



Clear Browser Cache Tip Sheet

This Tip Sheet will walk users through how to clear their computer browser cache. When SmartCare updates are made it is always a good practice to clear your previous browser cache to prevent unforeseen system errors. The instructions below are for both Chrome and Edge web browsers.

Please visit our website <u>https://dhs.saccounty.gov/BHS/Avatar/Pages/Avatar.aspx</u> for the most updated version. If any additional help is needed you can contact us at <u>bhs-</u><u>ehrsupport@saccounty.gov</u>.

Chrome

1. Open Chrome web browser and click on the 3 dots under the X.



2. Click on Settings.







3. Select Privacy and Security.



4. Select clear browsing data.

Privacy	and security		
î	Clear browsing data Clear history, cookies, cache, and more	•	
٢	Cookies and other site data Third-party cookies are blocked in Incognito mode	Þ	

5. On the clear browsing date page make sure all 3 boxes are checked, then click clear data.



6. Restart your browser





Microsoft Edge

1. Open Microsoft Edge web browser and click on the 3 dots near the X.



2. Click on Settings.

	@ ☆	*	≡ſ		:
	New tab				Ctrl+T
	New window				Ctrl+N
	New Incognito wi	ndow		Ctrl+	Shift+N
	History				►
	Downloads				Ctrl+J
	Bookmarks				•
	Google Password	Manag	jer 🚺	lew	
	Zoom	-	100%	6 +	53
	Print				Ctrl+P
	Cast				
	Find				Ctrl+F
	More tools				►
	Edit	Cut		Copy	Paste
	Settings				
	Help				•
	Exit				
ŧ	Managed by your	organi	zation		





3. Select Privacy, search, and Security.



4. Click on Choose what to clear.

Clear browsing data	
This includes history, passwords, cookies, and more. Only data from this profile will be deleted	. Manage your data
Clear browsing data now	Choose what to clear
Choose what to clear every time you close the browser	>





5. Make sure the first 4 options are selected and click delete.



6. Restart your browser.