# Mozilla Firefox Browser - Delete Temporary Internet Files

### Overview

The information below will help resolve a wide range of issues that can occur on our website when using Mozilla Firefox version 2.0.0.20 or later.

Temporary Internet Files or 'Cache' are, in effect, a large part of your browser's memory. When you load a web page it is saved on your computer in this Cache so that if you later decide to open the same page again, it will open a lot faster.

The drawback however, is that your browser will sometimes fetch a web page from it's Cache when it should be getting a fresh version from the Internet. This can sometimes result in out of date information being shown onscreen. Deleting the files in your Cache will force your computer to fetch up to date information rather than remembering the old information.

If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

Alternatively, you can email <u>support-eng@customerservices365.com</u>.

### **Deleting Temporary Internet Files**

Firefox 3.4 and below.

1) Open up your browser and click on 'Tools' on the top bar, then click 'Clear Private Data...' for Firefox 3.4 and below or 'Clear Recent History ...' for Firefox 3.5 and above.

Clear Private Data	Ctrl+Shift+De
Monitor with <u>Fiddle</u>	r
Page Info	
Error <u>C</u> onsole	Ctrl+Shift+J
Add-ons	
Downloads	Ctrl+J
Web Search	Ctrl+K

## Firefox 3.5 and above

<u>T</u> ools	Help	
[	ownloads	Ctrl+J
E	dd-ons	Ctrl+Shift+A
S	et Up Sync	
E	rror <u>C</u> onsole	Ctrl+Shift+J
V	Veb Console	Ctrl+Shift+K
F	age Info	
S	itart <u>P</u> rivate Browsing	Ctrl+Shift+P
C	Clear Recent <u>H</u> istory	Ctrl+Shift+Delete
9	<u>D</u> ptions	

2) Tick the box next to 'Cache' and clear all other boxes; if you are using Firefox 3.5 or later ensure that 'Time range to clear' is set to 'Everything' then click 'Clear Private Data Now' or 'Clear Now'.

Browsing History	
Download History	
Saved Form and Search History	
Cache	
⊆ookies	
Offline Website Data	
Saved Passwords	
Authenticated Sessions	
Clear Private Data Now	Cancel

# Firefox 3.4 and below.

#### Firefox 3.5 and above

Clear All History	×
Time range to clear: Everything	•
All selected items will be cleared. This action cannot be undone.	
Details	
Browsing & Download History	
Form & Search History	
Cookies	
Active Logins	
Site Preferences	
Clear Now Cano	el

Note: Some boxes will appear greyed out if there is nothing to delete.

- 3) Now close all internet browser windows that are currently open and reopen a new browser window, type in our website address and login to your account.
- If you continue to experience problems, please contact one of our Customer Service Advisors to assist you. Refer to the Contact Us information on page 1 of this document.