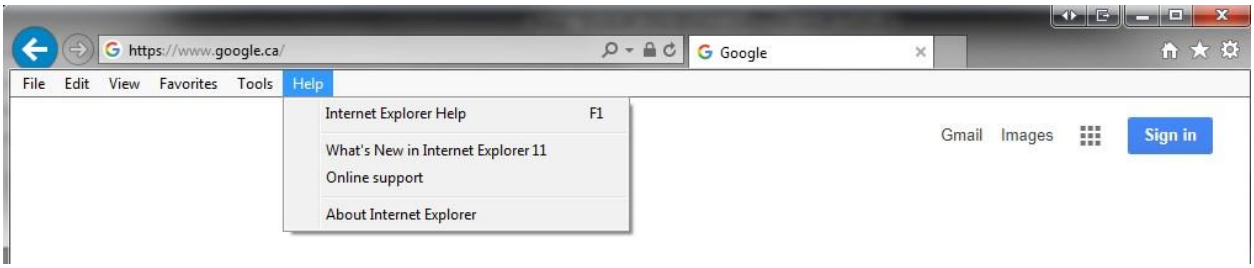
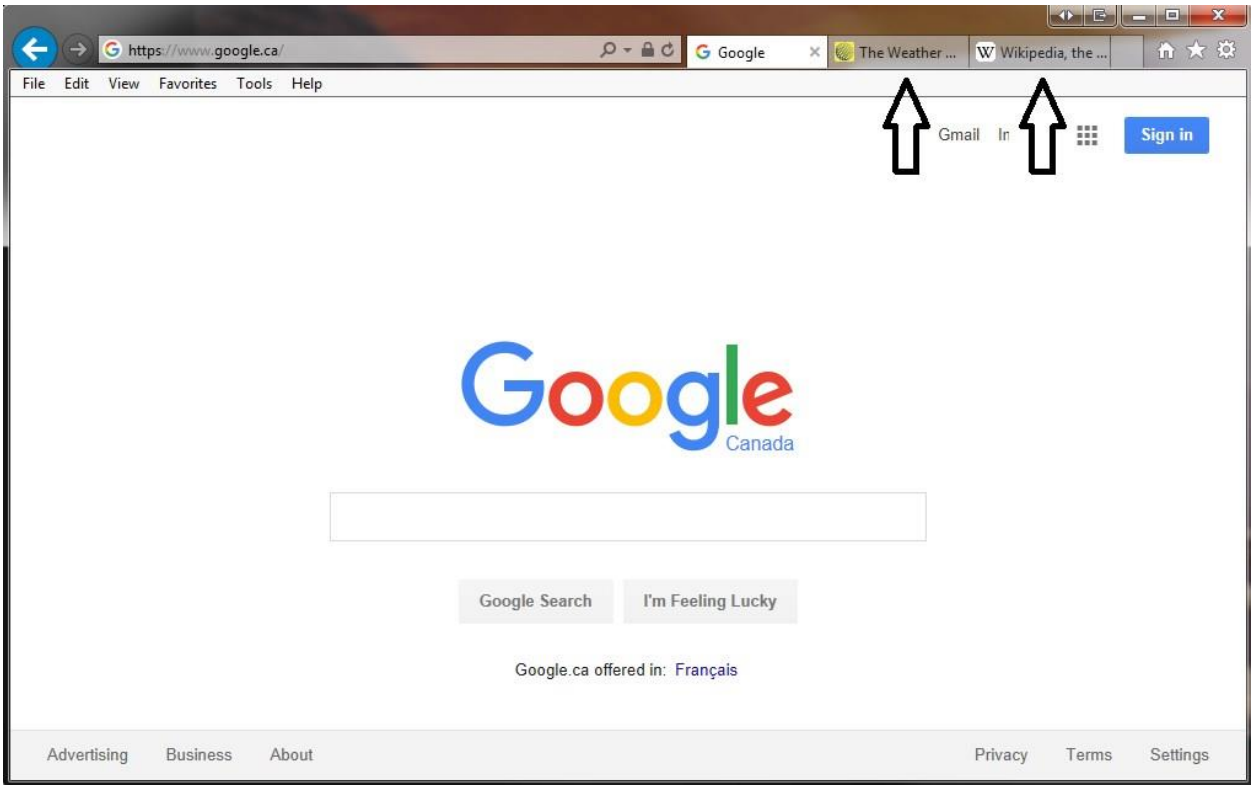
Clearing cache using both Internet Options and F12 Developer Tools in IE11
Latest Update: 2017-10-11

