Clear Your Cache:
How to Delete Browser History

NYSLRS
New York State & Local Retirement System

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.
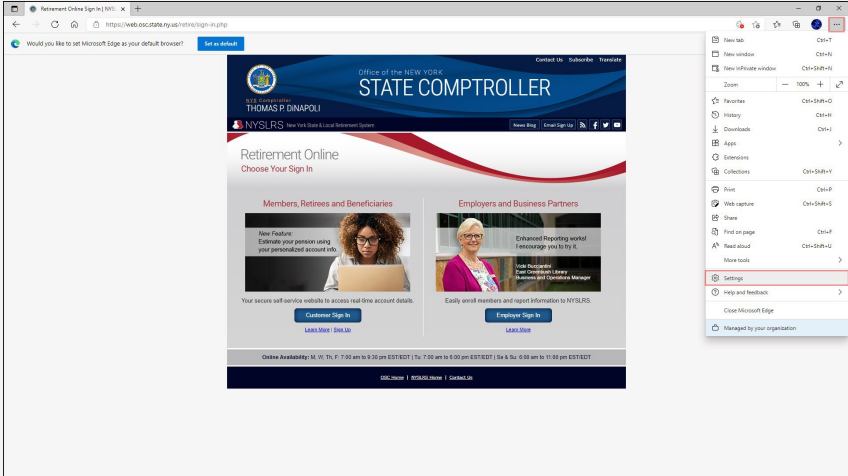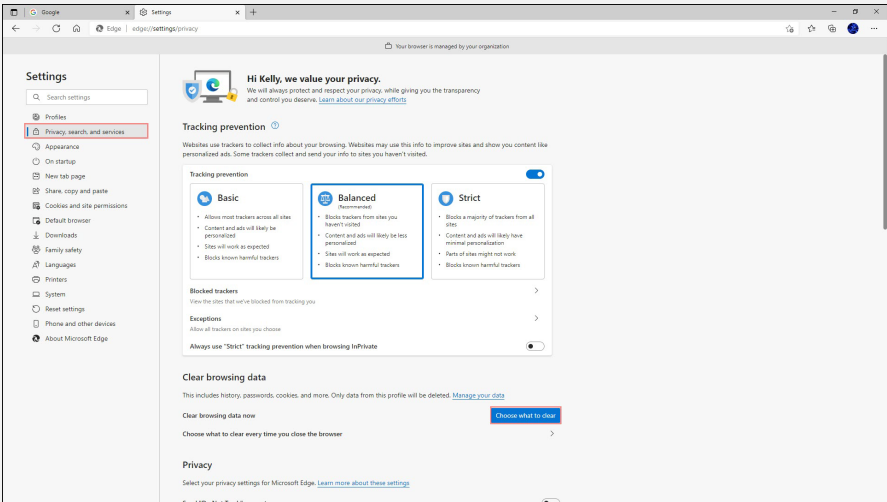
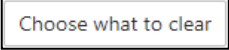Click on your browser application:

Microsoft Edge
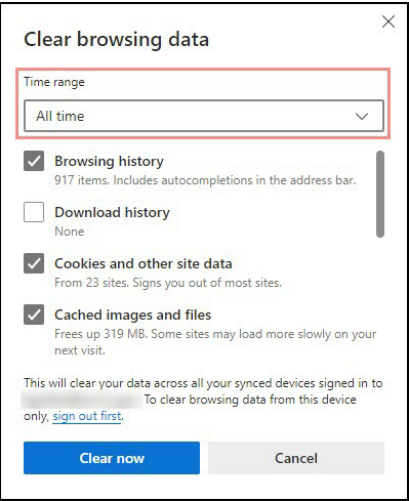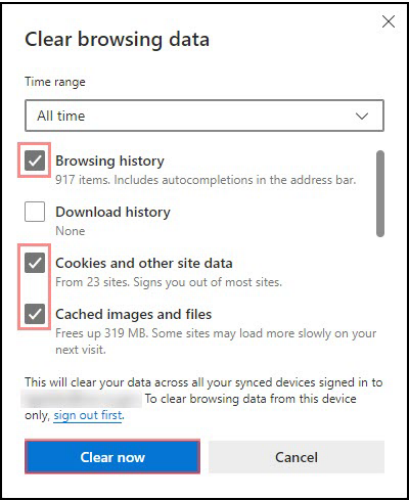
Google Chrome

Clear Your Cache: Microsoft Edge

Step	Action
1.	From any Microsoft Edge window, click the ⋯ in the upper right corner.
2.	Click the **Settings** menu.
3.	Click the **Privacy, search, and services** menu.

