Clearing Browser Cache
Some Webmail users may find the need to clear their browser's cache following their mailbox upgrade in order to experience the new Webmail interface. Please follow the steps for your respective browser to ensure the cache is cleared.

Internet Explorer
Firefox
Safari

To clear cache in Internet Explorer:
1. Open Internet Explorer
2. In the tool bar, go to Tools > Internet Options
3. Under the General tab, under the heading Browsing History, click Delete
4. From the list, choose only Temporary Internet Files

5. At the bottom of the window, click Delete

6. Restart Internet Explorer
To clear cache in Firefox:
1. Open Firefox

2. In the tool bar, go to Tools > Clear Recent History

3. In the window that appears, select only **Cache**

4. Click **Clear Now**

5. **Restart** Firefox
To clear cache in Safari:

1. Open Safari

2. In the tool bar, go to Safari > Empty Cache

3. In the confirmation window, accept by clicking Empty

4. Restart Safari

If you have questions, please contact the Help Desk in the Library Learning Commons or 315-781-4357 (ext. 4357/HELP on campus) or helpdesk@hws.edu.