1. Check to see if you are on Internet Explorer 11.

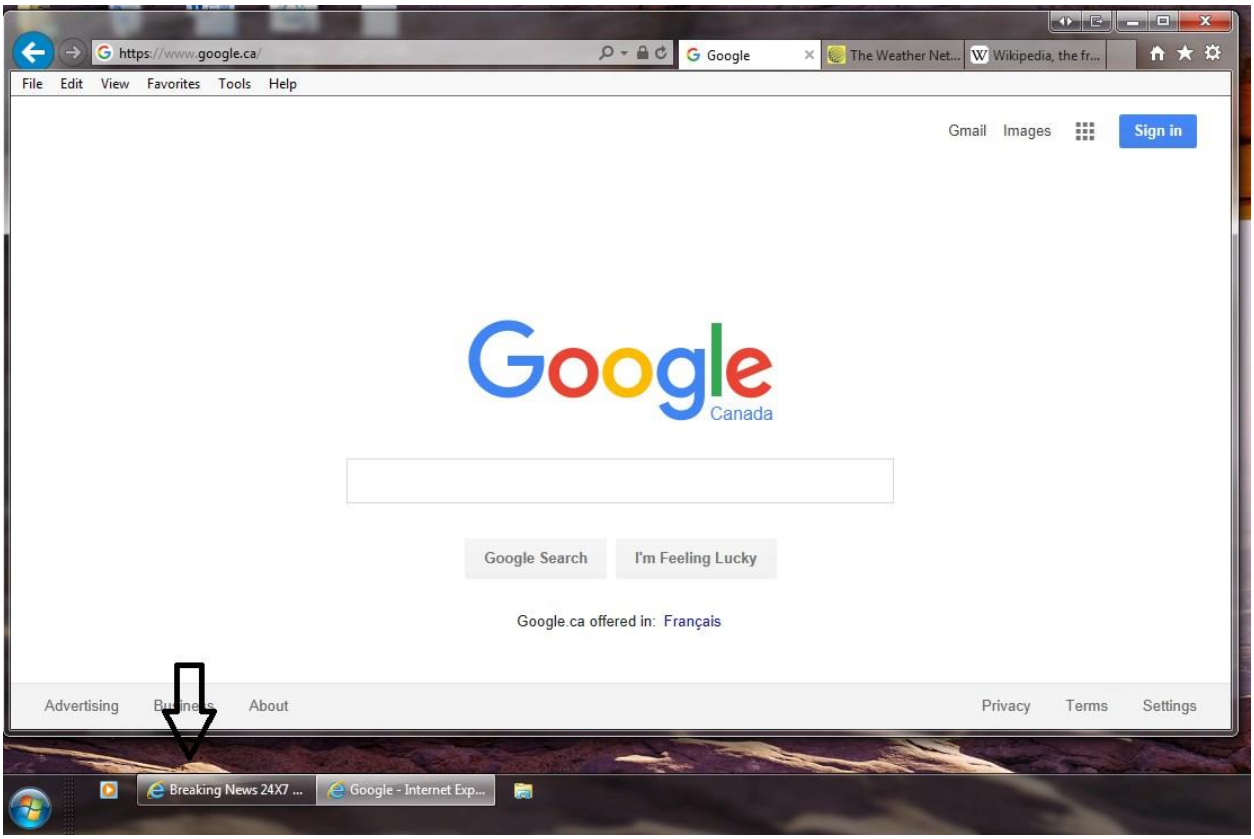


2. Close **ALL** other Internet Explorer windows and tabs. This includes windows and tabs for web based applications that you may use. Anything in your taskbar that has the Internet Explorer logo.

