



FAQ

Clearing browser cache and cookies

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Purpose of this document

This document provides answers to frequently asked questions to clearing your browser cache and cookies

Why should I clear my browser cache and cookies?

Clearing your cache and cookies helps fix issues with loading websites, ensures you see the most up-to-date content, and can resolve login or display problems. It's a handy troubleshooting step if a site isn't working as expected.

How do I clear my cache and cookies in Microsoft Edge?

Open Edge and click on the three dots in the top right corner.

1. Go to Settings
2. Privacy, search, and services
3. Under 'Clear browsing data'
4. Click 'Choose what to clear'
5. Tick 'Cookies and other site data' and 'Cached images and files'
6. Then click 'Clear now'.



How do I clear my cache and cookies in Google Chrome?

In Chrome, click the three dots in the top right corner.

1. Select Settings
2. Privacy and security
3. Clear browsing data
4. Choose 'Cookies and other site data' and 'Cached images and files'
5. Set the time range
6. Then click 'Clear data'.

Will clearing cache and cookies log me out of websites?

Yes, clearing cookies will log you out of most websites and may remove saved preferences. Make sure you have your login details handy before you start.

How often should I clear my cache and cookies?

There's no set rule, but it can be useful to clear them every few months or whenever you're experiencing issues with websites not loading properly.

Does clearing my cache and cookies delete my bookmarks?

No, bookmarks and favourites aren't affected. Only temporary files and site-specific settings are removed.

I cleared my cache and cookies but still have issues. What should I do?

Try restarting your browser or device. If problems persist, check for browser updates.

Need further assistance?

Food Exports: Phone 1800 900 090 or email foodexports@aff.gov.au

NEXDOC Helpdesk: Phone (02) 6272 4700 or e-mail nexdoc@aff.gov.au