Clearing the Browser Cache

Updated: August 22, 2014

From time to time, you may experience a system hangup, minor glitches or a slowdown in performance. This is not unique to EventBooking; it can happen on any website or web application when your browser tries to read a corrupted cache file or cookie. The first thing to do is to sign out, clear your browser's temporary files and cookies, restart your browser and sign back in. Surprisingly, this simple process resolves a majority of Internet-related issues.
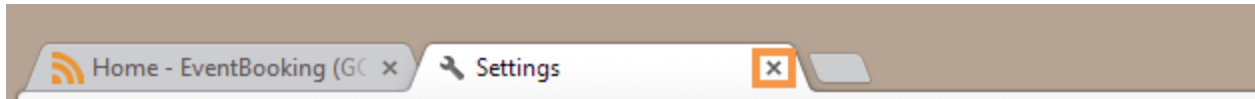
Contents

Chrome

1. Sign out by clicking **(Sign out)** in the upper-right corner of the browser window.

2. Press **Ctrl** + **Shift** + **Delete** to bring up the *Clear browsing data* window in Chrome.
3. Select **the beginning of time** from the dropdown menu.
4. Make sure that at least **Delete cookies and other site plug-in data** and **Empty the cache** have their boxes checked.
5. Click **Clear browsing data**.

6. Close (or otherwise navigate away from) the Settings tab, and return to your login screen.

7. Sign back in.

Firefox

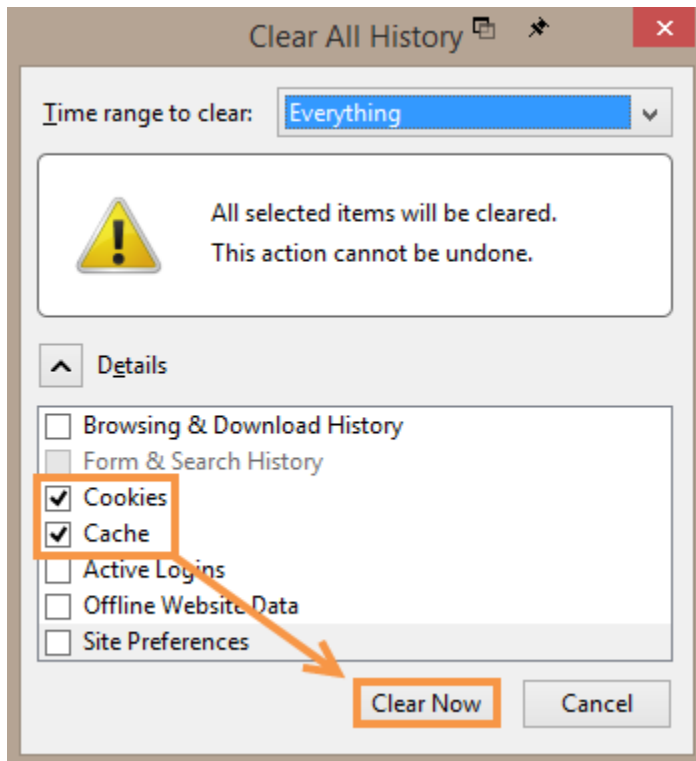1. Sign out by clicking **(Sign out)** in the upper-right corner of the browser window.

2. Press **Ctrl** + **Shift** + **Delete** to bring up the *Clear All History* window in Firefox.
3. Make sure that at least **Cookies** and **Cache** have their boxes checked.
4. Click **Clear Now**.