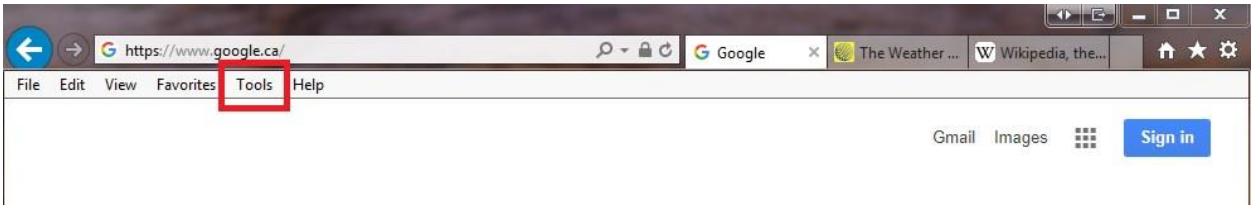
   a. Tabs:



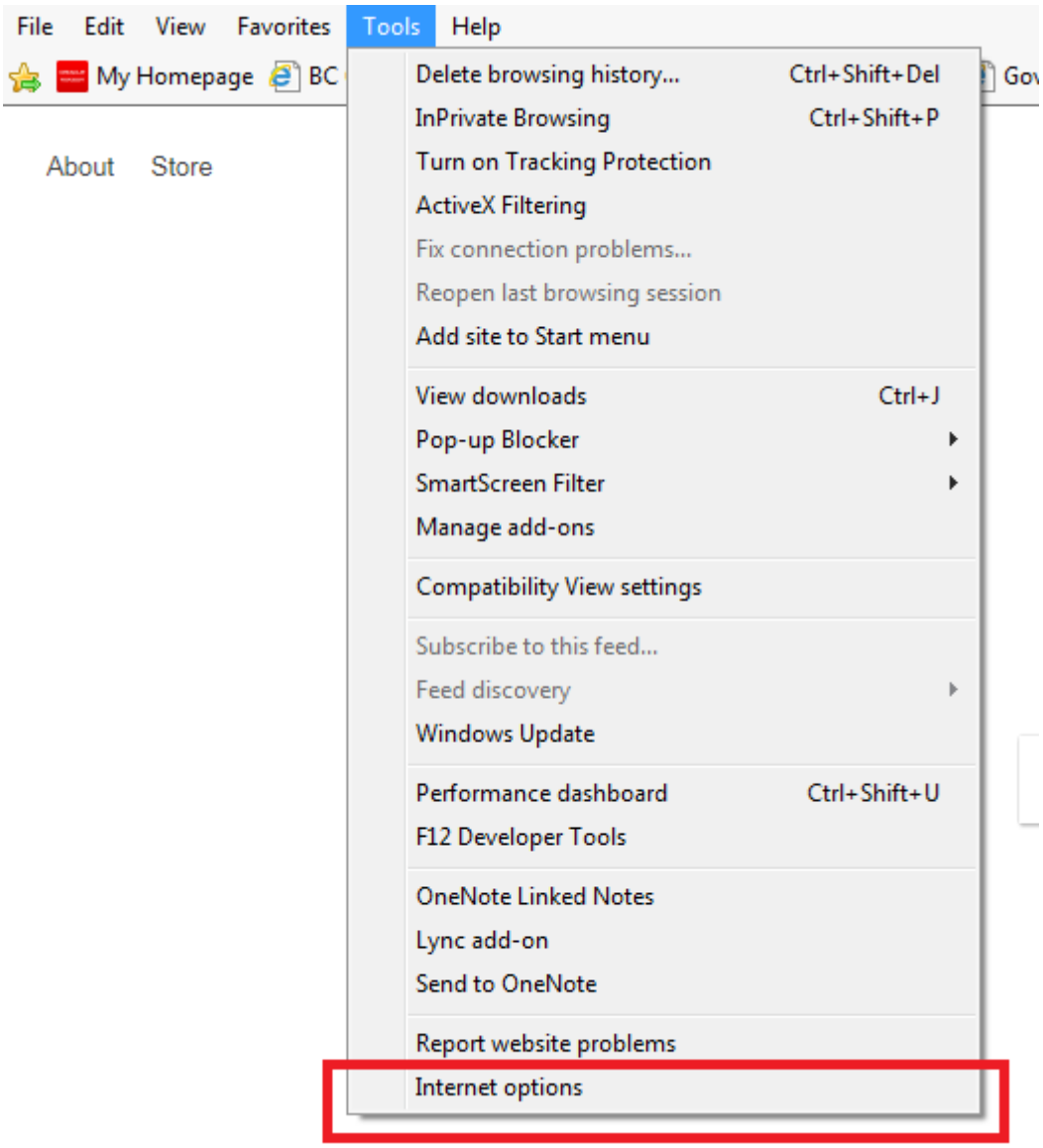
   b. Other windows:



