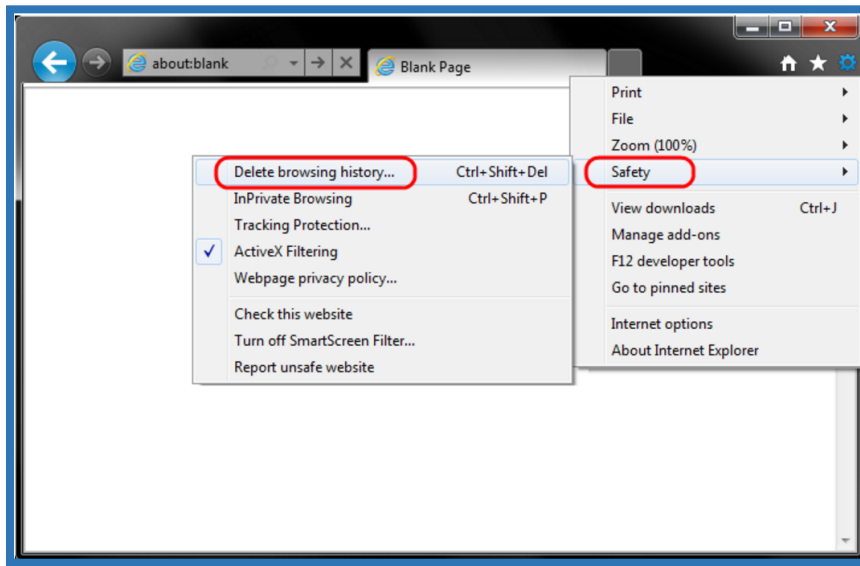# How to Clear Internet Explorer cache
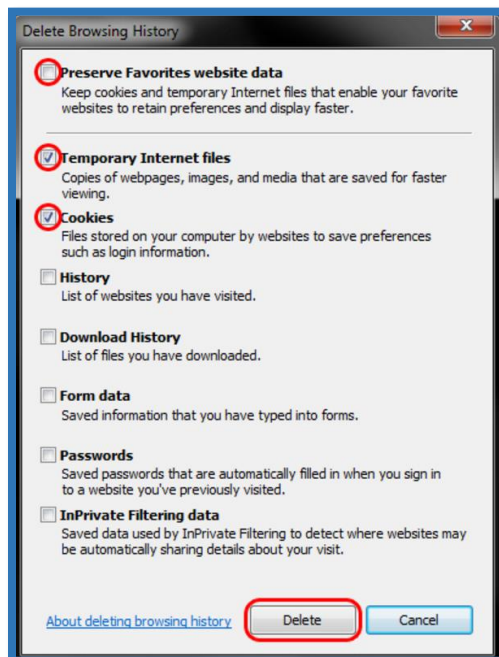
To clear Internet Explorer cache:

1. Open Internet Explorer.

2. Select **Tools (via the Gear Icon** ⚙ **) > Safety > Delete browsing history.**

   NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**.
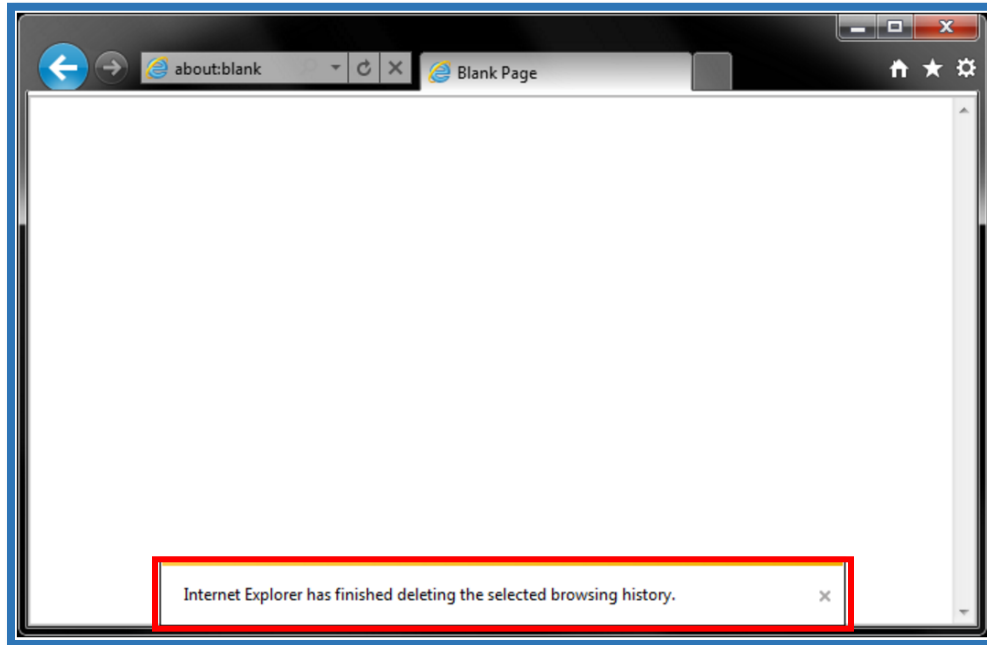
3. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete.**

