

## Clear Your Cache: How to Delete Browser History

### **Deleting Temporary Internet Files, Cookies, and Website Data**

If you're experiencing issues signing in to Retirement Online when using Internet Explorer or Google Chrome, try clearing your browser cache by following the steps in this guide.

Click on your browser application:



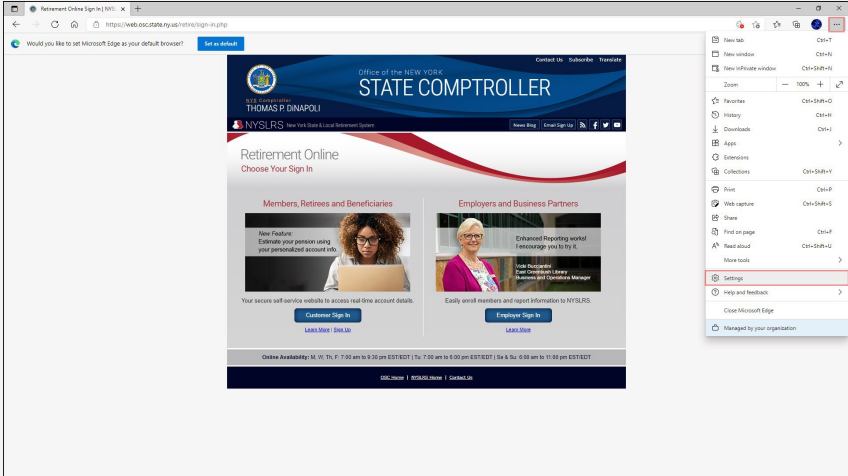

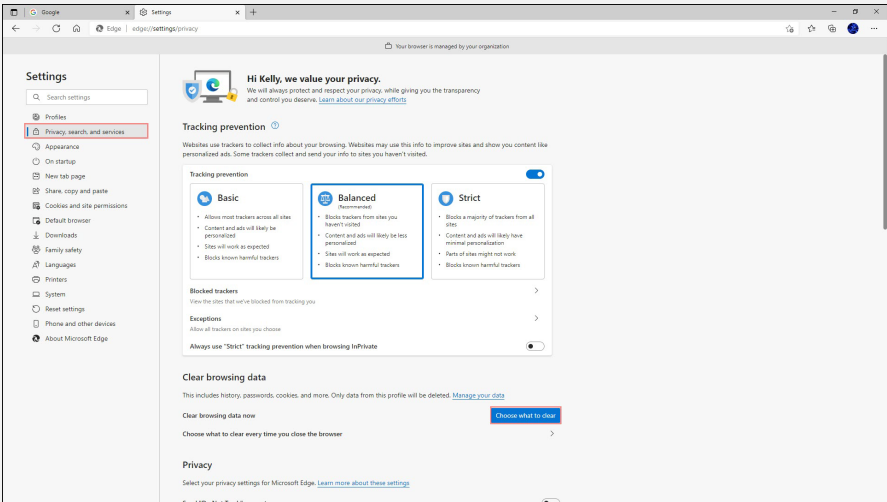
*Microsoft Edge*



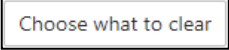
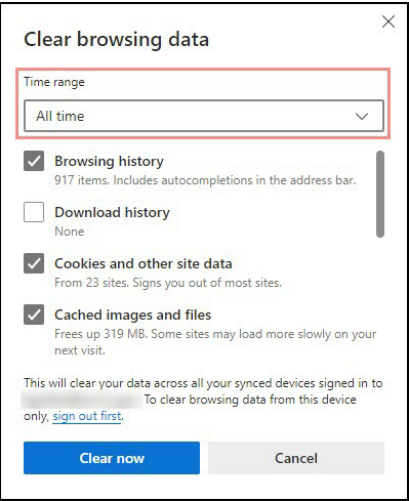
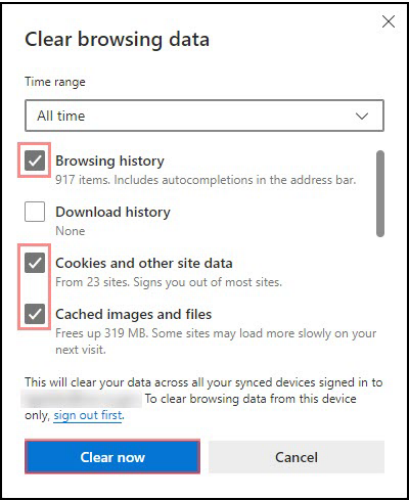
*Google Chrome*

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## Clear Your Cache: Microsoft Edge

Step	Action
1.	<p>From any Microsoft Edge window, click the ... in the upper right corner.</p> 
2.	<p>Click the <b>Settings</b> menu.</p> 
3.	<p>Click the <b>Privacy, search, and services</b> menu.</p> 