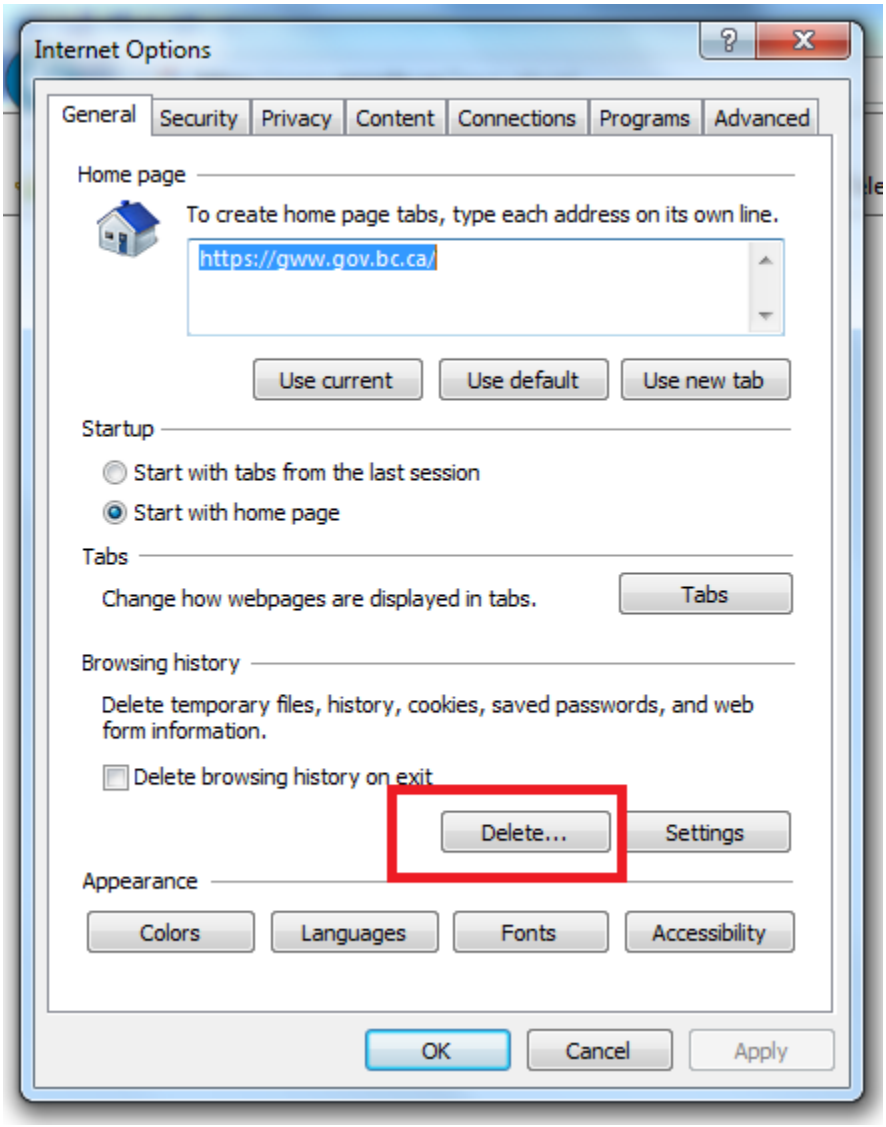
3. Once you are down to just one window with one tab, open the Tools menu. If your Tools menu is not visible press the Alt key.