5. Sign back in.

Internet Explorer

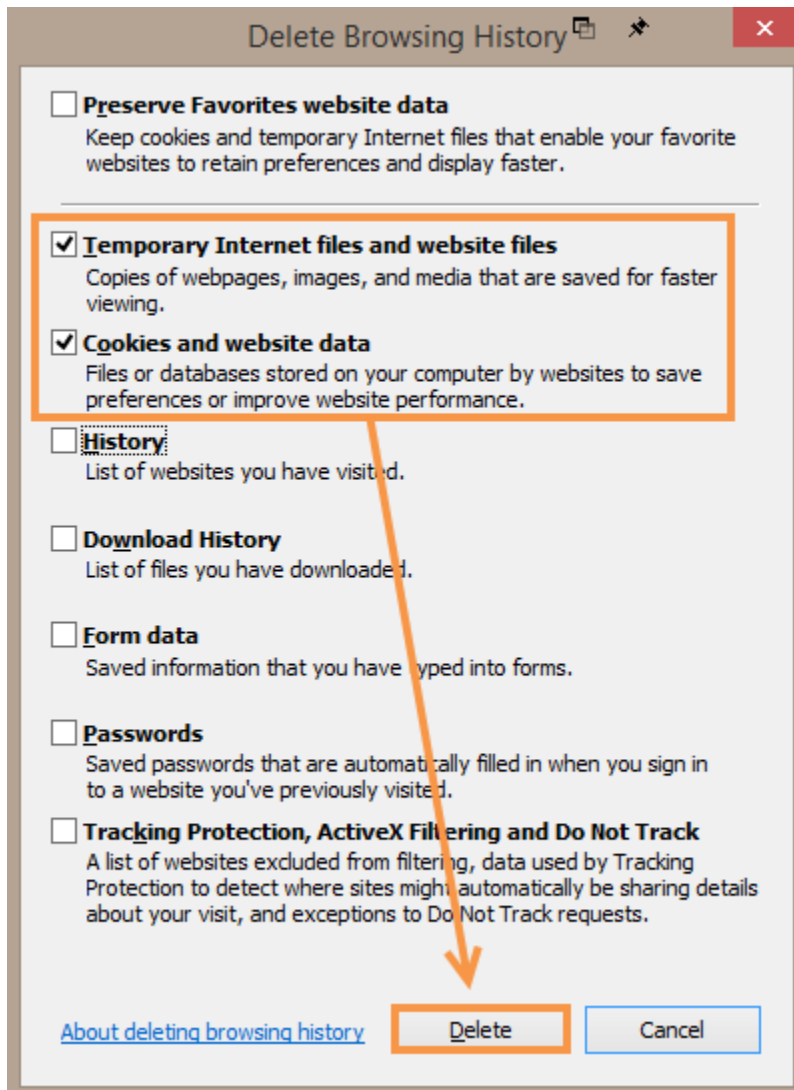1. Sign out by clicking **(Sign out)** in the upper-right corner of the browser window.

2. Press **Ctrl** + **Shift** + **Delete** to bring up the *Delete Browsing History* window in Internet Explorer.
3. Make sure that at least **Temporary Internet Files** and **Cookies** have their boxes checked.
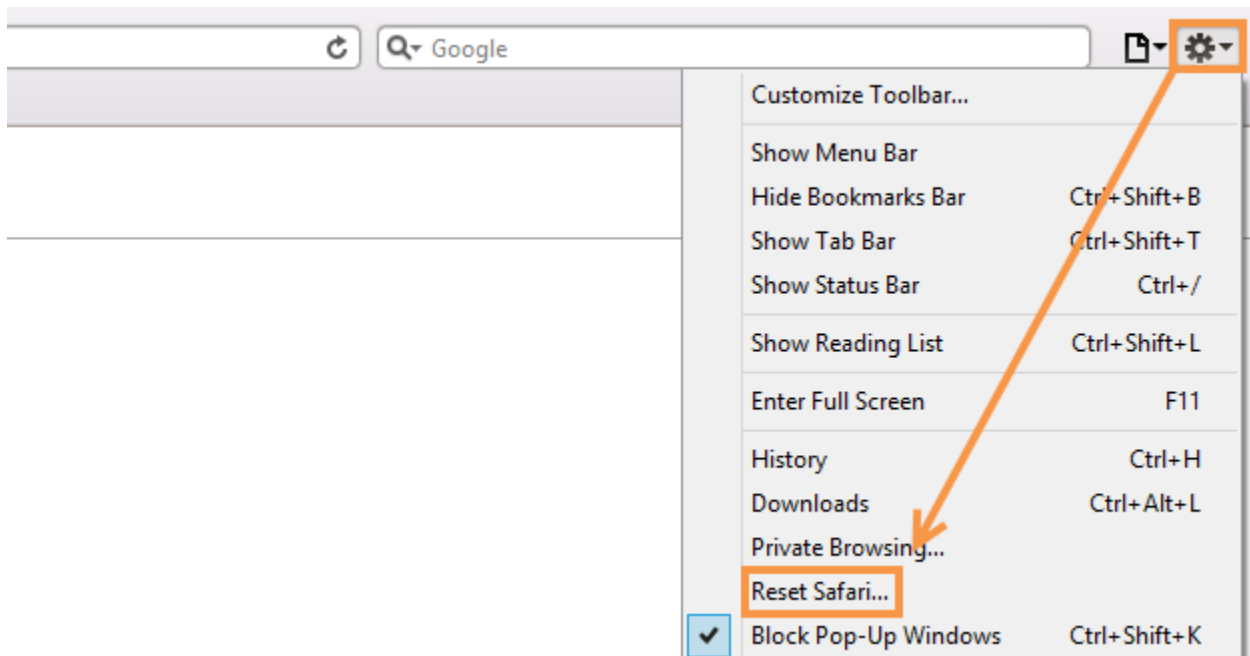4. Click **Delete**.