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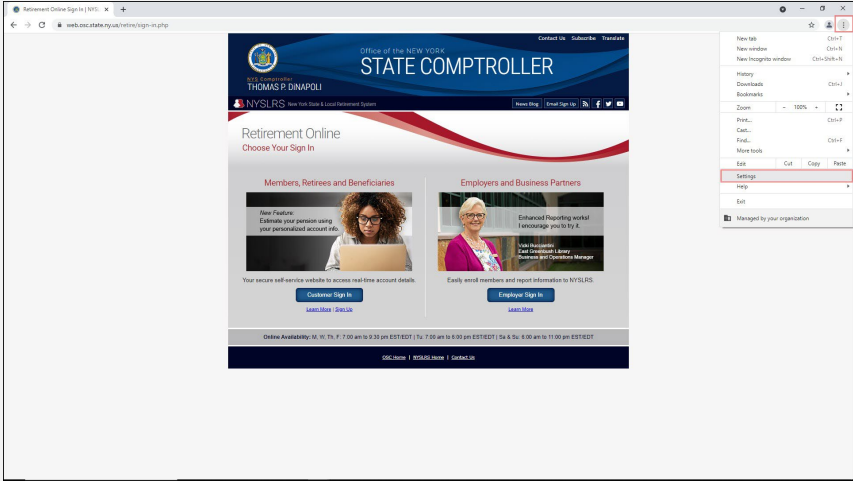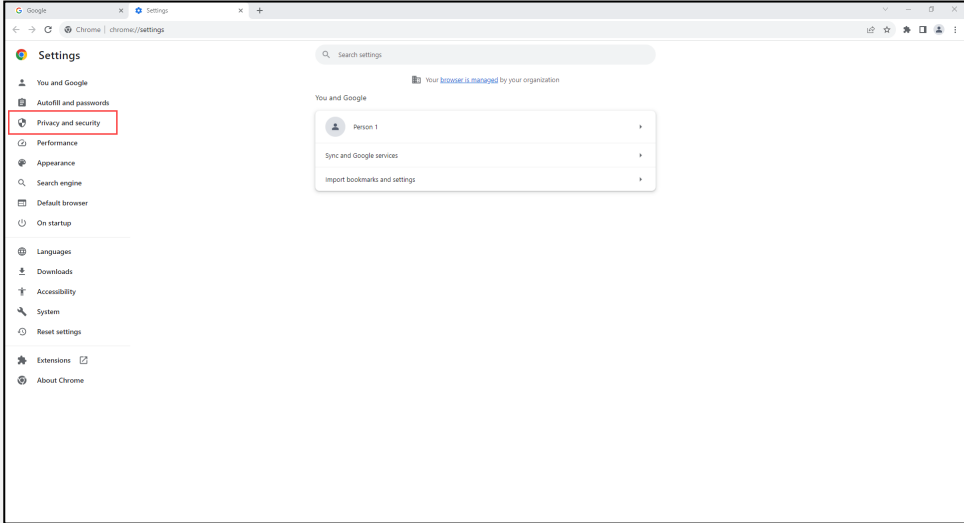
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Step	Action
4.	Click the **Choose what to clear** button**.** Choose what to clear
5.	In the window that appears, set the **Time range** to "All Time". **Clear browsing data** Time range All time ☑ Browsing history 917 items. Includes autocompletions in the address bar. ☐ Download history None ☑ Cookies and other site data From 23 sites. Signs you out of most sites. ☑ Cached images and files Frees up 319 MB. Some sites may load more slowly on your next visit. This will clear your data across all your synced devices signed in to _____. To clear browsing data from this device only, sign out first. Clear now Cancel
6.	Make sure that **the Browsing history, Cookies and other site data history, and Cached images and files** checkboxes are **<u>checked</u>**. The rest of the checkboxes can be checked or unchecked according to your preference. **Clear browsing data** Time range All time ☑ Browsing history 917 items. Includes autocompletions in the address bar. ☐ Download history None ☑ Cookies and other site data From 23 sites. Signs you out of most sites. ☑ Cached images and files Frees up 319 MB. Some sites may load more slowly on your next visit. This will clear your data across all your synced devices signed in to _____. To clear browsing data from this device only, sign out first. Clear now Cancel

