Clear Browser Cache and Cookies
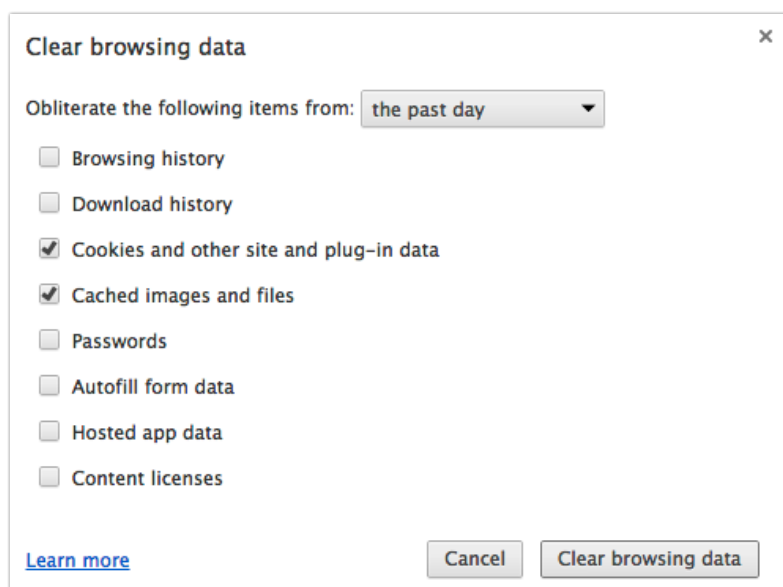
If you are experiencing strange behavior when building or previewing a survey, we have a clear link cache tool that usually helps. Another helpful option is to clear your browser's cache and cookies.

Here's how to accomplish this in each of the four major web browsers (Chrome, Firefox, Safari and Internet Explorer):

Chrome

In the menu, click **Chrome > Clear Browsing Data** . A new window will show with the following options, check both the cookies and cached images options:
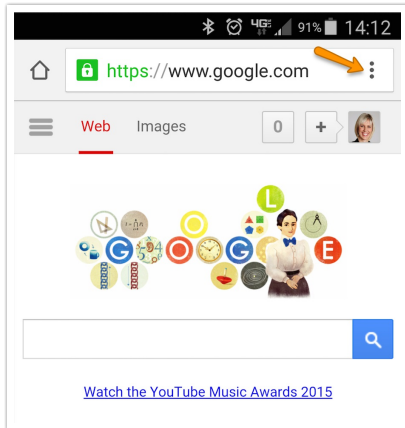

You'll probably be fine using the 'past day' time range but if that doesn't work, you can obliterate the data all the way back to the beginning of time!
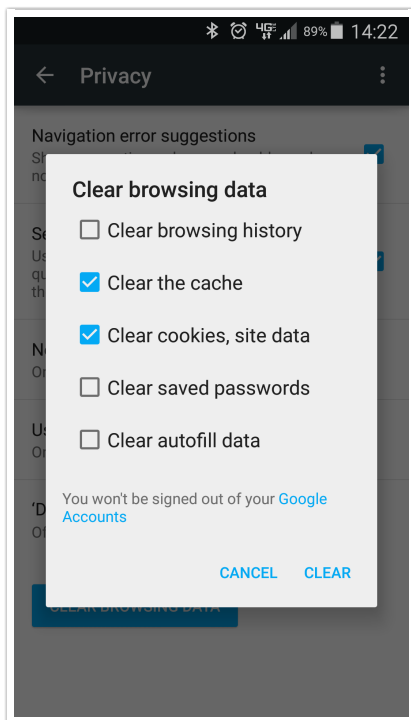
Check out Chrome's documentation for more details.