5. Sign back in.

Log in

User Name   johnd

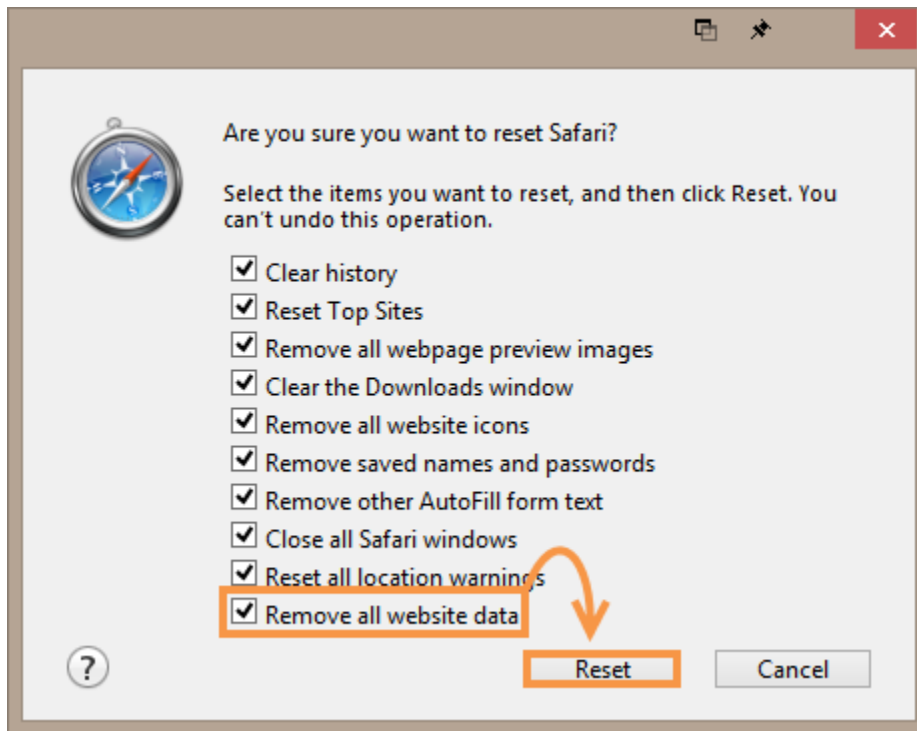Password   ●●●●

Forgot password?   Log in

Safari

1. Sign out by clicking **(Sign out)** in the upper-right corner of the browser window.

2. Click the gear icon in the upper-right corner of the browser window.
3. Click **Reset Safari…**

4. Make sure **Remove all website data** is selected. (All other settings are optional.)
5. Click **Reset**.

6. Sign back in.