

Sometimes, while using Analytics or any other browser-run software, you will come across a situation in which you know data has changed, but the browser continues to show you what you know to be old information. It's at times like this that it's helpful to know how to clear the browser cache.

Cache – short-term memory in the browser – stores old versions of pages in its memory. The browser will show you that old page rather than running it again from scratch. Closing and reopening the browser will sometimes be enough to “kickstart” the report. When that simple process doesn't work, clearing the cache will definitely delete those memorized reports.

For Internet Explorer:

1. Click the **Tools** menu in the upper-right corner of the browser. If you don't have a Tools menu, you should have an icon that looks like a gear. Click that.
2. Select **Internet Options** from the bottom of the menu.
3. In the **Browsing History** section, click the **Delete...** button.
4. On the **Delete Browsing History** screen, uncheck the first box (Preserve Favorites website data) and check the next four boxes.
5. Click the **Delete** button. The browser will clear the cache, which may take a couple of minutes.
6. **Wait for the notice** which should appear at the bottom of your screen telling you the deletion is complete. It will read “Internet Explorer has finished deleting the selected browser history.”
7. Click **OK** on the **Internet Options** screen.
8. Close and reopen the browser.

For Mozilla Firefox:

1. Press the **ALT** key on your keyboard to see the menu.
2. Click the **History** menu and choose **Clear Recent History...**
3. On the **Time** range to clear, select **Everything**.
4. In the **Details** section, check the **first four options**.
5. Click **Clear Now**, and wait for a few moments for the cache to be cleared.
6. Close and reopen the browser.

For Google Chrome:

1. Click the **Customize** button in the upper-right corner of the screen.
2. Select **Tools > Clear Browsing Data** from the menu.
3. Select **the beginning of time** on the **Obliterate the following items from** selection box.
4. Be sure the **first four items** in the list are selected.
5. Click **Clear Browsing Data**, and wait for a few moments for the cache to be cleared.
6. Close and reopen the browser.

Analytics should now show you a refreshed version of the report or dashboard page you were working with. If clearing the cache hasn't worked by itself, you should next try clearing the cache then restarting your computer. It really does work. Give it a try.