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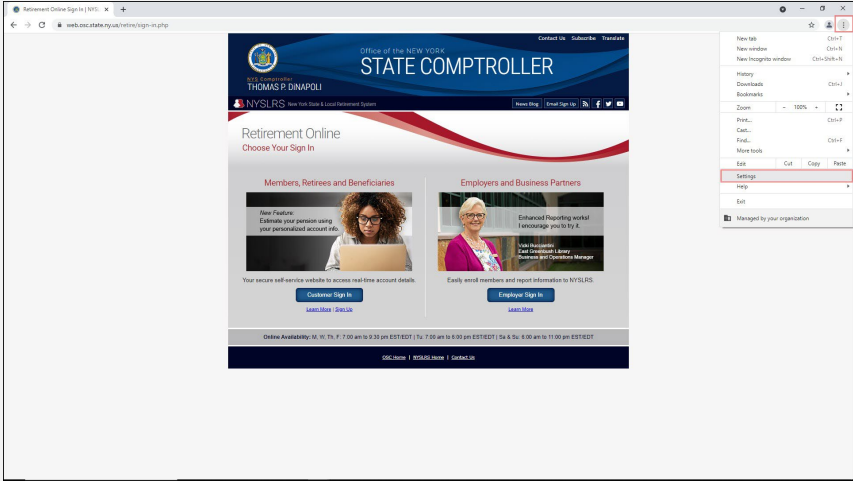

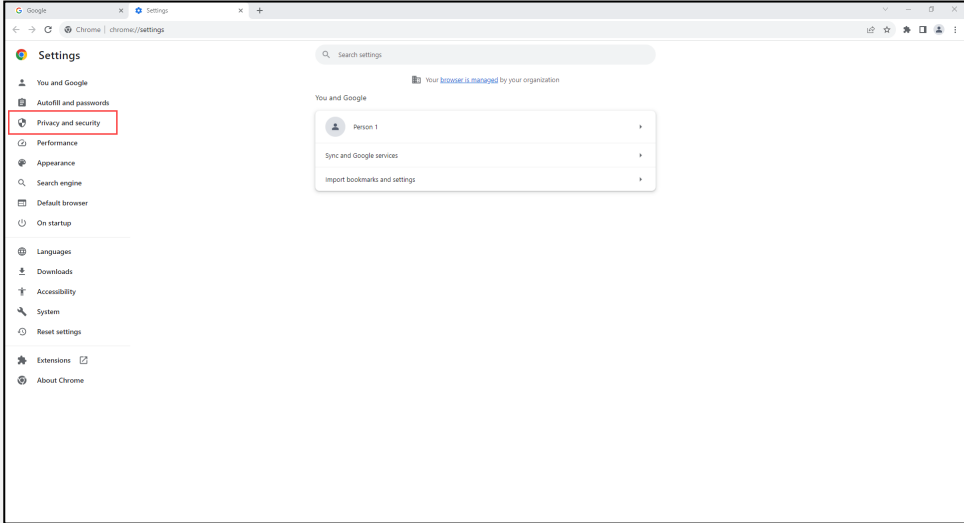
Step	Action
4.	Click the <b>Choose what to clear</b> button. 
5.	In the window that appears, set the <b>Time range</b> to “All Time”. 
6.	Make sure that <b>the Browsing history, Cookies and other site data history, and Cached images and files</b> checkboxes are <b>checked</b> . The rest of the checkboxes can be checked or unchecked according to your preference. 

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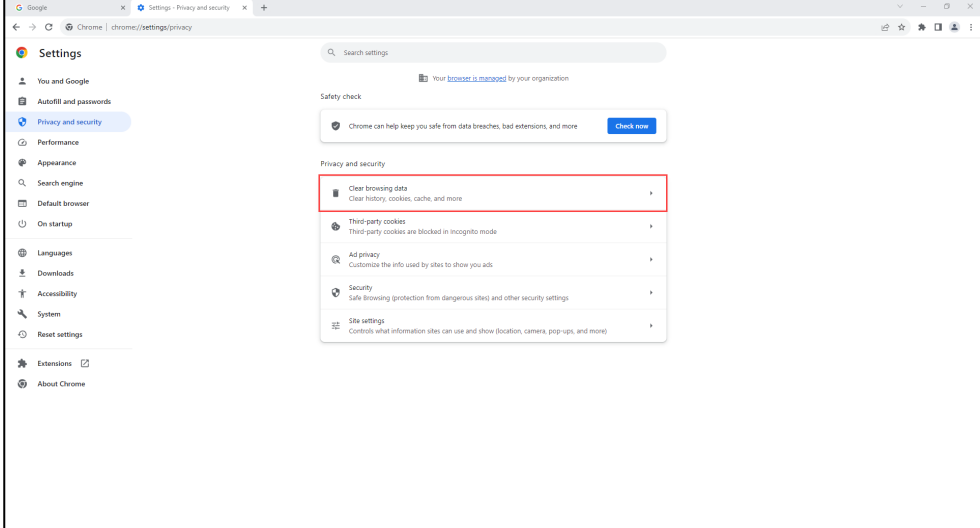
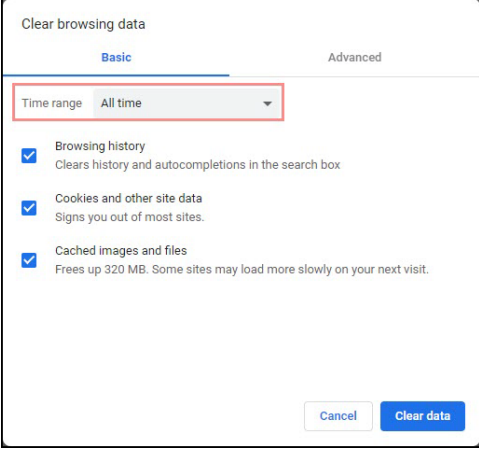
Step	Action
7.	<p>Click the <b>Clear now</b> button.</p>  <p><i>This completes clearing your cache in Microsoft Edge.</i></p>

