# Clearing Your Cache

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**Description:** This document provides instructions on how to clear cache, also known as deleting browser history, in Google Chrome and Microsoft Edge. It also includes how to delete temporary files in Windows 10 when needed and specific instructions for when a PeopleSafe Software Release occurs.

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| Google Chrome |

Perform the following steps to clear cache (browsing history) in Google Chrome:

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| **Step** | **Action** |
| **1** | In the upper right corner of Google Chrome, locate and select the icon for **Customize and Control Google Chrome** (the icon with 3 vertical dots). |
| **2** | Select **Clear Browsing Data**.    **Result:** The **Clear browsing data** window appears. |
| **3** | Select **Advanced**. |
| **4** | Set Time range to **All time**, if not already selected. |
| **5** | Ensure all the boxes are checked: |
| **6** | Select **Clear Data** and then **close ALL Chrome browser windows**.  **Result:** The selected items will be cleared from cache. All Chrome windows must be closed for this to take effect. |
| **7** | Re-open Google Chrome and proceed as normal. |

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| Microsoft Edge |

Perform the following steps to clear cache (browsing history) in Microsoft Edge:

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| **Step** | **Action** |
| **1** | In Microsoft Edge, click the **Menu** icon. It is the three horizontal dots on the top-right corner of the screen.  **Note:** Alternatively, press Alt+2 to access the **Menu**. |
| **2** | Click on **Settings**.    **Result:** A separate tab will populate with Edge’s **Settings** page. |
| **3** | Select **Privacy, search, and services** from the Settings panel on the left-hand side. |
| **4** | Scroll to the **Clear browsing data** section and click on the **Choose what to clear** button.    **Result:** A **Clear browsing data** box will pop up. |
| **5** | Click on the downward arrow in the **Time range** box and select **All time**. |
| **6** | Select all boxes, ensuring at least the following are checked:   * Browsing history * Download history * Cookies and other site data * Cached images and files   **Note:** Before proceeding to **Click now**, note that it will clear all your cache and browsing data across your synced devices if you're signed in. If you'd rather clear cache and browsing data on your current device only, click **sign out first**, and then repeat steps 1-5 above. |
| **7** | Click **Clear now**. |
| **8** | Close ALL Microsoft Edge browser windows and re-open to proceed as normal. |

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| Microsoft Teams |

Perform the following steps to clear cache in Microsoft Teams:

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| **Step** | **Action** |
| **1** | If Teams is currently open, right-click the Teams icon on your task bar and select **Quit**. |
| **2** | On your keyboard, press the Windows logo key + R.  Windows logo key example: |
| **3** | In the “Run” pop-up box, there will be a blank space to enter text. Copy and paste the following text into it: %appdata%\Microsoft\Teams |
| **4** | Click **Enter**.  **Result:** The folder that stores Teams cache will appear. |
| **5** | Delete everything in the folder.   * Click the first item. Hold Shift + the down arrow on your keyboard until you have selected all items. They will appear blue. * Right click on any item that is blue. * Select **Delete**. |
| **6** | Reopen Teams. |

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| Delete Temporary Files – Windows 10 |

Perform the following steps to clear temporary files in Windows 10:

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| **Step** | **Action** |
|  | Locate the search icon (bottom left of screen) adjacent to the Microsoft icon and search for **storage**.    **Result:** The **Storage** app displays in search results. |
|  | Left click on the **Storage** app.    **Result:** This opens the Storage window within the Settings app. |
|  | Locate the Windows or Local Disk (C:) section and select **Temporary files**.  Storage settings on Windows 10 version 1903  **Note:**  If your **Storage** screen looks like the below, click on **This PC** **(C:)** and then select **Temporary files** from the Storage usage list. |
|  | **Select the temporary files to remove as follows:**   * Windows Update Cleanup * Delivery Optimization Files * Recycle Bin * Thumbnails * Temporary Windows Installation files * Windows Defender Antivirus * Temporary Files * Temporary Internet Files * DirectX Shader Cache * Setup Log Files   **Do not select:** Downloads |
|  | Select the **Remove files** button (top of the list).  Remove temporary files on Windows 10 version 1903  **Result:** Unnecessary files are removed from your computer, freeing up space for important files. |
|  | Select **Shut down** in Windows to turn the computer off completely. |
|  | Wait for 30 seconds, and then turn the computer back on to proceed. |

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| PeopleSafe Software Release Process for Clearing Cache |

If you use PeopleSafe, perform the following steps after a PeopleSafe Software Release has occurred:

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| **Step** | **Action** |
|  | Follow the process in the [Google Chrome](#_Google_Chrome) section to clear your Google Chrome cache. |
|  | Follow the process in the [Microsoft Edge](#_Process_for_Handling) section to clear your Microsoft Edge cache. |
|  | Follow the process in the [Delete Temporary Files – Windows 10](#_Delete_Temporary_Files) section to clear your Windows cache.   * This includes shutting down your computer at the end. |
|  | Turn off your computer, if not already done after deleting the temporary files for Windows 10.   * Select **Shut down** in Windows to turn the computer off completely. * Wait for 30 seconds and then turn the computer back on.   If you use a **Thin Client** (Windows 7 Thin Clients and Windows 10 Thin Clients (Citrix)):   * Log back onto Citrix thin client before proceeding. |
|  | Open **Microsoft Edge** and access PeopleSafe using one of the hyperlink URLs below.  Do NOT open PeopleSafe using a pre-existing saved shortcut or favorite.   * <https://www7.caremark.com/clt/psafe/Login> (This is the preferred URL. Only use the others if this one does not work.) * <https://www4.caremark.com/clt/psafe/Login> * <https://www1.caremark.com/clt/psafe/Login> |
|  | Save the new Peoplesafe URL as a favorite for quick access. |
|  | Proceed with loading other applications as needed and continue as normal. |

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**Abbreviations/Definitions:**  [Training and Development Abbreviations, Definitions, and Terms](file:///C:\DEverett1\AppData\Local\Microsoft\Windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\DEverett1\AppData\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\OKAJT4QV\TSRC-PROD-011253)

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