

How to clear your cache

iPad

To clear cache in Safari:

1. Completely close Safari application
(http://ipod.about.com/od/iphonetroubleshooting/qt/quit_iphone_app.htm) – if clearing cache doesn't seem to work make sure they are doing this step
2. Open iPad Settings
3. Select 'Safari'
4. Either:
 - a. Select 'Clear Cache' option
 - b. Select 'Advanced', 'Website Data'. Click 'Edit' in the top right corner and remove the option called 'eforms.legalservices.gov.uk' (note this URL will be different for UAT area).

To clear cache in Chrome:

1. Open Chrome
2. Click the three lines menu option in the top right
3. Select 'Settings'
4. Either:
 - a. 'Clear browsing data' under 'Under the hood' option & 'Clear Cache'
 - b. 'Privacy' -> 'Clear Cache'

Android

To clear cache in Firefox:

1. Open Firefox
2. Settings
3. Privacy
4. (Under 'Clear private data' heading) Clear now
5. Select 'Cache' and 'Offline website data'
6. Press button 'Clear data'

To clear cache in Chrome:

1. Open Chrome
2. Click the generic 'options' button on device (e.g. on Samsung S3 Mini it is the bottom left button)
3. Select 'Settings'
4. 'Privacy' -> 'Clear Browsing Data'
5. Select 'Clear the cache' then 'Clear' button

To clear cache in default Android 'Internet' app:

1. Open browser
2. Click the generic 'options' button on device (e.g. on Samsung S3 Mini it is the bottom left button)
3. Settings
4. Privacy and security
5. Clear cache

6. OK warning dialog

Desktop

To clear cache in IE11:

1. Open IE11
2. Click the gear button in the top right
3. Safety
4. Delete Browsing History
5. Tick 'Temporary Internet files and website files' and 'Cookies and website data'
6. Untick 'Preserve Favorites website data'
7. Press 'Delete' button

To clear cache in Chrome:

1. Open Chrome
2. Click the three lines menu option in the top right
3. Settings
4. +Show advanced settings
5. (Under 'Privacy' heading) Clear browsing data...
6. Tick 'Cached images and files'
7. Change the dropdown to 'the beginning of time'
8. Press 'Clear browsing data' button

To clear cache in Firefox:

1. Open Firefox
2. Click the three lines menu option in the top right
3. Options
4. (Under 'History' heading) Clear your recent history
5. Tick 'Cache' and 'Offline Website Data'
6. Change 'Time range to clear' to 'Everything'
7. Press 'Clear Now' button