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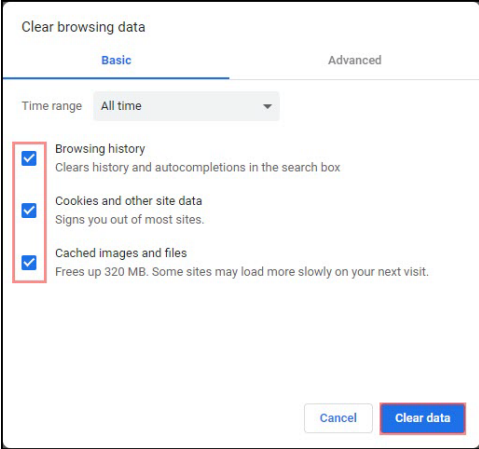

## Clear Your Cache: Google Chrome

Step	Action
1.	<p>From any Google Chrome window, click the  in the upper right corner.</p>  <p>The screenshot shows a Chrome browser window displaying the NYSLRS website. The address bar shows 'web.nyslrs.ny.gov/retire/login-multi'. The website header includes 'Office of the NEW YORK STATE COMPTROLLER' and 'THOMAS P. DINAPOLI'. The main content area is titled 'Retirement Online' and has sections for 'Members, Retirees and Beneficiaries' and 'Employers and Business Partners'. The Chrome menu is open in the top right corner, showing options like 'New tab', 'New window', 'Downloads', 'Bookmarks', 'Settings', and 'Help'. The 'Settings' option is highlighted with a red box.</p>
2.	<p>Click the <b>Settings</b> menu.</p>  <p>The image shows a rectangular button with the word 'Settings' in a sans-serif font.</p>
3.	<p>Click <b>Privacy and security</b>.</p>  <p>The screenshot shows the Chrome Settings page. The left sidebar contains a list of settings categories: 'You and Google', 'Autofill and passwords', 'Privacy and security', 'Performance', 'Appearance', 'Search engine', 'Default browser', 'On startup', 'Languages', 'Downloads', 'Accessibility', 'System', 'Reset settings', 'Extensions', and 'About Chrome'. The 'Privacy and security' option is highlighted with a red box. The main content area shows 'You and Google' settings, including 'Person 1', 'Sync and Google services', and 'Import bookmarks and settings'.</p>

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Step	Action
4.	<p>Click <b>Clear browsing data</b>.</p>  <p>The screenshot shows the Chrome Settings page for 'Privacy and security'. The 'Clear browsing data' option is highlighted with a red box. The page includes a search bar, a 'Safety check' section, and a 'Privacy and security' section with various options like 'Clear browsing data', 'Third-party cookies', 'Ad privacy', 'Security', and 'Site settings'.</p>
5.	<p>In the window that appears, set the <b>Time range</b> to “All Time”.</p>  <p>The screenshot shows the 'Clear browsing data' dialog box. The 'Time range' dropdown is set to 'All time'. The dialog box has two tabs: 'Basic' and 'Advanced'. The 'Basic' tab is selected. There are three checked options: 'Browsing history', 'Cookies and other site data', and 'Cached images and files'. At the bottom, there are 'Cancel' and 'Clear data' buttons.</p>

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Step	Action
6.	<p>In the window that appears, make sure that <b>the Browsing history, Cookies and other site data history, and Cached images and files</b> checkboxes are checked. <b>All other boxes should remain unchecked.</b></p> 
7.	<p>Click the <b>Clear data</b> button.</p>  <p><i>This completes clearing your cache in Google Chrome.</i></p>