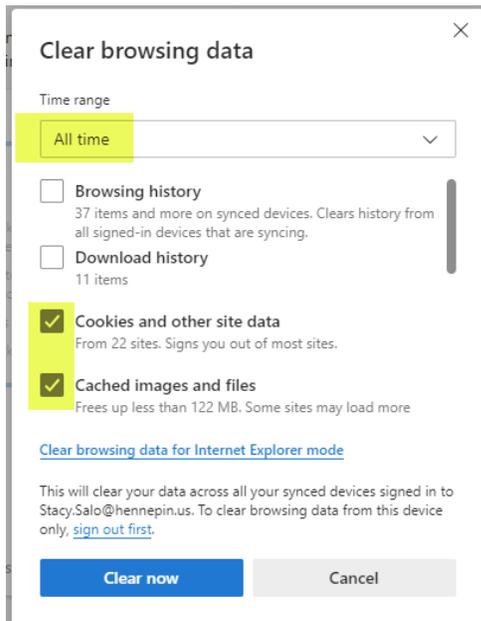


If you are having difficulty downloading documents, clearing cache in your web browser may help resolve the problem. **Note:** Microsoft Edge and Google Chrome work best with the Hennepin County Supplier Portal.

## 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.



### OPTION 2

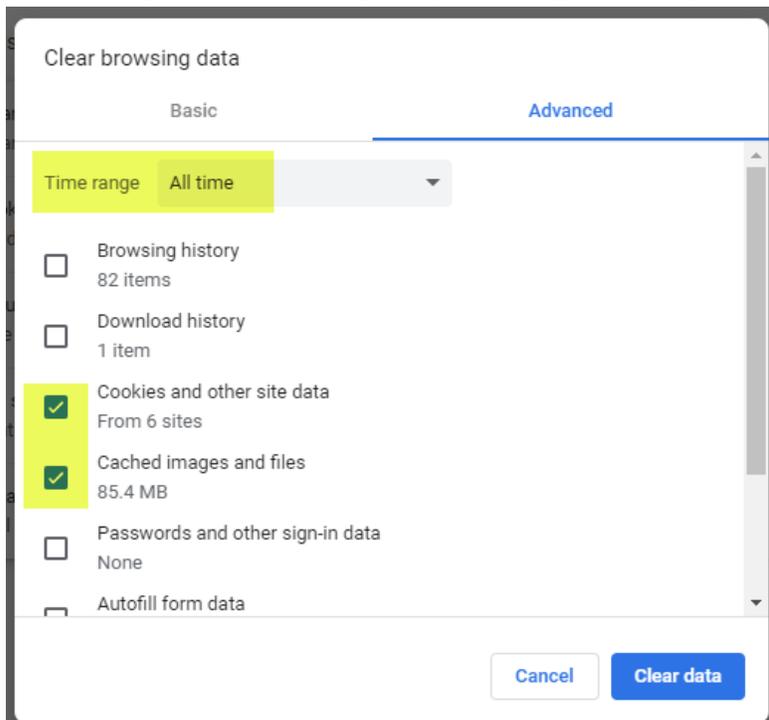
1. On your computer, open Edge.
2. Click the Menu icon **⋮** (three dots) in the upper-right corner of your browser.
3. Click on **Settings > Privacy, search and services** (from the list on left side of your screen).
4. Begin by choosing a time range. To delete everything, select **All time**.
5. Scroll 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

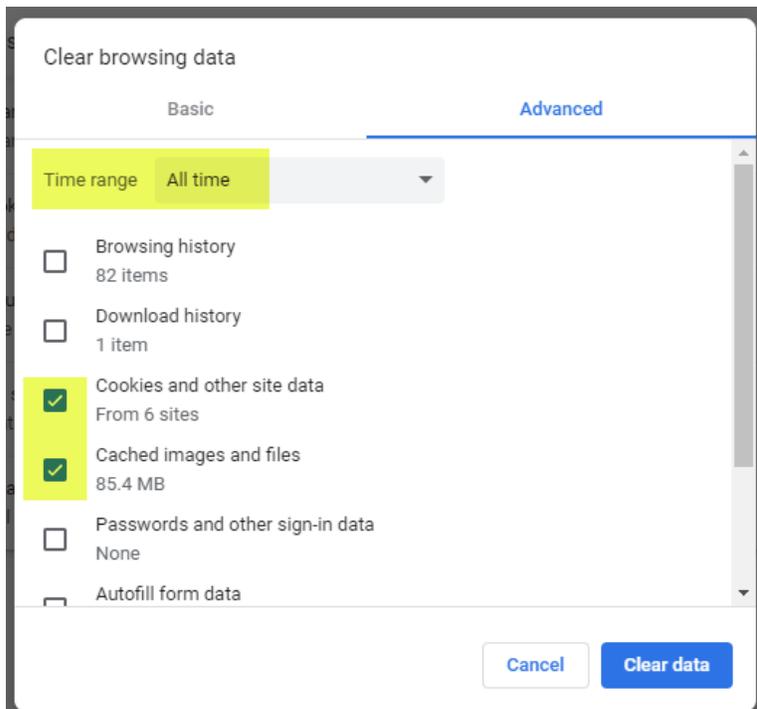
### OPTION 1

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.



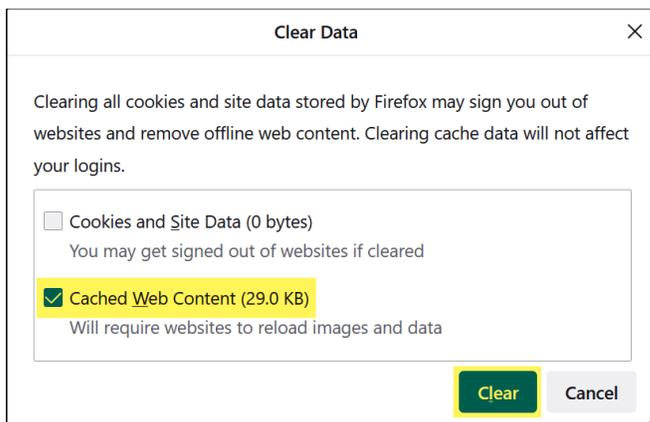
### OPTION 2

1. On your computer, open Chrome.
2. In the upper-right corner of your browser, click More  (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.



## Clearing cache using Firefox

1. On your computer, open Firefox.
2. In the upper right corner of your browser, click the menu button .
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.



## Clearing cache using an android phone

1. On your Android phone, open the Chrome or Edge web browser.
2. Tap **More**  for Chrome or **More**  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 [Supplier Portal help](#)

Call (612) 543-5412

Email [supplierportal@hennepin.us](mailto:supplierportal@hennepin.us)