### **BT** wholesale

### Business Zone – Clearing your Cache

BT Wholesale Online V.2

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## **Version Control**

Date	Change	Slide	Version
16/01/17	Clearing your Cache User Guide Creation	All	1
23/04/18	Updated Internet Explorer instructions	5	2



### Introduction

#### Why is this an issue?

During a weekend release, you may experience distorted data due to browser cache issues. Some of these issues may prevent you from ordering or tracking faults/orders and you may come across inaccurate information.

To assist you in resolving these issues, we have created an easy guide on how to clear your cache for the top 3 browsers used. You may access the guide via My BT Wholesale



### How to clear cache on Internet Explorer

- 1. Select the **Tools** button on the top right corner of your screen:
- 2. When the window open select **Internet options**
- 3. A new window will open to the left of the screen. When this opens, under the **General** tab and the **Browsing history** section, make sure that **Delete browsing history on exit** is ticked as shown. You can now click on **Delete**
- 4. A new window will open. Make sure that all sections are ticked except **Password** as shown. Click on **Delete**

You should now be able to view any new releases clearly.

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4	Preserve Favourites website data Keep cookies and temporary Internet files that enable your favourite websites to retain preferences and display faster.			Appearance
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	Copies of webpages, images and media that are saved for faster viewing.			
	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.			
	History List of websites you have visited.			
	Download History List of files you have downloaded.			
	Form data Saved information that you have typed into forms.			
	Passwords Saved passwords that are automatically filled in when you sign in to a website that you have previously visited.			
	Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your wisit and exceptions to Do Not Track requests.	1		

Cancel

Delete

About deleting browsing history



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### How to clear cache on Firefox

- 1. Click the **Menu** button

- 2. Choose **Options**
- 3. Select the **Privacy and Security** panel
- 4. In the Cached Web Content section, click Clear Now
- 5. Close the *about:preferences* page. Any changes you've made will automatically be saved.

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[]] General			₽ Find in Option	5		]			
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🖴 Privacy & Security	Privacy & Security Your web content cache is currently using 339 MB of disk space Clear Now								
Firefox Account	Override automatic cache management								
⑦ Firefox Support	Limit cache to 350	MB of space		_	_				



### How to clear cache on Chrome

- 1. On your browser toolbar, click on More > Tools > Clear Browsing Data
- 2. Click the check boxes for Cookies and other site data and Cached images and files
- 3. Use the menu at the top to select the amount of data that you want to delete. Choose beginning of time to delete everything.
- 4. Click Clear browsing data





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