4. You **may** get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

   If your issue persist repeat steps 1-3 again or review the Troubleshooting section on the following page
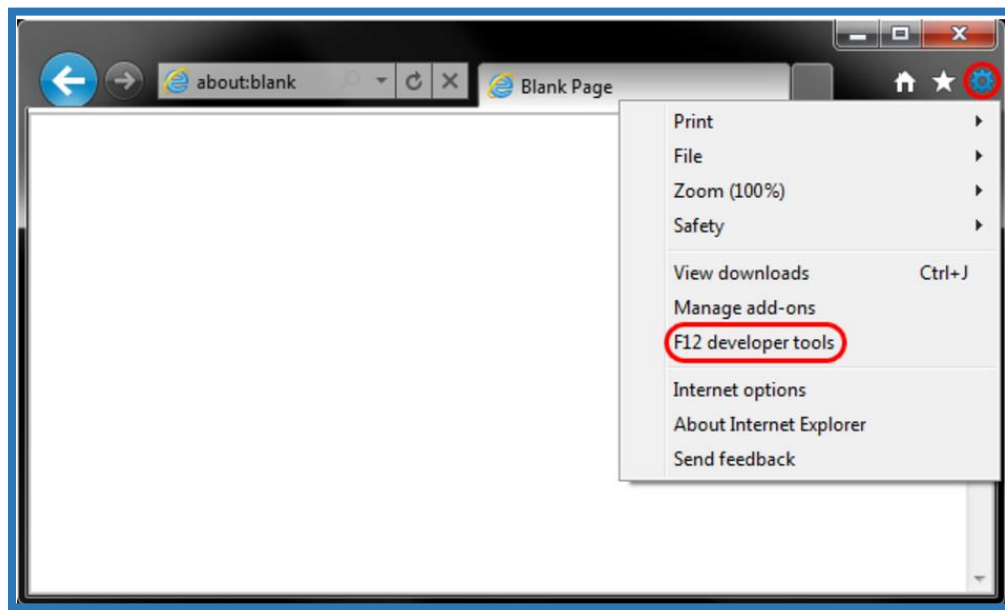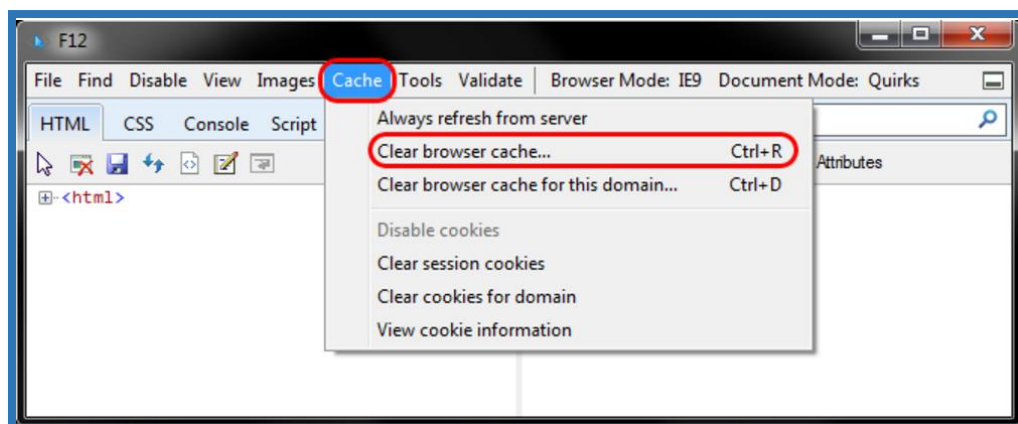
How to Clear Internet Explorer cache

Further Troubleshooting

The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications may require a more thorough procedure. If you are still having issues, try to steps below.

- **Note:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.

1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.

2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache.**

https://kb.wisc.edu/page.php?id=15141

3. Click **Yes** to confirm the clearing of the browser cache.