Internet Browser – Fixing Issues (Login Problems, Errors, Websites Not Loading)

Internet Browser Cache & History

Whenever you visit a website on the internet, your internet browser will take some of that site and store it on your device in the form of cookies and other site data. This lets you quickly open websites you have visited previously, as your internet browser won't need to redownload these parts each time.

If you find that some websites are slow to load, or if you are experiencing issues viewing internet content, **clearing your internet browser's history and cache** may alleviate your problems. Doing so will delete the website parts currently stored on your computer, allowing your internet browser to acquire fresh cookies and data the next time you visit a website.

If you are using the internet website version of Teams (https://teams.microsoft.com/), clearing your cache can help with errors.

Please see the relevant guide for your internet browser below to delete its history and cache.

Google Chrome

1. Open **Google Chrome** and click the **three vertical dots** in the top right (below the X to exit)
2. In the Chrome menu, select **History**, **History** again, and then **Delete browsing data** in the top left
3. Select the **Advanced** tab, open the **Time range** drop-down menu and select **All time**
4. Scroll through the list and **tick** each box **EXCEPT** for **Passwords** and **Autofill form data** (optional)
   a. Please be careful, as selecting the **Passwords** check box will result in the deletion of all your stored passwords
   b. Selecting **Autofill form data** will result in the deletion of previously entered form data, such as searches, payment info and personal details
5. You should have **six boxes ticked** and **two boxes unticked**
6. When you are ready, click **Delete data**, wait for it to finish, then close and re-open Google Chrome
7. If the issue persists, please **restart** (not turn off and back on) your device and try again

Mozilla Firefox

1. Open **Mozilla Firefox** and click the **three horizontal lines** in the top right (below the X to exit)
2. In the Firefox menu, select **History** and then **Clear recent history**
3. Open the **Time range** drop-down menu and select **Everything**
4. Tick each box **EXCEPT** for **Saved form info** (optional)
   a. Selecting **Saved form info** will result in the deletion of previously entered form data, such as searches, payment info and personal details
   b. If you need to delete your saved passwords, click the **three horizontal lines** again and select **Passwords** in the Firefox menu
5. You should have **four boxes ticked** and **one box unticked**
6. When you are ready, click **OK**, wait for it to finish, then close and re-open Mozilla Firefox
7. If the issue persists, please **restart** (not turn off and back on) your device and try again

Microsoft Edge

1. Open **Microsoft Edge** and click the **three horizontal dots** in the top right (below the X to exit)
2. In the Edge menu, select **History** and click the **trash bin** near the top to open the **Clear browsing data menu**
3. Open the **Time range** drop-down menu and select **All time**
4. Tick each box **EXCEPT** for **Passwords** and **Autofill form data** (optional)
   a. Please be careful, as selecting the **Passwords** check box will result in the deletion of all your stored passwords
   b. Selecting **Autofill form data** will result in the deletion of previously entered form data, such as searches, payment info and personal details
5. You should have **seven boxes ticked** and **two boxes unticked**
6. When you are ready, click **Clear now**, wait for it to finish, then close and re-open Microsoft Edge
7. If the issue persists, please **restart** (not turn off and back on) your device and try again

Apple Safari & Internet Explorer

1. Open **Apple Safari** or **Internet Explorer** and go to **Google.com**
2. Search for and download **Google Chrome** or **Mozilla Firefox**
3. Close Apple Safari or Internet Explorer and open **Google Chrome** or **Mozilla Firefox** instead