

## ENHANCE YOUR BROWSER PERFORMANCE

Clearing your cache can help your browser run faster and enable websites to display updated content.

You should also keep your browser up to date to limit your risk of attack from hackers. Outdated browsers can contain security vulnerabilities that expose your personal information to suspicious websites.

## REFRESHING YOUR DEVICE

A browser's cache stores pages to help them load faster, but this can sometimes mean that changes to a website aren't immediately visible. A hard refresh, or "force reload," forces the browser to load the most recent version of a page.

To reload a phone browser, you can perform a hard refresh, which clears the cache and forces the browser to retrieve the page from the server:

Device	Instructions
Android	1. Open the browser app 2. Tap the Menu icon (three dots) 3. Tap Clear browsing data 4. Select a time range 5. Check the boxes next to Cached images and files and Cookies and site data 6. Tap Clear data
iOS	1. Tap the three dots menu (...) in the bottom right corner 2. Select History and then Clear Browsing Data 3. Choose the time range for clearing data 4. Make sure Cache is checked 5. Tap Clear Browsing Data to confirm

A refresh forces the browser to retrieve a webpage from the server, instead of loading it from the cache. This is useful when you want to make sure you've downloaded the latest updates.

A reload is used when something isn't downloading correctly. It clears everything and starts fresh.

If you're having trouble viewing an updated website, you can try a hard refresh to see the updates reflected accurately. A hard refresh can cause the webpage to go blank and reloading to take longer.

## CLEAR YOUR BROWSER CACHE

To clear your phone's cache, you can clear your browser's cache or clear an app's cache:

Device	Instructions
Android	Open your browser, then go to Menu > More > Settings or Menu > Settings > Privacy & Security. Tap Clear cache, Clear history, and Clear all cookie data
iOS	Go to Settings > Safari, then tap Clear History and Website Data. Tap Clear History and Data to confirm.

Clearing your cache can help fix issues like slow performance or low storage space. However, some settings on sites may be deleted, like signing in information.