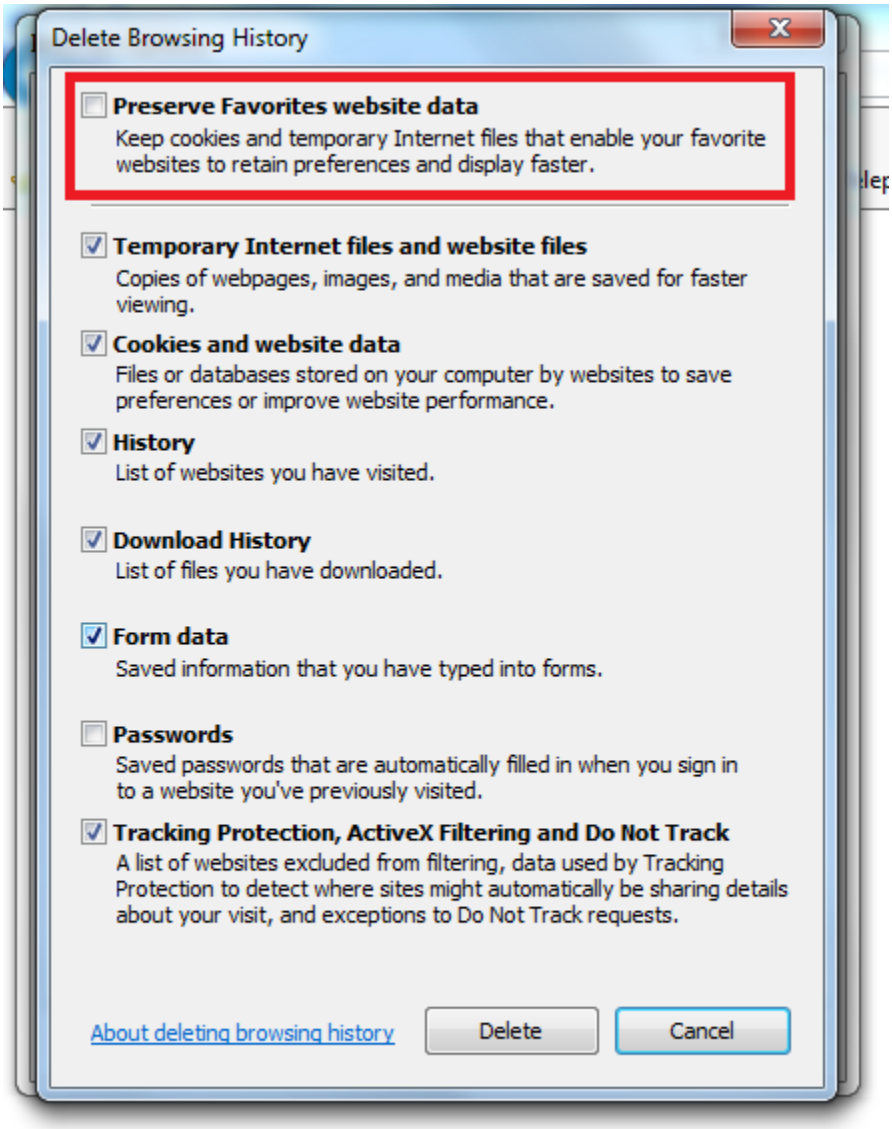
4. Scroll down to select Internet Options.



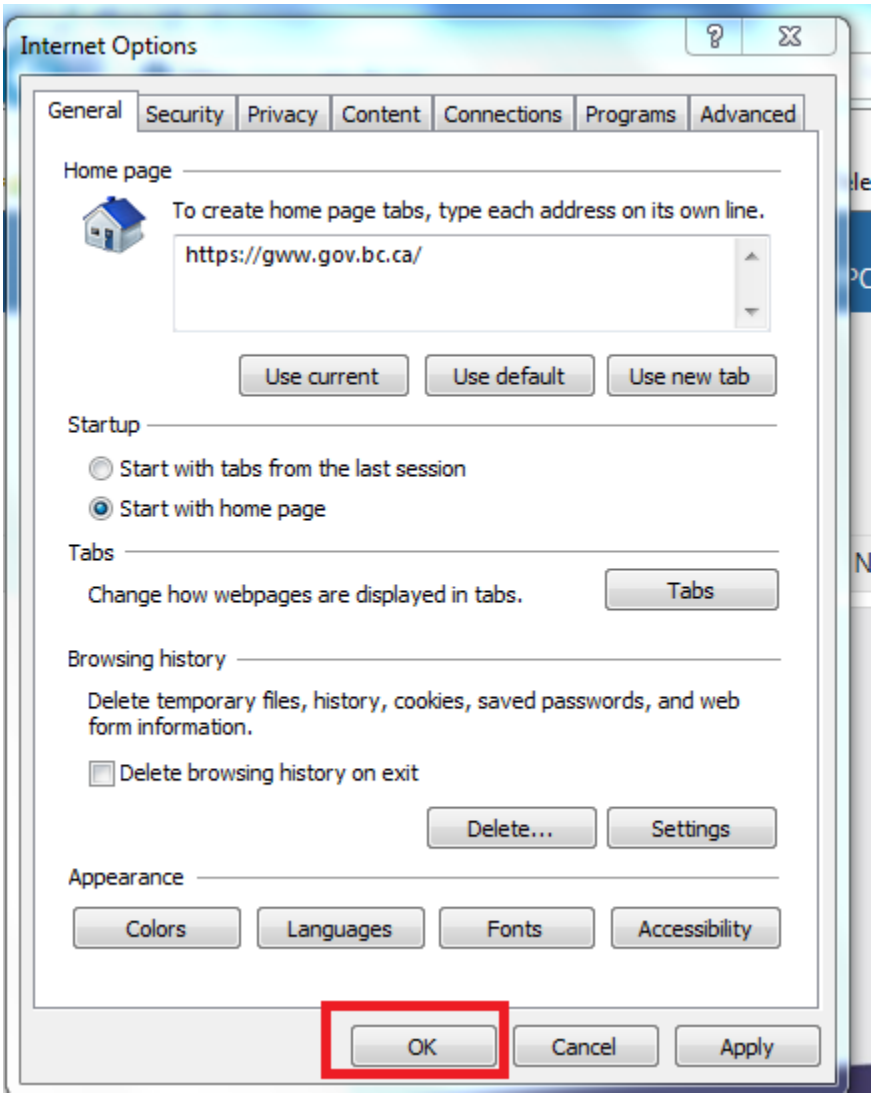
5. Go to Browsing History and Click Delete.



