



Clearing Your Cache

Clearing your browser cache can resolve a number of issues.

Old passwords and temporary internet files can save automatically in your browser cache. This can have a negative impact on system performance. Clearing your browser cache can resolve, amongst other issues:

- System error messages
- Change of password issues
- Being reverted back to the online portal home page while carrying out work on CCMS

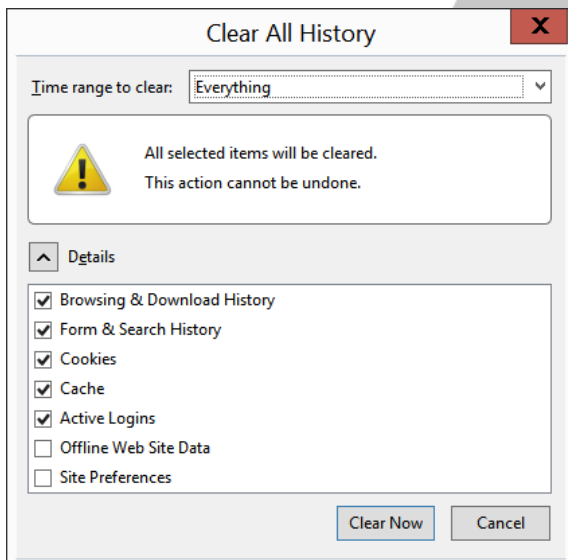
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You can clear your browser cache in a variety of ways depending on the browser you are using.

One of the easiest ways to do it, regardless of browser, is to click **Ctrl**, **Shift** and **Delete** on your keyboard.



2



The **Clear All History** window will appear on your screen. You can click the **Time range to clear** drop down option and click on **Everything** to fully clear the browser cache.

Tick the following boxes:

- **Browsing & Download History**
- **Form & Search History**
- **Cookies**
- **Cache**
- **Active Logins**

Click **Clear Now**