

Clearing Browser Cache

Credible Best Practice Recommendation: For optimal operation of Credible, Credible recommends clearing your browser's cache every Monday to ensure any new JavaScript files load properly. This can be done by following the instructions below. You can attempt to use Ctrl + F5 to force a refresh of the page while you are logged onto Credible. **However, please note that Ctrl + F5 just refreshes that particular page. It does not clear your cache.

Chrome v10+

1. **Open the settings on Chrome.** Click the menu icon in the upper right corner of the browser to the right. Click settings on the bottom of the menu.
2. **From settings, click "Show advanced settings..."**. It's located at the very bottom of the settings section.
3. **Scroll to the privacy section and click "Clear browsing data"**.
4. **Select "Empty the cache"**. Uncheck all other options to avoid deleting browser history, cookies and other things you may wish to retain. Change "Obliterate the following items from" to "the beginning of time".
5. Press "Clear browsing data". You are done!

Chrome v1-v9

1. Once your browser is open, **select the Tools menu** (the wrench in the upper-right corner) and **select Options** (Preferences on Mac).
2. On the Under the Hood tab, **click the "Clear Browsing data..."** button.
3. **Select the "Empty the cache" check-box**. You can also choose the period of time you wish to delete cached information using the Clear data from this period dropdown menu. **Choose "Everything"**.
4. **Click the Clear Browsing Data button**.

Internet Explorer 11

1. Log out of Credible by clicking "log out".
2. Make sure only one tab or window is open. Close any others.
3. Click the "cog wheel" settings button at the top-right of the screen.
4. Hover over the "Safety" option and click "delete browsing history".
5. CHECK: "Preserve Favorites website data" | "Temporary Internet files and website files" | "Cookies and website data".
6. Click "Delete" button.
7. Click red x (Close) button at top-right of browser window

Firefox

1. Once your browser is open, **click the "Firefox" menu** in the top left corner.
2. **Select the right arrow next to "History >", and click "Clear Recent History"**.
3. **Make sure "Details" is expanded, then select "Cache" from the list. Uncheck everything else.**
4. In the "Time Range to Clear" drop down, **select "Everything"**.
5. **Select "Clear Now"**. Your computer will work for a moment, and the process will be complete. You've successfully cleared Firefox's Cache!

Safari for Mac OS X

1. Once your browser is open, **click the Safari menu.**
2. Select **Empty Cache.**
3. **Click Empty.**