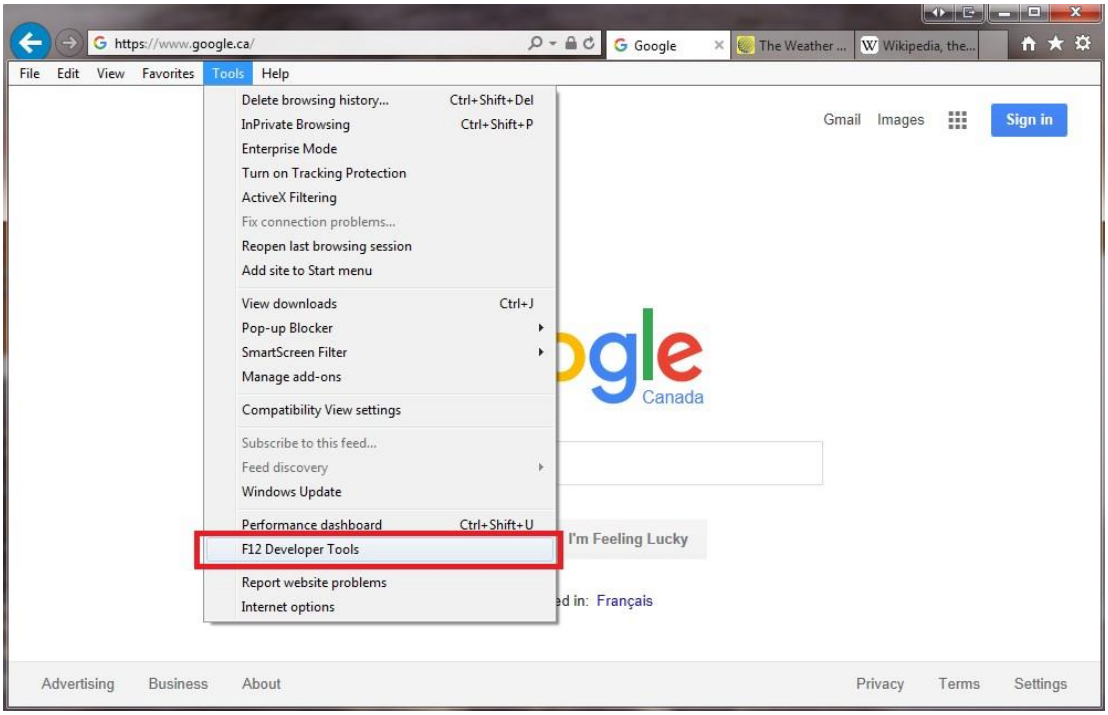
6. A new window opens up. Make sure the Preserve Favorites website data is **unchecked** and the rest of the boxes match the picture below, then click 'delete.'



