

**Credible Best Practice Recommendation:** For optimal operation of Credible, Credible recommends clearing your browser's cache every Monday to ensure any new JavaScript files load properly. This can be done by following the instructions below. You can attempt to use Ctrl + F5 to force a refresh of the page **while you are logged onto Credible**. \*\*However, please note that Ctrl + F5 just refreshes that particular page. It does not clear your cache.

#### *Chrome v10+*

1. **Open the settings on Chrome.** Click the menu icon in the upper right corner of the browser to the right. Click settings on the bottom of the menu.
2. **From settings, click "Show advanced settings..."**. It's located at the very bottom of the settings section.
3. **Scroll to the privacy section and click "Clear browsing data"**.
4. **Select "Empty the cache"**. Uncheck all other options to avoid deleting browser history, cookies and other things you may wish to retain. Change "Obliterate the following items from" to "the beginning of time".
5. **Press "Clear browsing data"**. You are done!

#### *Chrome v1-v9*

1. Once your browser is open, **select the Tools menu** (the wrench in the upper-right corner) and **select Options** (Preferences on Mac).
2. On the Under the Hood tab, **click the "Clear Browsing data..." button**.
3. **Select the "Empty the cache" check-box**. You can also choose the period of time you wish to delete cached information using the Clear data from this period dropdown menu. **Choose "Everything"**.
4. **Click the Clear Browsing Data button**.

#### *Internet Explorer 9 and 10*

1. Once your browser is open, **click the gear icon** at the top right to open the Settings menu.
2. Then, **select Safety and Delete Browsing History....**
3. **Select Temporary Internet Files**. You will also need to **uncheck all of the other boxes, especially Preserve Favorites website data**. This option makes the window also delete objects from websites in your Favorites folder, which is necessary to completely clear your cache.
4. **Click the Delete button** near the bottom of the window to perform the operations (i.e. clear your cache by deleting temporary files).
5. Your computer will work for a moment, and then the process will be complete. You've successfully cleared your Cache!

#### *Firefox*

1. Once your browser is open, **click the "Firefox" menu** in the top left corner.
2. **Select the right arrow next to "History >", and click "Clear Recent History"**
3. **Make sure "Details" is expanded, then select "Cache" from the list. Uncheck everything else.**
4. In the "Time Range to Clear" drop down, **select "Everything"**.
5. **Select "Clear Now"**. Your computer will work for a moment, and the process will be complete. You've successfully cleared Firefox's Cache!

### *Safari for iOS, iPad and iPhone*

1. **Click on Settings** from the home page.
2. **Scroll down until you see "Safari."** **Click on it** to bring up the option page.
3. **Click "Clear Cookies and Data"**. A popup box will appear.
4. **Click "Clear Cookies and Data"** again to confirm your choice.

### *Safari for Mac OS X*

1. Once your browser is open, **click the Safari menu**
2. **Select Empty Cache...**
3. **Click Empty.**

### *Safari for Windows*

1. Once your browser is open, **click the gear icon** on the top right.
2. **Select "Reset Safari..."** This will prompt a screen to open.
3. **Select "Remove all website data"** at the very bottom of the prompt. Check or uncheck any other categories you want reset.
4. **Click "Reset".**