

# Clearing a Browser or Device's Cache

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If you are having issues with websites loading correctly or having issues logging into Webmail on the Midstate Website, you may need to clear your cache.

Clearing the cache can fix website loading or formatting issues, ensure you see the most up-to-date version of a website, and improve browser speed and device performance. Clearing the cache also frees up storage space on your device and can enhance privacy by removing old data.

**Hard refresh:** In most web browsers, **Shift + F5** forces the browser to bypass its cache and load the newest version of the web page from the server. If this doesn't work, try the following:

## On a computer browser

- **Google Chrome**
  - Click the three dots in the top right corner
  - Go to [MORE TOOLS](#)
  - Select [CLEAR BROWSING DATA](#)
  - Choose a time range, check the box for [CACHED IMAGES AND FILES](#) and click [CLEAR DATA](#)
- **Microsoft Edge**
  - Click the three dots in the top right corner
  - Go to [SETTINGS](#) < [PRIVACY](#) < [SEARCH](#), and [SERVICES](#)
  - Under "Clear browsing data", click [CHOOSE WHAT TO CLEAR](#)
  - Select [CACHED IMAGES AND FILES](#) and a time range, then click [CLEAR NOW](#)
- **Mozilla Firefox**
  - Go to [MENU](#) > [PREFERENCES](#) > [PRIVACY & SECURITY](#)
  - Under "Cookies and Site Data", click [CLEAR DATA](#).
  - Make sure [CACHED WEB CONTENT](#) is checked and click [CLEAR](#)

## On an iPhone or iPad

- **For a specific app:**
  - Go to [SETTINGS](#) > [GENERAL](#) > [iPHONE STORAGE](#)
  - Select the app and tap [OFFLOAD APP](#) or [DELETE APP](#) (depending on your situation)
- **For the browser:**
  - Open [SETTINGS](#) > [SAFARI](#)
  - Scroll down to [CLEAR HISTORY AND WEBSITE DATA](#) and tap it.

## On an Android Device

- **For a specific app:**
  - Go to [SETTINGS > APPS](#)
  - Select the app you want to clear, then tap [STORAGE & CACHE](#).
  - Tap [CLEAR CACHE](#)
- **For the entire system (advanced)**
  - Turn off your device.
  - Press and hold a combination of buttons (like the volume up and side buttons) until the Android logo appears to enter recovery mode.
  - Use the volume buttons to highlight [WIPE CACHE PARTITION](#) and the power button to select it.
  - Confirm the action if prompted.