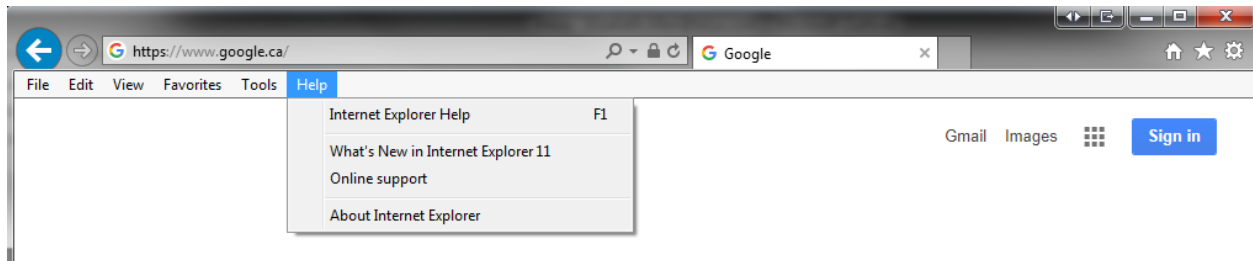



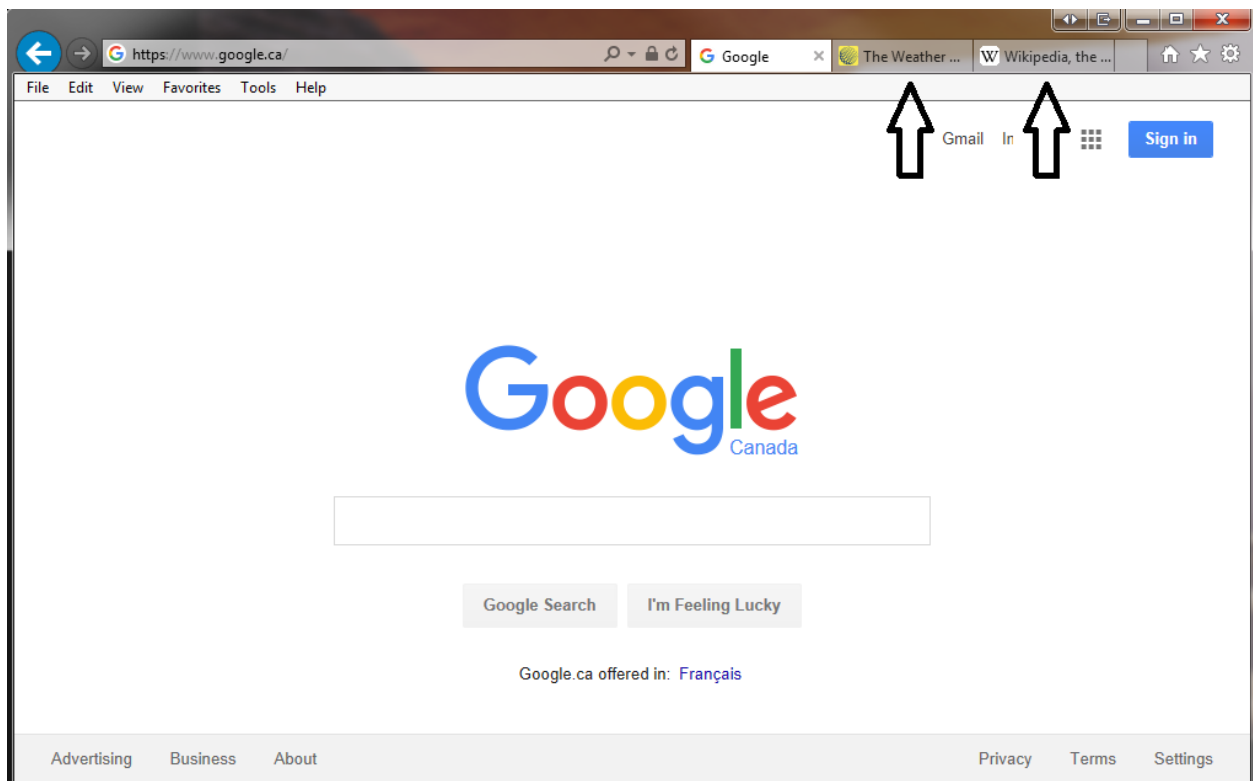
Clearing cache using F12 Developer Tools in IE11

Check to see if you are on Internet Explorer 11.

