



Clearing Cache

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1. What is the cache

When you visit a site for the first time, your computer stores certain data in its memory. This means if you visit the site frequently, your computer doesn't need to reload all of the data from scratch, it can simply reveal the stored data from its cache.

This is good as it improves speed, but sometimes, if recent changes have been made to the site these don't immediately appear, as instead end users are seeing a cached image.

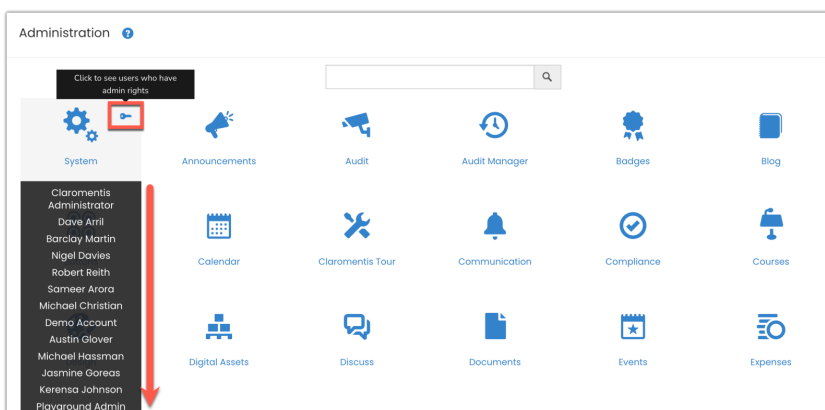
Therefore if you ever make a change in the Intranet and this is not immediately evident after refreshing your page or logging out/into the Intranet, or if the formatting of a page, in general, appears strange, deleting the cache is the next troubleshooting step to eliminate it as a cause.

Clearing cache can be done at a site level and also through your browser.

2. How to clear the site cache

In order to do this, you will need to have [system administrator access](#) (be a 'sysadmin')

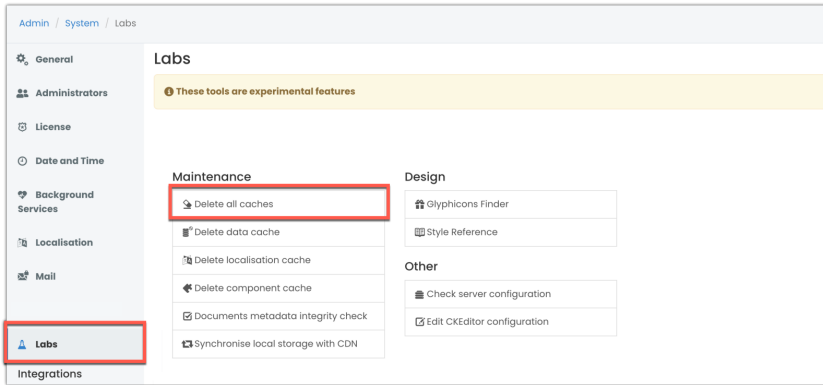
You can find out who these are by visiting Applications > Admin > Click the key symbol in the top right of the system application:



If you have these permissions, you can follow these steps to clear the cache.

(if you don't, contact one of the users listed to carry this out on your behalf, or make you a sysadmin instead

Next head to Applications > Admin > System > Labs and click 'Delete all Caches':



The system will process for a few seconds and a message on screen will appear to confirm the cache was clear.

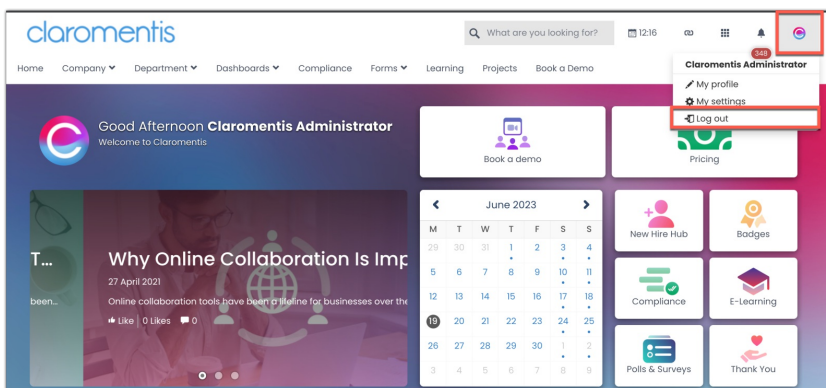
After this message appears check the element that was affected before and see if it is now appearing as expected.

If not, consider deleting your browser cache too, and testing once more.

3. How to clear your browser cache

Once the system cache is cleared we recommend manually logging out of your intranet, clearing the browser cache, and then logging back in to test.