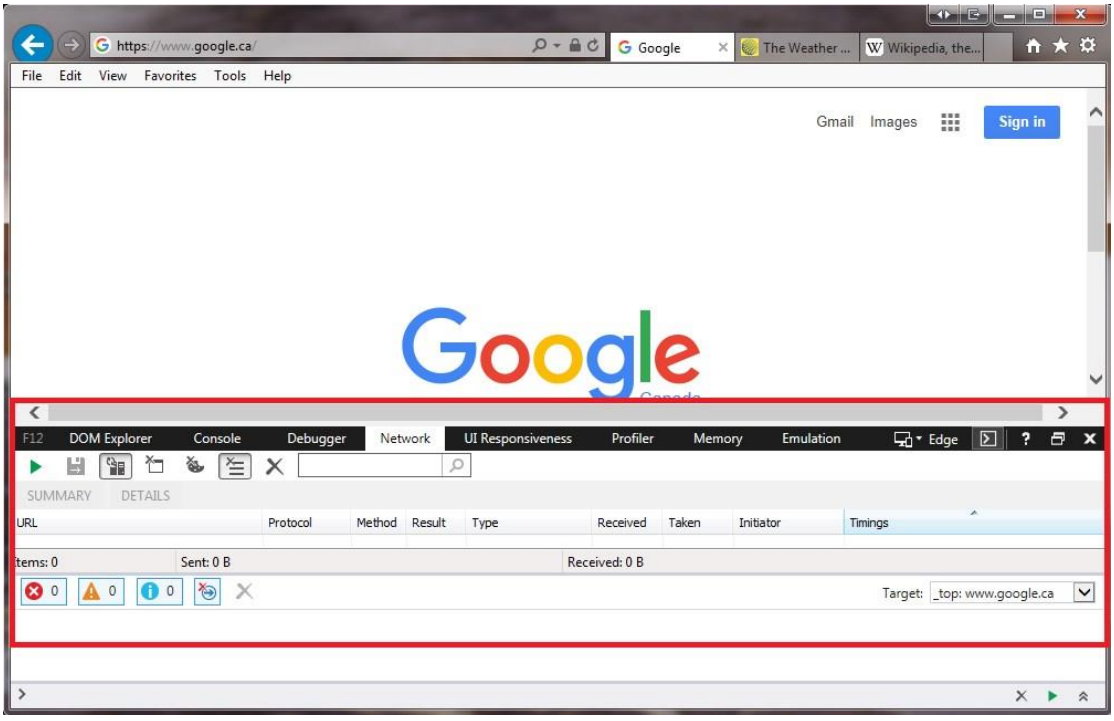
7. The Delete Browsing History window should close and you should see the internet options window again, which you can now close. Click OK.


Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Home page
To create home page tabs, type each address on its own line.
https://gww.gov.bc.ca/
Use current
Use default
Use new tab
Startup
Start with tabs from the last session
Start with home page
Tabs
Change how webpages are displayed in tabs.
Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete...
Settings
Appearance
Colors
Languages
Fonts
Accessibility
OK
Cancel
Apply

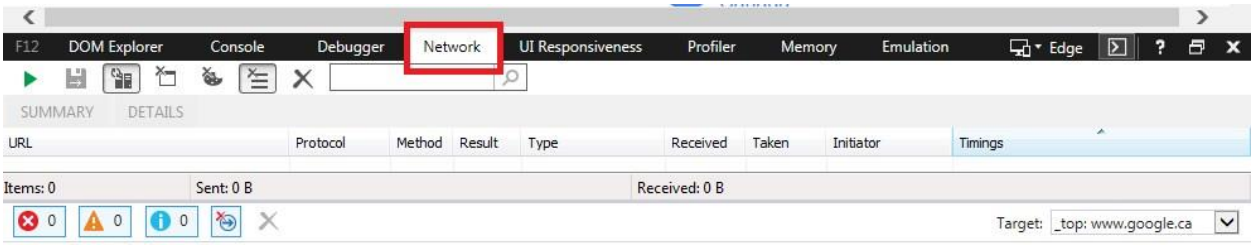
8. Go back to the Tools menu. Scroll down to select F12 Developer Tools.



