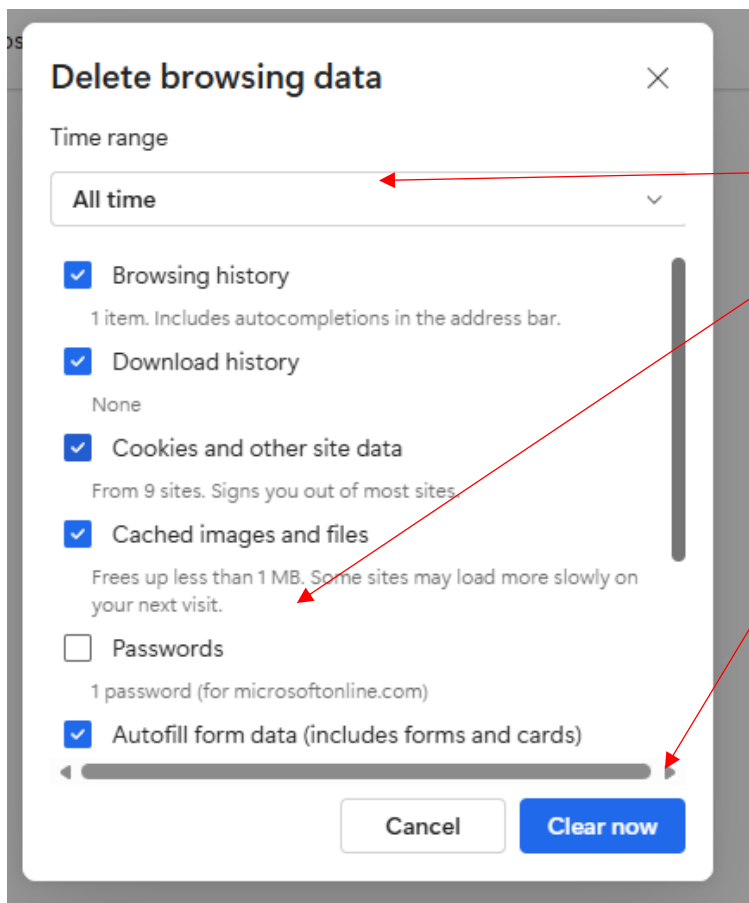


- Click on the 3 dots in the upper right of the browser
- Next click on “History”



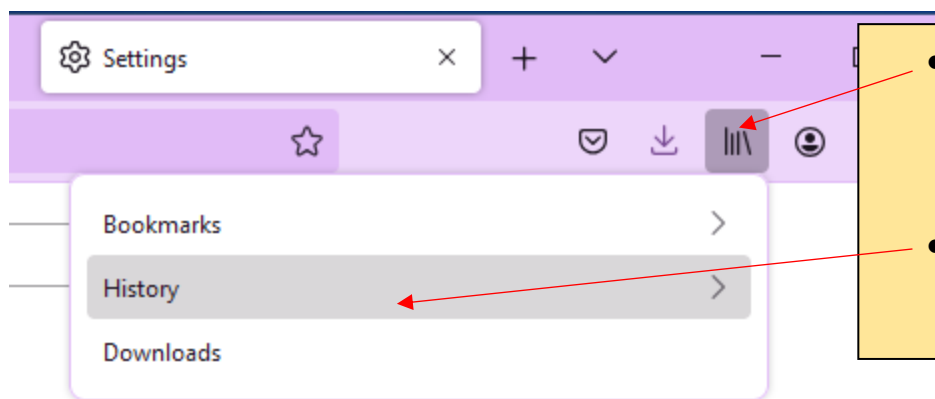
- Click on the 3 dots in the upper right of the pop-up History window
- Next click on “Open history page”
- In the next screen, click on “Delete browsing data”



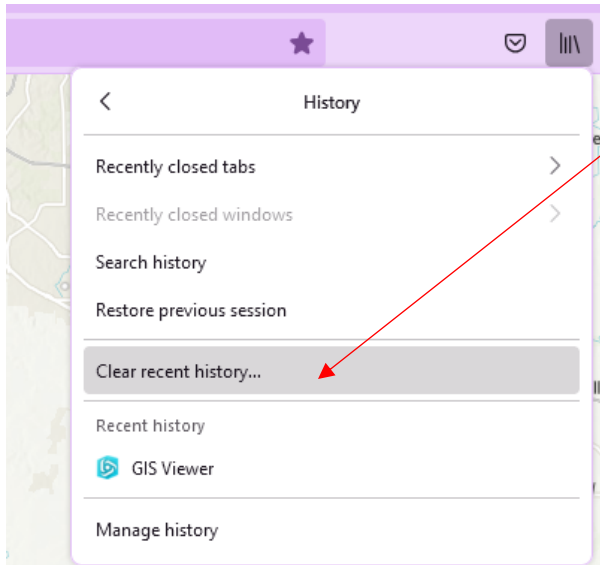


- For “Time range” select “All time”
- Make sure all options are checked on EXCEPT “Passwords” if you save those
- Click on “Clear now” button
- Close all Microsoft Edge browser windows and reopen

FIREFOX BROWSER – Version 146.0.1 shown



- Click on the stack of books “View history, saved bookmarks, and more”
- Click on “History”



- Next click on “Clear Recent History”

Clear browsing data and cookies

When: **Everything**



All history will be cleared.
This action cannot be undone.

- ☒ **History**
Clears site and download history, saved form info, and searches
- ☒ **Cookies and site data (0 bytes)**
May sign you out of sites or empty shopping carts
- ☒ **Temporary cached files and pages (12.5 MB)**
Clears items that help sites load faster
- ☒ **Site settings**
Resets your permissions and site preferences to original settings

Clear

Cancel

- Set “Time range to clear” to “Everything”
- Make sure everything is checked on.
- Click on “Clear”
- Close all Firefox browser windows and reopen