

Instructions for Chrome and Firefox (below)
Other browser types have similar requirements to clear cache and cookies

How to Clear your Cache / Recent History in Chrome

1) Click "ctrl H" to reveal this History view

2) Click Clear browsing data

4) Click "the past day" or further back than that

5) Cookies and Cached images must be selected

6) Done

The screenshot shows the Chrome browser interface. The top navigation bar includes the address bar and tabs. The main content area displays the 'History' page with a list of visited websites and their timestamps. A red box highlights the 'Clear browsing data' button in the left sidebar. A second screenshot shows the 'Clear browsing data' dialog box, which allows users to select the time range for clearing data (e.g., 'the past day', 'the last 4 weeks') and to check boxes for 'Browsing history', 'Download history', 'Cookies and other site and plug-in data', 'Cached images and files', 'Passwords', 'Autofill form data', 'Hosted app data', and 'Media licenses'. The 'Cookies and other site and plug-in data' and 'Cached images and files' options are checked. The 'Clear browsing data' button is highlighted, and the text '6) Done' is displayed below it.

How to Clear your Cache / Recent History in Firefox

1) Click here

2) Click History

3) Click Clear Recent History

4) Select Today

5) Cookies and Cache

6) Done

The screenshot shows the Firefox browser interface displaying the ID Validation Network website. The top navigation bar includes the address bar and tabs. The main content area displays the website's header and navigation menu. A red box highlights the 'History' button in the top right corner. A second screenshot shows the 'Clear Recent History' dialog box, which allows users to select the time range for clearing data (e.g., 'Today', 'Last 2 hours', 'Last 24 hours', 'Last 7 days', 'Last 14 days', 'Last 30 days', 'Everything from the start of time') and to check boxes for 'Browsing & Download History', 'Form & Search History', 'Cookies', 'Cache', 'Active Logins', 'Offline Website Data', and 'Site Preferences'. The 'Cookies' and 'Cache' options are checked. The 'Clear Now' button is highlighted, and the text '6) Done' is displayed below it.