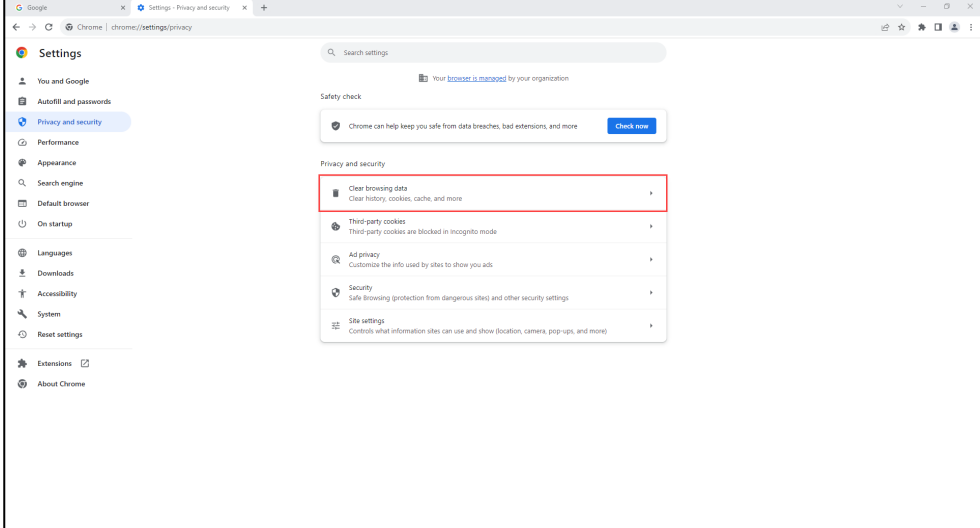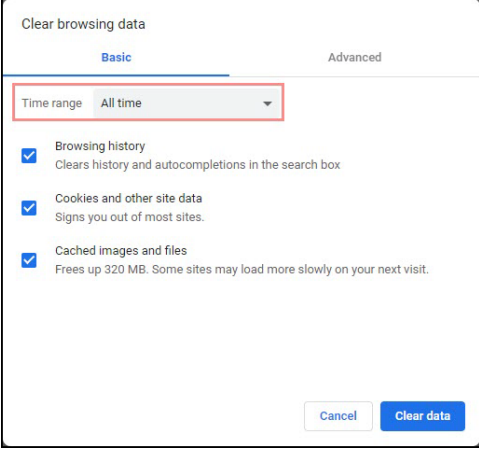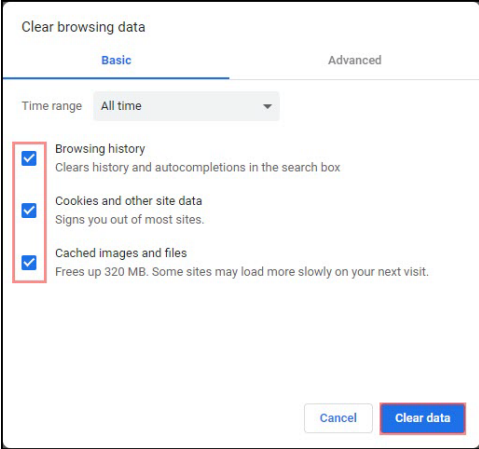| Step	Action
7.	Click the **Clear now** button. Clear now *This completes clearing your cache in Microsoft Edge.*

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Clear Your Cache: Google Chrome

Step	Action
1.	From any Google Chrome window, click the ⋮ in the upper right corner.
2.	Click the **Settings** menu.
3.	Click **Privacy and security**.

Step	Action
4.	Click **Clear browsing data**.
5.	In the window that appears, set the **Time range** to "All Time".

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Step	Action
6.	In the window that appears, make sure that **the Browsing history, Cookies and other site data history, and Cached images and files** checkboxes are checked. **All other boxes should remain unchecked.** Clear browsing data Basic Advanced Time range All time ☑ Browsing history Clears history and autocompletions in the search box ☑ Cookies and other site data Signs you out of most sites. ☑ Cached images and files Frees up 320 MB. Some sites may load more slowly on your next visit. Cancel Clear data
7.	Click the **Clear data** button. **Clear data** *This completes clearing your cache in Google Chrome.*