Google Chrome Browser - Delete Temporary Internet Files

Overview

The information below can help to resolve a wide range of issues that can occur on our website when using the Google Chrome browser.

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.
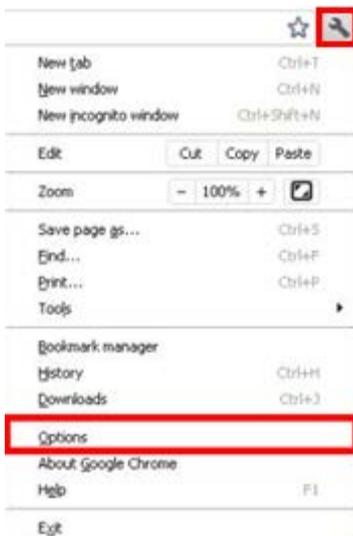
However, the drawback is that your browser will sometimes fetch a web page from its Cache when it should be getting a fresh version from the Internet. This can sometimes result in out of date information being shown onscreen. Deleting the files in your Cache will force your computer to fetch up-to-date 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.

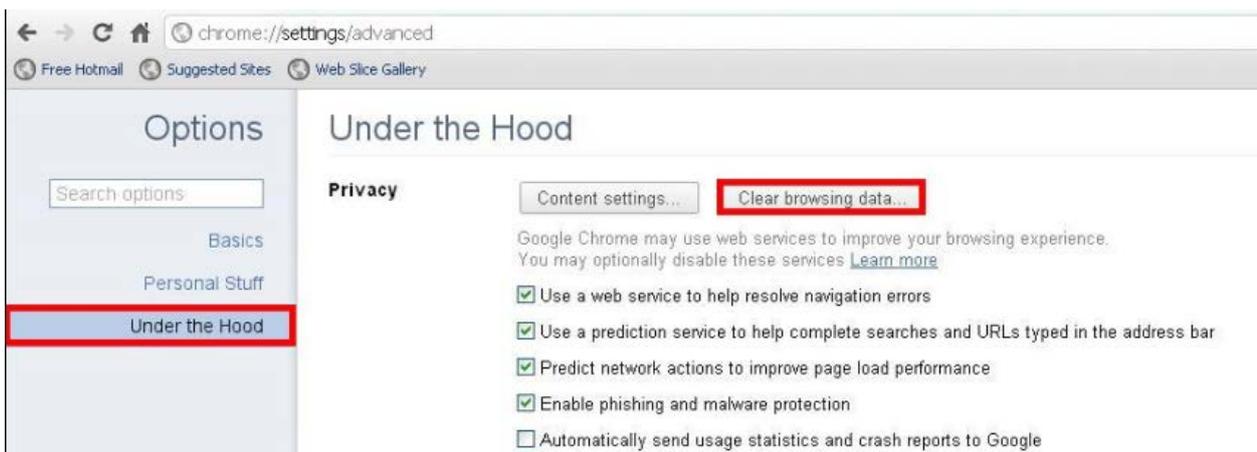Alternatively, you can email support-eng@customerservices365.com.

Deleting Temporary Internet Files

1a) Open your browser and select the 'Tools' icon in the top right corner of the browser, then select 'Options'.

1b) This will open the Options tab.

2a) Select the 'Under the Hood/Under the Bonnet' option on the left. Then click on 'Clear browsing data'.

2b) This will open the 'Clear Browsing Data' menu.

2c) On here you will need to ensure that you have 'Obliterate the following items from' set to 'the beginning of time', tick 'Empty the cache' and then select the 'Clear browsing data' button.

4) 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.