Clearing your cache

| **What access do I need?**	**What else do I need?**
Not applicable	A browser that meets the AUSkey minimum system requirements.

When would I need to clear my cache?

From time to time you may experience unexpected problems using the website or portal. The first step in troubleshooting the issue is to clear your temporary internet files from the browser you are using.

Clearing your cache in Internet Explorer
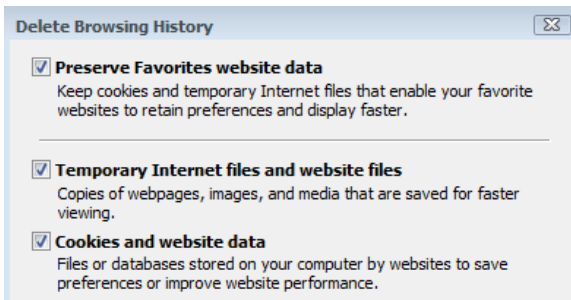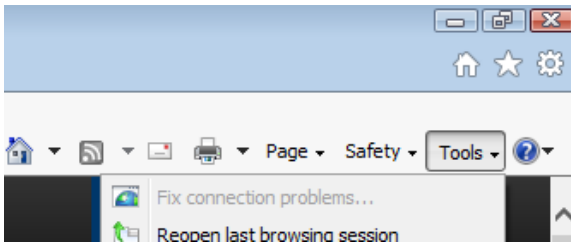
Open Internet Explorer. On the upper right hand side of the screen, click **Tools**, and then Internet **Options**. The Internet Options dialogue box will open. Under the General tab, select **Delete…**

This will open the Delete browsing history window.

Ensure that the Temporary Internet files and website files and Cookies and website data boxes are ticked.

Click Delete, and then OK. Restart your browser and try to log in to the portal again.

For more detailed instructions, please see the Microsoft Support page.

Clearing your cache in Mozilla Firefox

Open Firefox and click the menu button (three horizontal bars). Click **History** and then **Clear Recent History…** In the "Time range to here" drop down menu, select "Everything" and click the arrow next to details.

Ensure "Cookies" and "Cache" are ticked, then click **Clear Now**. Restart your browser and try logging in.

For more detailed instructions please see the Mozilla support page.

Clearing cache in Google Chrome

Open Chrome and click the "more" symbol (three horizontal bars to the right hand side of the address bar). Click "Show advanced settings" and under privacy, the **Clear browsing data…** button. Choose to "Obliterate the following items from the beginning of time" and tick the boxes next to Cookies and other plug-in data and Cached images and files. Click Clear browsing data, restart, and try logging in again.

For more detailed instructions please see the Google support page.

Is your AUSkey on a USB stick?
You will need to open the AUSkey browser, then follow the steps for Mozilla Firefox.

Still having problems?

Please check the quick reference guides for further assistance or email hearing@health.gov.au with screenshots and an explanation of the error.