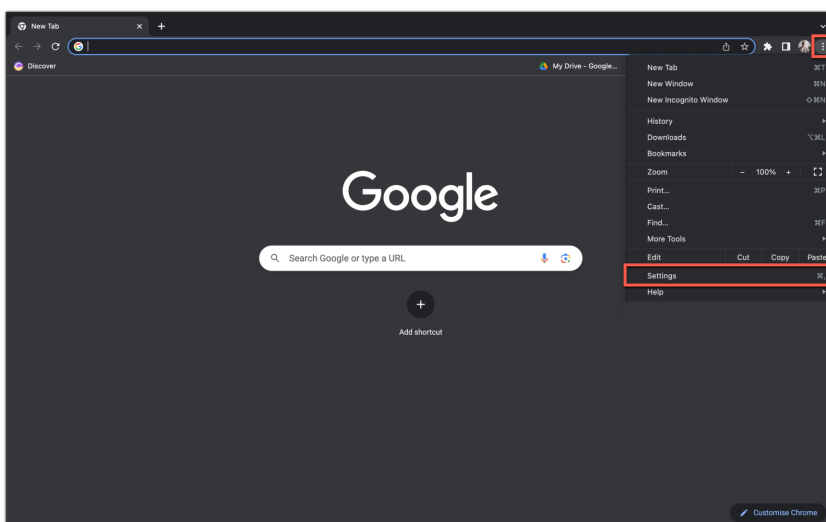
Manual log out of the Intranet (make sure any other tab with the Intranet open in it is closed)

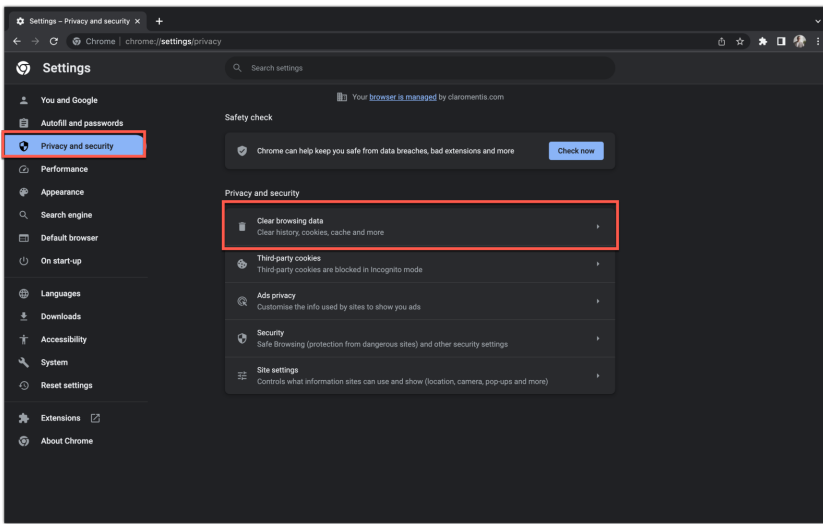


Now clear your browser cache.

Here is how to do this through various popular browsers:

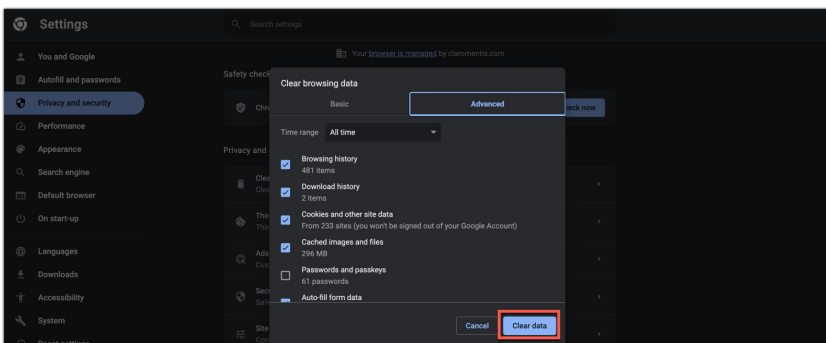
Chrome





Select the time range that suits you, and what elements to clear.

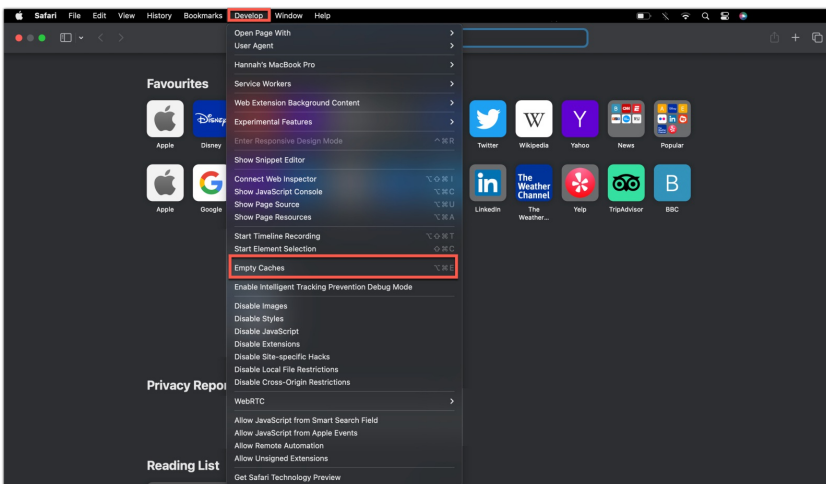
This can be set up to remove everything but retain any Internet site passwords that were saved.



