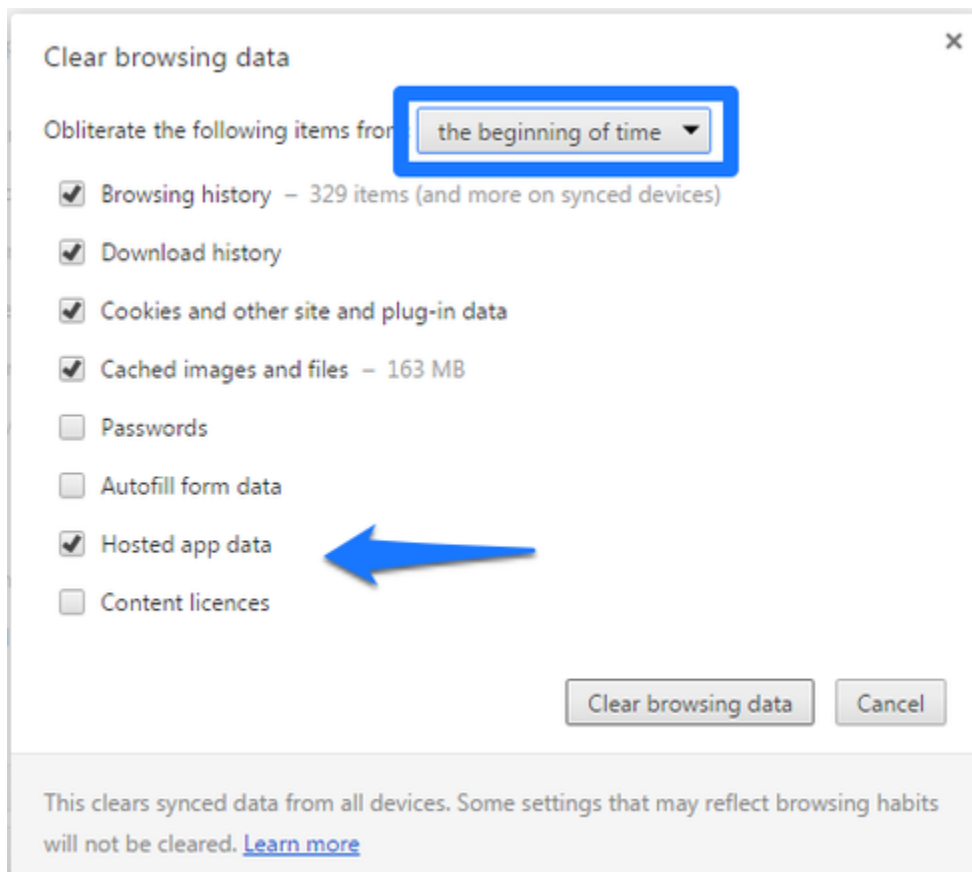


# How to Clear your Browser Cache

Our advice to all customers who are seeing irregularities after the update is to make sure they reset /clear their browser history.

Chrome: Here's how to do this on Chrome, especially ticking the "hosted app data" step is essential:

1. Click on the little menu icon in the top right hand corner, or - alternatively - use the CTRL-H key combination to get to the History tab in Chrome
2. Click on History if you went through the menu
3. Click on "Clear Browsing Data"
4. On the next screen make sure the following are ticked, especially the option highlighted by the arrow:



Edge: To clear the browser history (including cookies and cache) in Microsoft Edge, use one of the following steps.

1. Open the Settings Menu
2. Locate Clearing Browsing Data
3. Choosing What to Clear
4. Restart the Browser

Internet Explorer: Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

1. Select Tools (via the Gear Icon) > Safety > Delete browsing history....

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2. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.

## **Safari:** Safari 8.0 - 10.0 (Mac) - Clearing Cache and Cookies

1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.
2. In the window that appears, click the Privacy tab. Click the button Remove All Website Data....
3. Click Remove Now in the pop up window that appears.

If this does not resolve the issue for you, contact ClassFlow Support directly by using the Interactive Help option (green question mark) within the ClassFlow website.