Chrome for Android

If you are using the Chrome browser on your Android mobile device here are the steps to clear your cache. Start by clicking the Menu icon in the URL bar on the right and select **Settings > Privacy**. Click the **Clear Browsing Data** button.
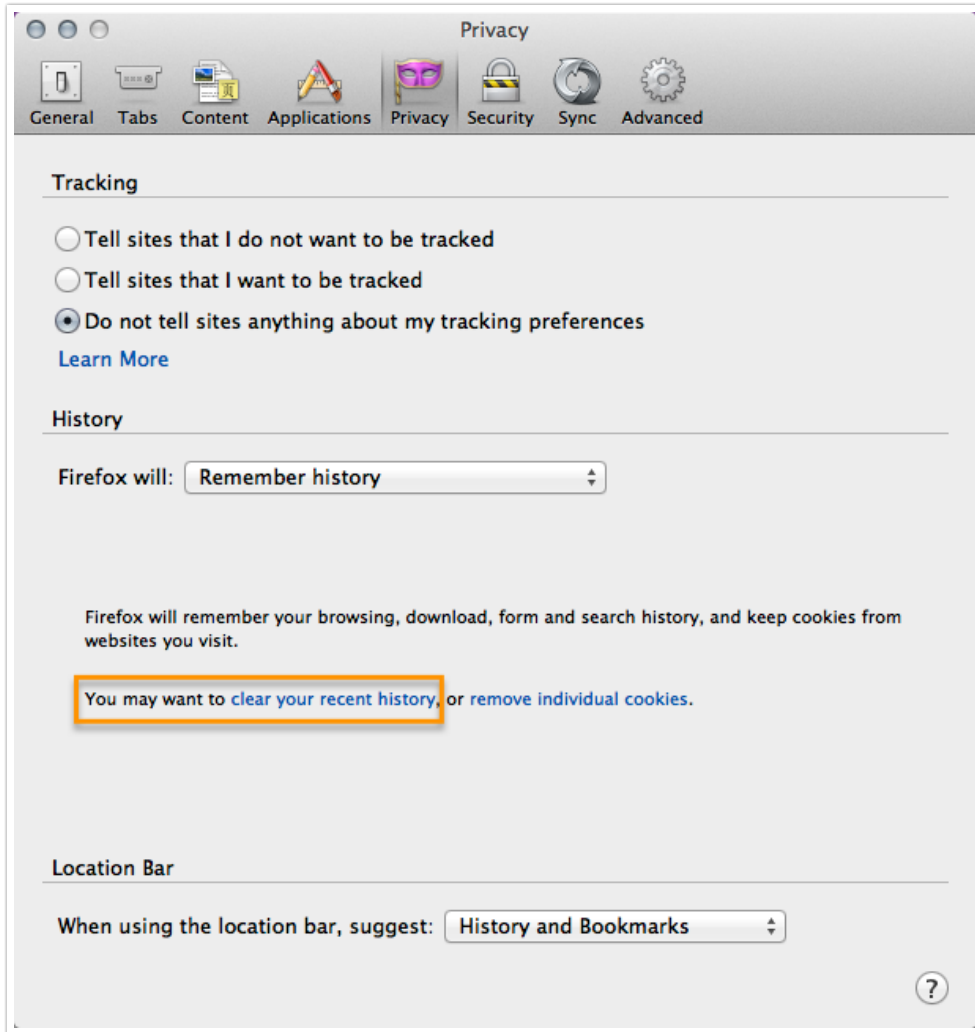
A new window will show with the following options, check both the **Clear the cache** and **Clear cookies, site data** options and click **Clear**.
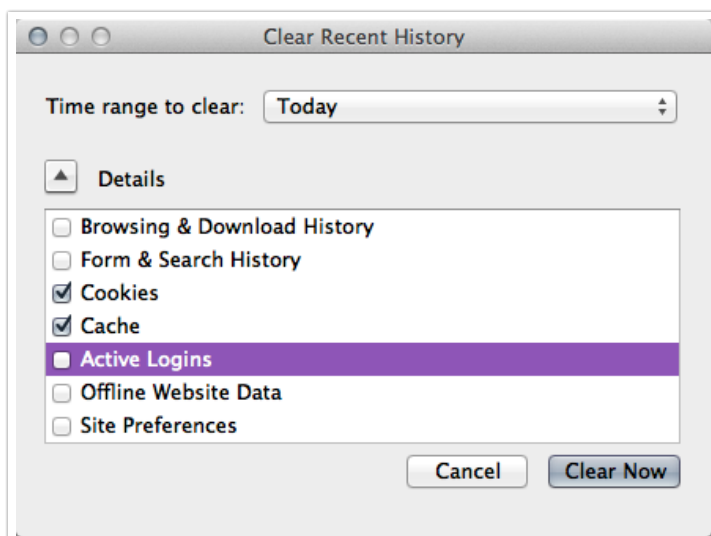