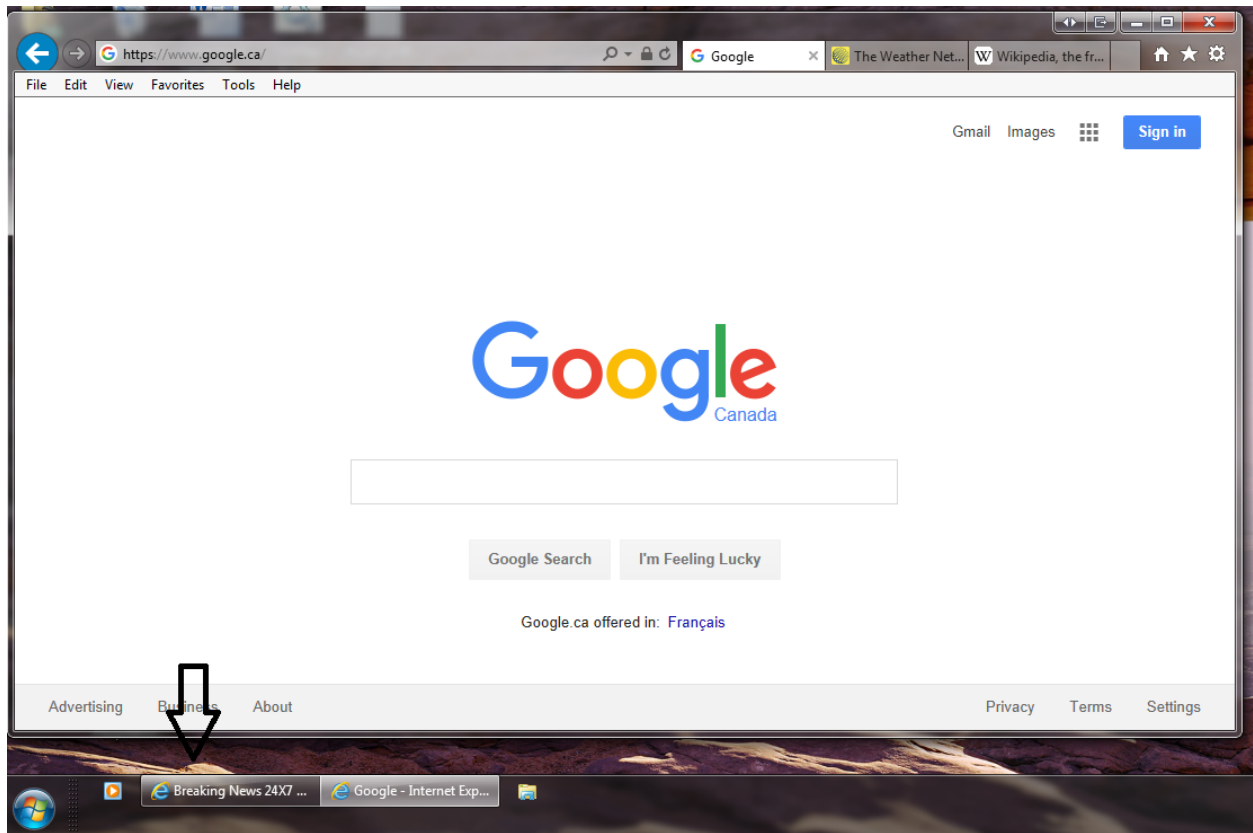


Close **ALL** other Internet Explorer windows and tabs. This includes windows and tabs for web based applications that you may use. Anything in your taskbar that has the Internet Explorer logo. 

