

Troubleshooting: Clearing Browser Cache & Cookies



Whether you are having trouble logging in, issues with your Workspace, or any number of unusual errors, clearing the cookies and cache is one of the first solutions we try as a support team.

Please note to save and keep items in your personal Workspace you must login first.


Clearing browser cache and cookies usually results in a speedier internet experience. With cookies and a full cache, browsers “remember” old versions of websites and are able to load more quickly. Usually, this is not a problem, however when websites update, remembering that old version can sometimes cause a problem. Clearing cookies and cache tells the browser to start over fresh.

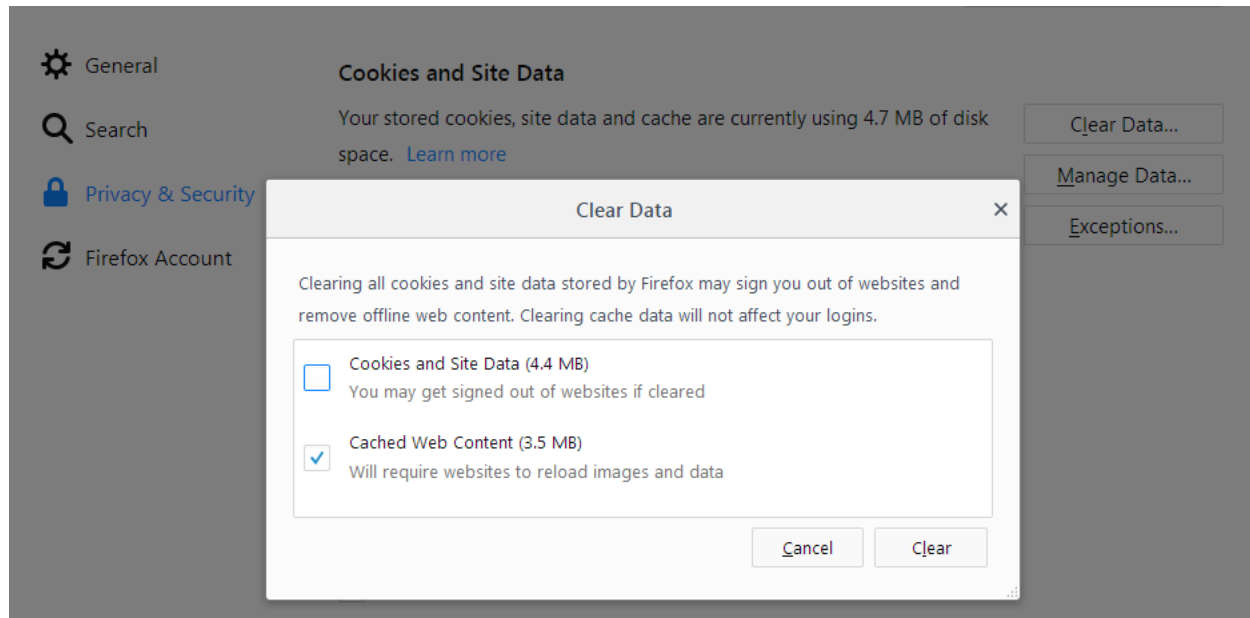
How to clear the Browser Cache

In Google Chrome

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools  Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

In Mozilla Firefox

1. Click the menu button  and select **Settings**.
2. Select the Privacy & Security panel.
 3. In the **Cookies and Site Data** section, click **Clear Data....**



4. Remove the check mark in front of *Cookies and Site Data*.
5. With *Cached Web Content* check marked, click the **Clear** button.
6. Close the *about:preferences* page. Any changes you've made will automatically be saved.

In Edge

1. Select Settings and more > Settings > Privacy, search, and services .
2. Under Clear browsing data, select Choose what to clear.
3. Choose a time range from the Time range drop-down menu.
4. Choose the types of data you want to clear.
5. Select Clear now.

In Safari

1. To clear your history and cookies, go to Settings > Safari, and tap Clear History and Website Data. Clearing your history, cookies, and browsing data from Safari won't change your AutoFill information.
2. To clear your cookies and keep your history, go to Settings > Safari > Advanced > Website Data, then tap Remove All Website Data.

*** If you clear your cache and cookies but are still experiencing issues using <https://wbphed.gov.in>, Please contact**

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