Firefox

In the menu, click **Firefox > Preferences > Privacy**. Click the **clear your recent history** link.
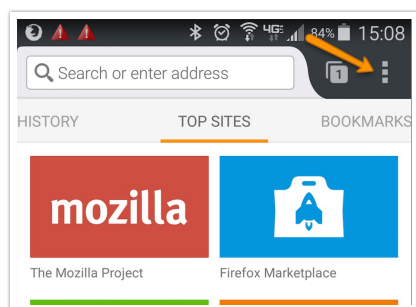
Once the next window loads, you can select what pieces of data to clear and the time range.
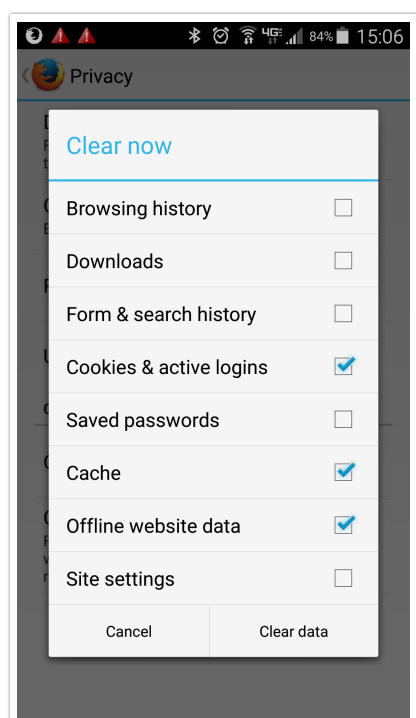
Check out Mozilla's documentation for more details.

Firefox for Android

If you are using the Firefox browser on your Android mobile device here are the steps to clear your cache. Start by clicking the Menu icon to the right of the URL bar.
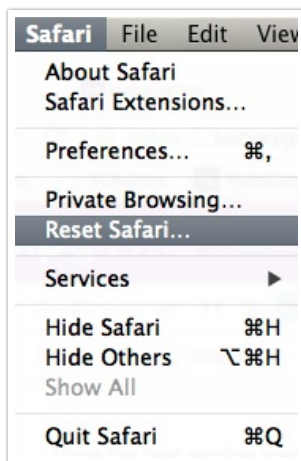

Select **Settings > Privacy**. Under **Clear Private Data** click **Clear now**. A new window will show with the following options, check **Cookies & active logins, Cache** and **Offline website data** and click **Clear data**.

Safari

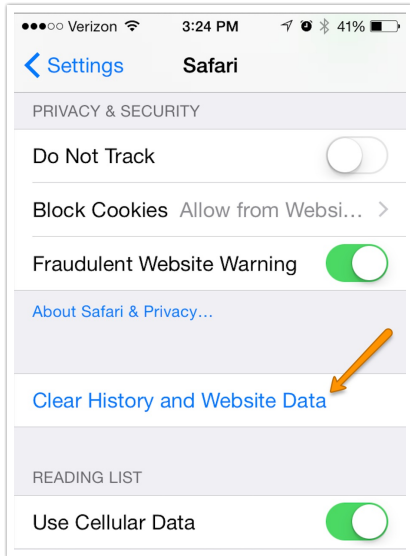In the menu, click **Safari > Reset Safari...**

You can then deselect all the options but **Remove all website data**.
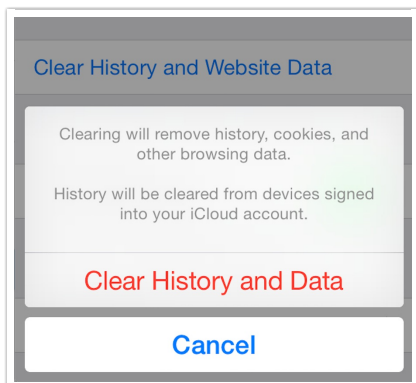