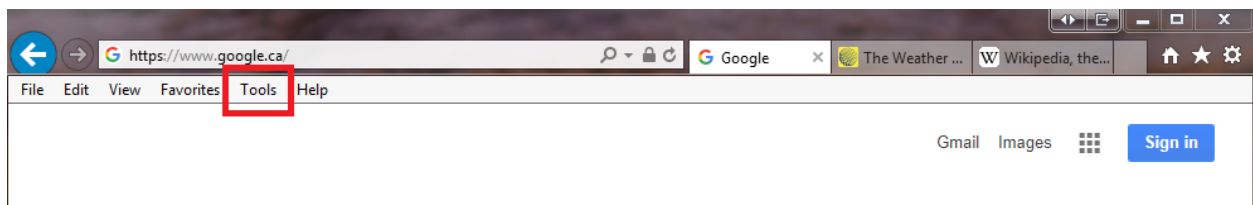
Tabs:



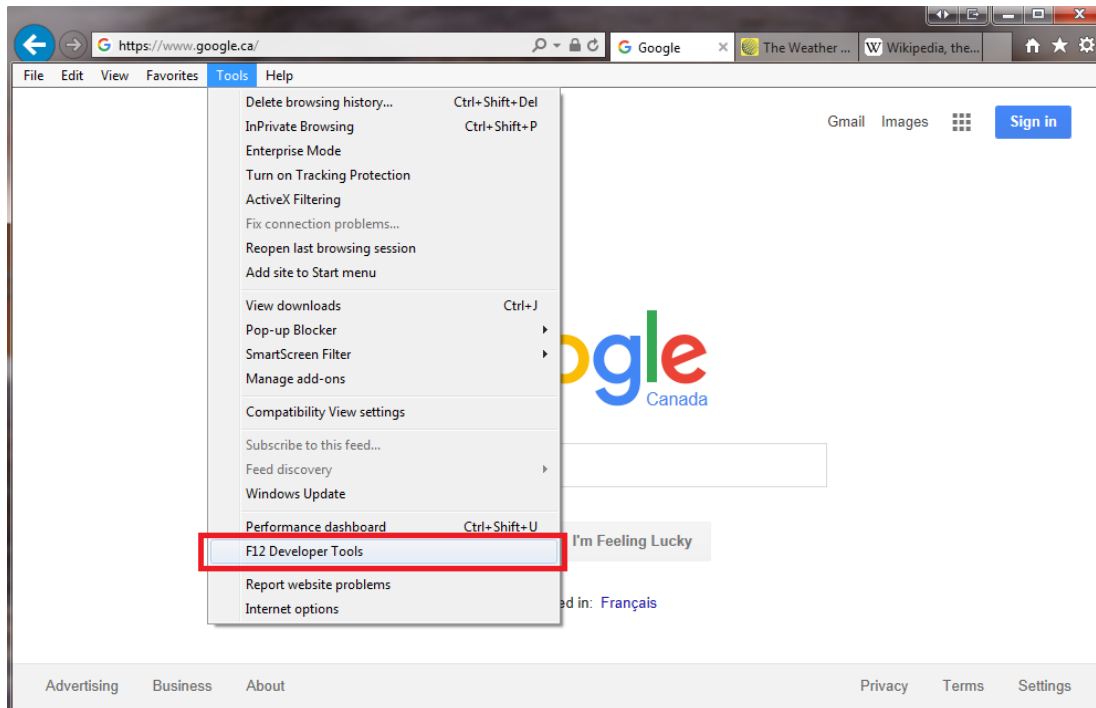
Other windows:



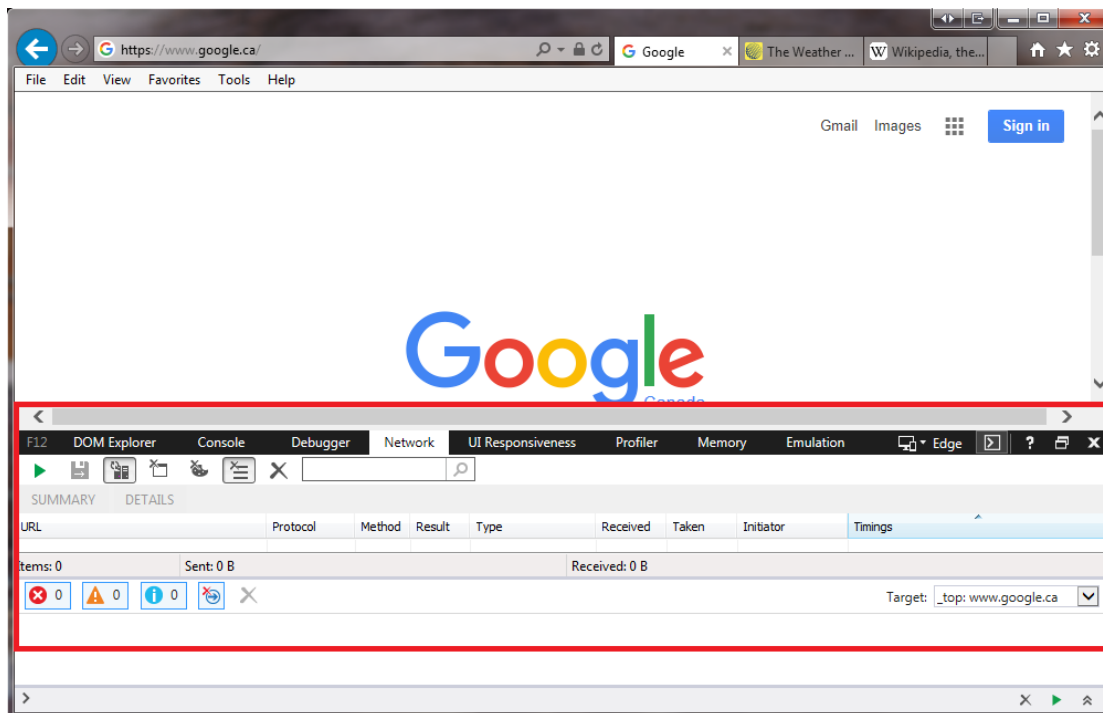
Once you are down to just one window with one tab, open the Tools menu. If your Tools menu is not visible press the Alt key.



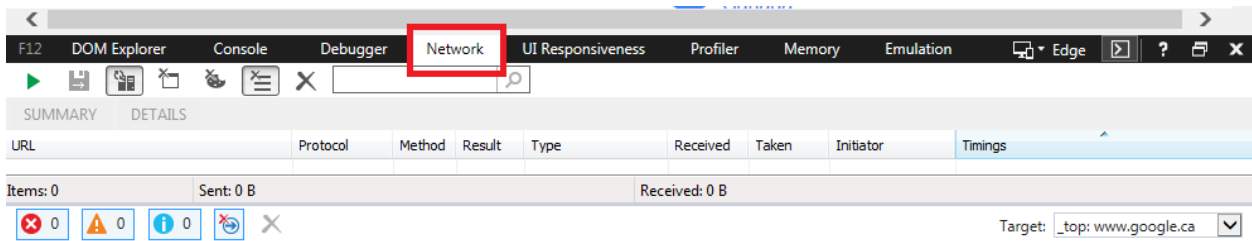
Scroll down to select F12 Developer Tools. Alternatively you can just press the F12 key.



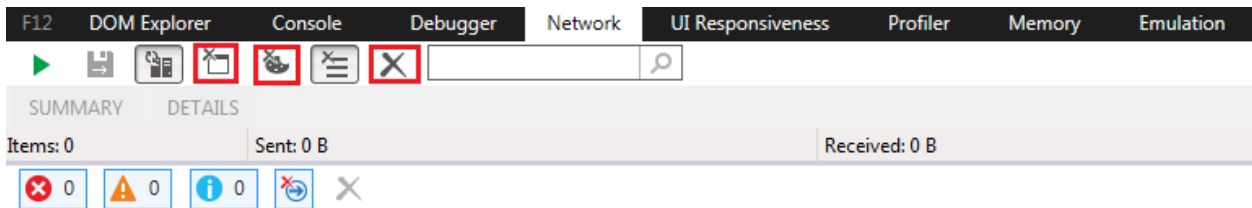
The Developer Tools section should display.



Navigate to the Network tab.



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



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.

To close the Developer Tools console you can de-select the option from the tools menu or press the F12 key.