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# How do I clear my browser cache?

Antonia Mo - 2023-08-03 - Troubleshooting

### **Overview**

Novari Support member has asked you to clear your browser cache because your system is unintentionally keeping stale information on your computer; this can result in unexpected behavior which can render entire pages unresponsive.

Follow the steps below or use these resources to guide you in how to clear your browser cache:

- 1. Microsoft Edge (View and delete browser history in Microsoft Edge)
- 2. Google Chrome (https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop)

### Manage cookies and website data in Microsoft Edge:

1. In Microsoft Edge, select Settings and more > Settings > Privacy, search, and services. 😚 Novari ATC Sign In 🗁 New tab Ctrl+1 New window Ctrl+N irovon 😪 New InPrivate window Ctrl+Shift+N + ŝ Zoom 100% 2 5∠ = Favorites Ctrl+Shift+O novari Collections Ctrl+Shift+Y History Ctrl+H ↓ Downloads Ctrl+J 🗄 Apps > Extensions Ctrl+P C Print 🚱 Web capture Ctrl+Shift+S 🖄 Share Sign in හි Find on page Ctrl+F A<sup>™</sup> Read aloud Ctrl+Shift+U Having trouble? Click here for support information. Privacy Questions? View our Privacy and Information Practic More tools 錜 Settings ⑦ Help and feedback

Close Microsoft Edge

2. Under Clear browsing data, select Choose what to clear.

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		System				
	U	Reset settings	Required diagnostic data			
	%	Phone and other devices Accessibility	Microsoft collects required diagnostic data to keep Microsoft Edge secure, up to date, and performing as expected			
	-					

- 3. Choose a time range from the  $\mathbf{Time\ range}\ \mathrm{drop}\text{-}\mathrm{down\ menu}.$
- 4. Choose the types of data you want to clear.
- 5. Select Clear now.

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## Manage cookies and website data in Google Chrome:

1. (This step is not required for installations that use NT Authentication for login purposes) Log out of the Novari Application so that you are looking at the following screen.

2. Select the "Options" icon and navigate to "History" and click the "History" option in the list of your recent history.

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	New tab Ctrl+T New window Ctrl+Nift+N New Incognito window Ctrl+Shift+N
	History         Journals         Ctrl+J           Bookmarks         Ctrl+P         Cstrl+P           Zoom         - 100% +         C3           Print         Ctrl+P         Cstrl+P           Cast         Find         Ctrl+P           More tools         Ctrl+F         More tools           Edit         Cut         Copy         Paste           Settings         Cut         Copy         Paste
Person@any.com Password  Sign in  Heving touble? Click here for support Information. Practices.	Exit

3. You'll be presented with the following screen. Select "Clear Browsing Data".

History	Q. Search history
Chrome history Tabs from other devices	Today - Tuesday, September 28, 2021
Clear browsing data	

4. Select "Cookies and other site data" and "Cached Imaged and files", from the Time range "All time".

Clea	ar browsing data	
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Time	e range All time 🔻	-
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	Download history 6 items	l
	Cookies and other site data From 167 sites	
	Cached images and files Less than 319 MB	
	Passwords and other sign-in data 2 passwords (for novarihealth.net); 2 passwords in your account (for novarihealth.net)	•
	Cancel Clear data	

- 5. Close the browser once you have completed the steps above.
- 6. Reopen the browser and try to reproduce any issue you were having.

#### **Next Step**

If the issue you are having seems unresolved, please respond to your Novari Support member with an attached screenshot of your issue after completing the following:

- 1. Before navigating to the page that causes the issue, press F12 to open the developer tools.
- 2. Navigate to the "Console" tab of the developer bar.
- 3. Try to reproduce the error. Whenever the error is reproduced, produce a print screen, or copy the error message down and forward that to Novari Support.