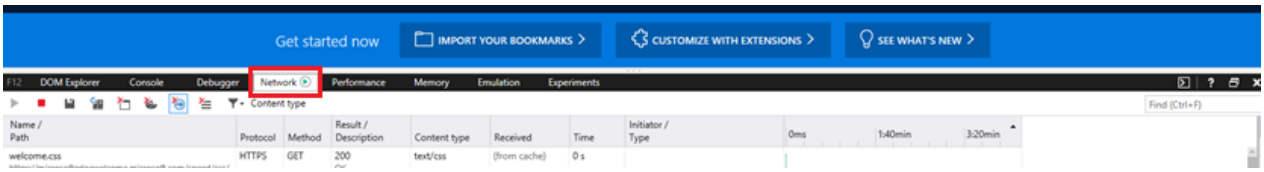
9. The Developer Tools section should display.



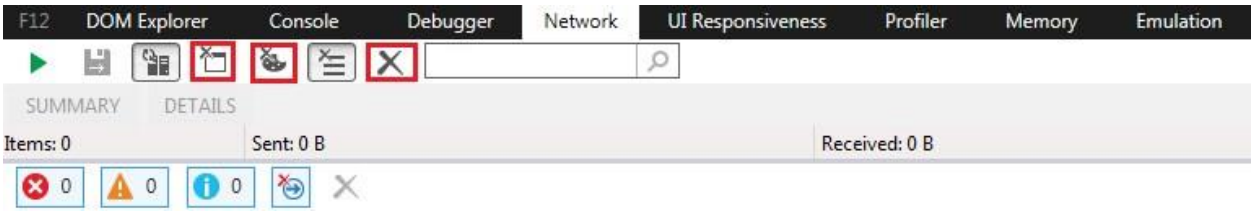
10. Navigate to the Network tab. Depending on your operating system, you may see slightly different screens.
    a. For Windows 7:



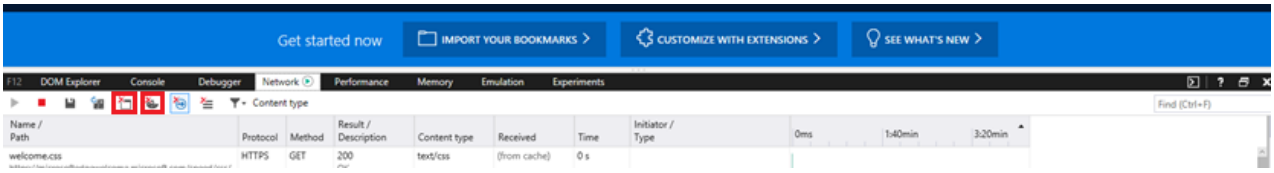
    b. For Windows 10:

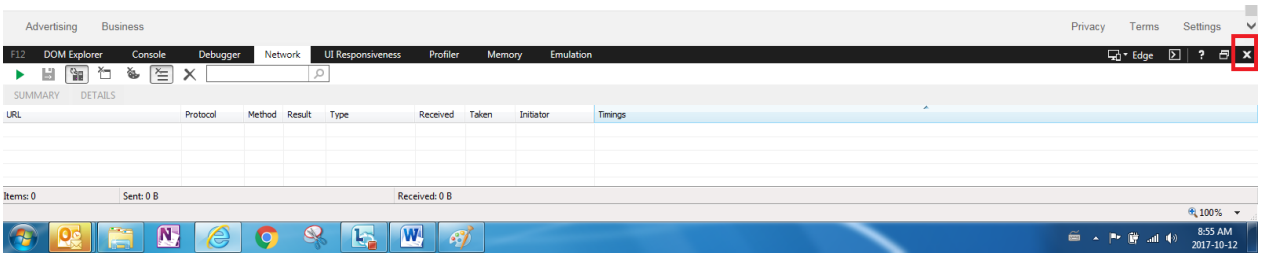


11. Click the icons to Clear Cache, Clear Cookies, and Clear All Entries. You can hover over with your mouse to see which ones they are
    a. For Windows 7:



    b. For Windows 10:



12. Give the system about 5 to 10 seconds to complete the task as you will not receive a notification that it is complete. You can then close this browser window. It's important that you do not open any other Internet Explorer windows during these steps. If you have, be sure to close out **ALL** windows and tabs. Once you are certain all Internet Explorer windows and tabs have been closed you may try again with whatever you were attempting to do that required the cache to be cleared. Please be patient after a full F12 cache clear, it will take some time to load pages fully the first time.

13. To close the Developer Tools console you can de-select the option from the tools menu, press the F12 key, or click on the x on the console itself.