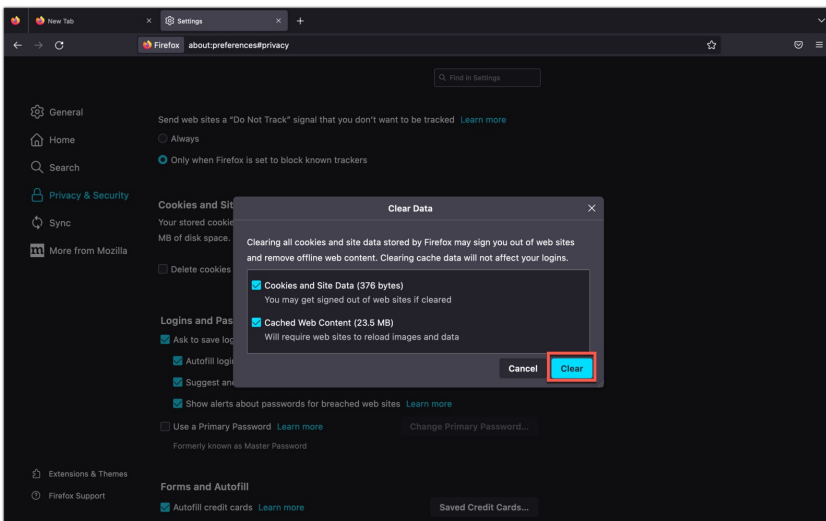
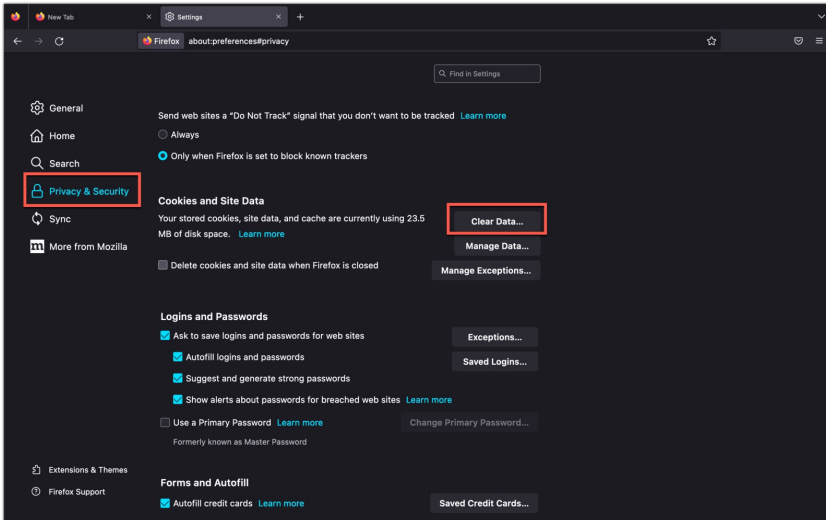
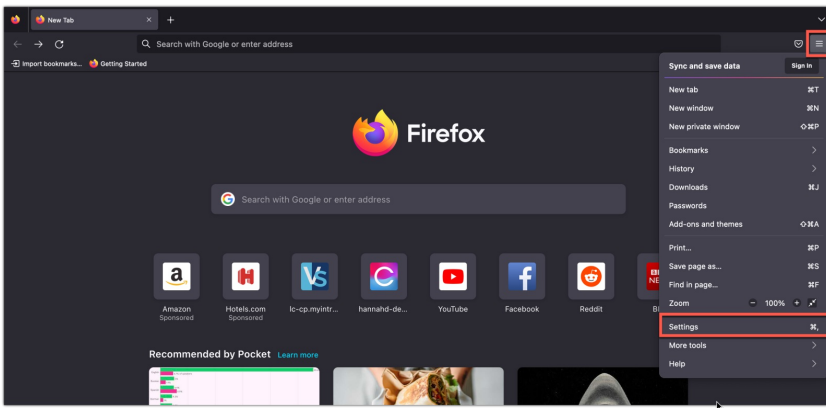
Once set up to your liking click 'clear data' to clear the cache.

Return to the Intranet, login, and test if your issue is now resolved.

Safari



Firefox



Internet Explorer

