Internet Browser – Fixing Issues (Login Problems, Errors, Websites Not Loading)

Internet Browser Cache & History

Whenever you visit a website on the internet, your internet browser will take some of that site and store it on your device

If you are using the internet website version of Teams (https://teams.microsoft.com/), clearing your cache can help with errors.

Please see the relevant guide for your internet browser below to delete its history and cache.

Google Chrome

1. Open **Google Chrome** and click the **three vertical dots** in the top right (below the X to exit)
2. In the Chrome menu, select **History**, **History** again, and then **Delete browsing data** in the top left
3. Select the **Advanced** tab, open the **Time range** drop-down menu and select **All time**
4. Tick each box **EXCEPT** for Passwords and **Autofill form data** (optional)
   a. **Please be careful**, as selecting the **Passwords** check box will result in the deletion of all your stored passwords
   b. Selecting **Autofill form data** will result in the deletion of previously entered form data such as searches, payment info and personal details **History**   and then **Clear recent history**
      3. Open the **Time range** drop-down menu and select **Everything**

4. Tick each box **EXCEPT** for **Form & Search History** (optional)
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   b. Selecting **Autofill form data** will result in the deletion of previously entered form data such as searches, payment info and personal details
5. You should have **seven boxes ticked** and **two boxes unticked**
6. When you are ready, click **Clear now**, wait for it to finish, then close and re-open Microsoft Edge