Safari for iOS

If you are using the Safari browser on an iOS service here are the steps to clear your cache. From your device's home screen click **Settings > Safari.** Click **Clear History and Website Data**.
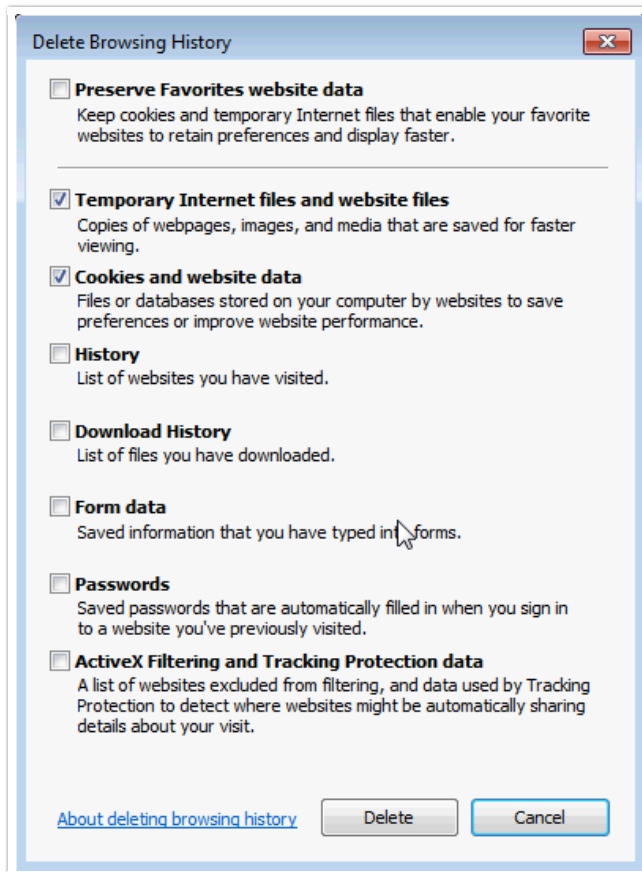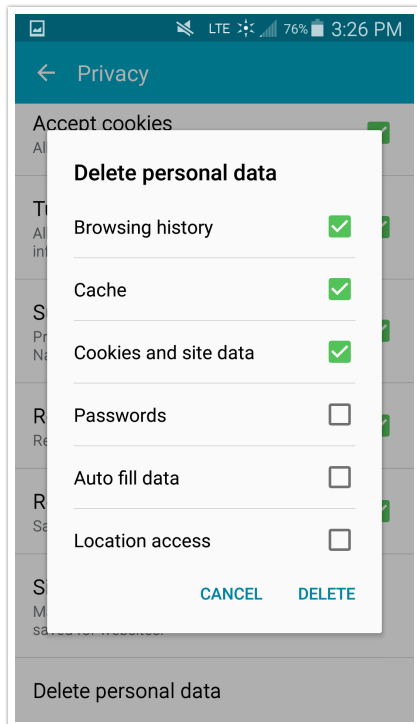
Then click **Clear History and Data** again to confirm.

Internet Explorer

In the menu, click **Tools > Delete browsing history**. Select the following options for the best results:

Internet Browser for Android

Click the menu icon in the right of the URL Bar and go to **Settings > Privacy > Delete Private Data**. Select to clear the **Cache** and **Cookies and site data** and click **Delete**.

Hard Refresh Your Browser

Chrome on Windows:

Quick hard refresh can be done by using the following short cut keys

- Hold down Ctrl and click the Reload button.
- Or, Hold down Ctrl and press F5.

Chrome on Mac:

- Hold ⇧ Shift and click the Reload button.
- Or, hold down ⌘ Cmd and ⇧ Shift key and then press R.

Mozilla Firefox on Windows:

- Hold the Ctrl key and press the F5 key.
- Or, hold down Ctrl and ⇧ Shift and then press R.

Mozilla Firefox on Mac:

- Hold down the ⇧ Shift and click the Reload button.
- Or, hold down ⌘ Cmd and ⇧ Shift and then press R.

Safari:

- Hold down option + ⌘ Cmd + E

Internet Explorer:

- Hold the Ctrl key and press the F5 key.
- Or, hold the Ctrl key and click the Refresh button.

Related Articles