Opera 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 the Opera browser, version 9 or later.

Temporary Internet Files or 'Cache' are, in effect, a large part of your browsers 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 This can sometimes result in out of date information being shown onscreen.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

1a) Open up your browser and select 'Tools', then 'Delete private data...'.

| 🌔 Speed Dial - Opera | | | | | | |
|----------------------------------|--|--|--|--|--|--|
| File Edit View Bookmarks Widgets | Tools Help | | | | | |
| New tab Speed Dial | Mail and chat accounts Delete private data | | | | | |
| | Notes Ctrl+Alt+E Transfers Ctrl+Alt+T History Ctrl+Alt+H Links Ctrl+Alt+L | | | | | |
| | Advanced Quick preferences F12 | | | | | |
| | Appearance Shift+F12 Preferences Ctrl+F12 | | | | | |

1b) You may need to click the 'Details>>' button or 'Detailed Options' drop down to reveal a list of tick boxes.

Opera 9.27 and below

| De | lete privat | e data | | | × |
|----|-------------|---|--------|------------|------|
| | | Proceeding will perform the actions specified below. If default actions are left unchanged, all open tabs will be closed, and ongoing file transfers interrupted. | | Details >> | |
| | | L | Delete | Cancel | Help |

Opera 9.50 and above

| Delete Private Data | | | | |
|---|------------------|--------|--------|----------------|
| Proceeding will perform the actions specified below. If default ac open tabs will be closed, and ongoing file transfers interrupted. | | | | unchanged, all |
| | Detailed Options | | | |
| | | Delete | Cancel | Help |

2a) To delete your Cache, select the third and fourth tick-boxes. These will be labelled 'Delete password protected pages and data' and 'Delete entire cache'.

2b) Also, select the last tick-box labelled 'Close all tabs'.

2c) Finally, click the 'Delete' button at the bottom.

| Delete private data 🔀 | | | | |
|-----------------------|---|---|-----------------------|--|
| 4 | | Proceeding will perform the actions specified below default actions are left unchanged, all open tabs w closed, and ongoing file transfers interrupted. | | |
| | | Delete temporary cookies Delete all cookies | Manage cookies | |
| | ſ | Delete password protected pages and data Delete entire cache | | |
| | - | Clear history of visited pages Clear history of typed-in addresses | | |
| | | Clear history of visited links | | |
| | | Clear history of file transfers Clear bookmark visited time | | |
| | | Clear all e-mail account passwords Clear all Wand passwords | Manage Wand passwords | |
| | L | Close all tabs | | |
| | | Delete | Cancel Help | |

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.