

Web browsers and cache

[en français](#)

Why clear the cache, history and cookies?

Web browsers use the following to function:

- temporary storage, known as the cache, in which they store recently viewed pages
- a browsing history, so that they can quickly reload pages viewed whilst browsing backwards
- and often cookies, when a browsing session is required, for example on websites offering a login or display filters.

Sometimes the cache, history or cookies may retain outdated information, which can lead to:

- various malfunctions
- error messages for pages that have changed address without automatic redirection
- old versions of certain pages being displayed instead of the current ones

You will then need to manually delete this outdated information to resolve the issue.

Here is how to do this for the most common browsers

- [Firefox](#)
- [Google Chrome](#)
- Safari, [browsing history](#) + [cookies and website data](#)
- [Microsoft Edge](#)

Once you have followed the instructions above, we also recommend closing the browser and then reopening it, to maximise the chances of success.

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