If you are having difficulty downloading documents, clearing cache in your web browser may help resolve the problem. **Note**: Microsoft Edge and Google Chrome work best with the Hennepin County Supplier Portal.

# **Clearing cache using Microsoft Edge**

### **OPTION 1**

- 1. While in Edge, press **Ctrl** + **Shift** + **Delete** simultaneously on the keyboard.
- 2. Begin by choosing a time range. To delete everything, select All time.
- 3. Select Cookies and other site data and Cached images and files.
- 4. Click Clear now.
- 5. Close/quit Edge completely and reopen it for your changes to take effect.

Clear browsing data				
Time range				
All time		$\sim$		
Browsir 37 items all signed Downlo 11 items	ng history and more on synce I-in devices that are ad history	d devices. Clears history from - syncing.		
Cookies From 22	and other site of sites. Signs you out images and file	data of most sites. s		
Clear browsing	g data for Internet	Explorer mode		
This will clear y Stacy.Salo@he only, <u>sign out f</u>	our data across all nnepin.us. To clear <u>iirst</u> .	your synced devices signed in to browsing data from this device		
Clea	ar now	Cancel		

### **OPTION 2**

- 1. On your computer, open Edge.
- 2. Click the Menu icon ... (three dots) in the upper-right corner of your browser.
- Click on Settings > Privacy, search and services (from the list on left side of your screen).
- 4. Begin by choosing a time range. To delete everything, select All time.
- 5. Scroll down to **Clear browsing data** and click **Choose what to clear** button.
- 6. At the top, choose a time range. To delete everything, select **All time.**
- 7. Select Cookies and other site data and Cached images and files.

- 8. Click Clear now.
- 9. Close/quit Edge completely and reopen it for your changes to take effect.

# **Clearing cache using Google Chrome**

### **OPTION 1**

- 1. While in Chrome, press Ctrl + Shift + Delete simultaneously on the keyboard.
- 2. Begin by choosing a time range. To delete everything, select All time.
- 3. Select Cookies and other site data and Cached images and files.
- 4. Click Clear data.
- 5. Close/quit Chrome completely and reopen it for your changes to take effect.

Clear browsing data							
		Basic			Advar	nced	
Time	e range	All time		•			*
	Browsing history 82 items						
	Download history 1 item						
~	Cookies and other site data From 6 sites						
~	Cached images and files 85.4 MB						
	Passwords and other sign-in data None						
-	Autofill	l form data					-
					Cancel	Clear data	a

### **OPTION 2**

- 1. On your computer, open Chrome.
- 2. In the upper-right corner of your browser, click More i (three dots).
- 3. Click More tools > Clear browsing data.
- 4. At the top, choose a time range. To delete everything, select **All time**.
- 5. Select Cookies and other site data and Cached images and files.
- 6. Click Clear data.
- 7. Close/quit Chrome completely and reopen it for your changes to take effect.

### Supplier Portal Quick Guide

Clear browsing data						
Basic			Advance	d		
Time	e range	All time		Ŧ		<u>^</u>
	Browsing history 82 items					
	Download history 1 item					
	Cookies and other site data From 6 sites					
	Cached images and files 85.4 MB					
	Passwords and other sign-in data None					
	Autofill	form data				-
					Cancel	Clear data

# **Clearing cache using Firefox**

- 1. On your computer, open Firefox.
- 2. In the upper right corner of your browser, click the menu button  $\equiv$ .
- 3. Select Settings from the dropdown list, then select Privacy & Security.
- 4. In the Cookies and Site Data section, click Clear Data....
- 5. Remove the check mark in front of **Cookies and Site Data**.
- 6. With Cached Web Content check marked, click the Clear button.
- 7. Close/quit Firefox completely and reopen it for your changes to take effect.

Clear Data	×
Clearing all cookies and site data stored by Firefox may sign you out o websites and remove offline web content. Clearing cache data will not your logins.	of : affect
Cookies and Site Data (0 bytes) You may get signed out of websites if cleared	
Cached Web Content (29.0 KB) Will require websites to reload images and data	
Clear	ancel

### Supplier Portal Quick Guide

## **Clearing cache using an android phone**

- 1. On your Android phone, open the Chrome or Edge web browser.
- 2. Tap **More** i for Chrome or **More**  $\equiv$  for Edge.
- 3. Go to Settings > Privacy and Security.
- 4. Tap Clear browsing data
- 5. Begin by choosing a time range. To delete everything, select All time.
- 6. Select Cookies and site data and Cached images and files.
- 7. Tap Clear data.
- 8. Close/quit the browser and reopen it for your changes to take effect.

## **Clearing cache using an iPhone**

**NOTE:** iPhones use Safari as the default web browser which is not compatible with the Supplier Portal. If clearing cache doesn't improve your ability to download documents, please try using a different browser or different device.

- 1. On your iPhone go to Settings > General to delete the cached data from Safari.
- 2. Tap iPhone Storage
- 3. Tap Safari.
- 4. Tap Website Data.
- 5. Tap Remove All Website Data to clear your cache and cookies.
- 6. Tap **Remove Now** to confirm you want to clear the browser cache and cookies.

#### For more help:

Visit <u>Supplier Portal help</u> Call (612) 543-5412 Email <u>supplierportal@hennepin.us</u>