

How to Clear Your Browser Cache

Problem

The browser [cache](#) is a temporary storage location on your computer for files downloaded by your browser to display websites. Files that are cached locally include any documents that make up a website, such as html files, CSS style sheets, JavaScript scripts, as well as graphic images and other multimedia content.

There may be many different issues when using a web based application that would require you to clear your browser's cache.

If you are experiencing a user interface issue that could be described as one of the following scenarios;

- Icons and images not loading correctly
- The user interface does not appear styled correctly
- Issue with regards to [permissions/powers](#)
- Login / Logout issues (ie. a random logout unrelated to [session timeout](#))

You may be directed by [Emersion support](#) to "clear your browser cache". Utilising the links below for the browser you are currently using will assist with this process.

Solution

Different browsers have different methods to clear the browser's cache and as such the method to clear the browser cache are listed on the individual provider websites.

Browser	URL
Google Chrome	https://support.google.com/accounts/answer/32050
Mozilla Firefox	https://support.mozilla.org/en-US/kb/how-clear-firefox-cache
Microsoft Internet Explorer	https://support.microsoft.com/en-au/help/17438/windows-internet-explorer-view-delete-browsing-history
Microsoft Edge	https://support.microsoft.com/en-gb/help/10607
Safari (Mac)	https://support.apple.com/en-au/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac
Opera (Win)	https://kb.wisc.edu/page.php?id=12381

There are also some helpful websites created that list many different browsers and the method to clear the cache of those browsers. Whilst no specific website is "official", you might find some helpful advice at;

- <https://www.refreshyourcache.com/en/home/>

Related articles

- [How to Clear Your Browser Cache](#)
- [Xero Diagnostics](#)
- [Payments in Xero and Emersion do not match/reconcile](#)
- [Xero Integration Errors](#)
- [Troubleshooting Xero Issues](#)