MDTP Diagnostic Support

Clearing Browser Cache

The steps to clear your internet browser cache are different depending on the browser used.
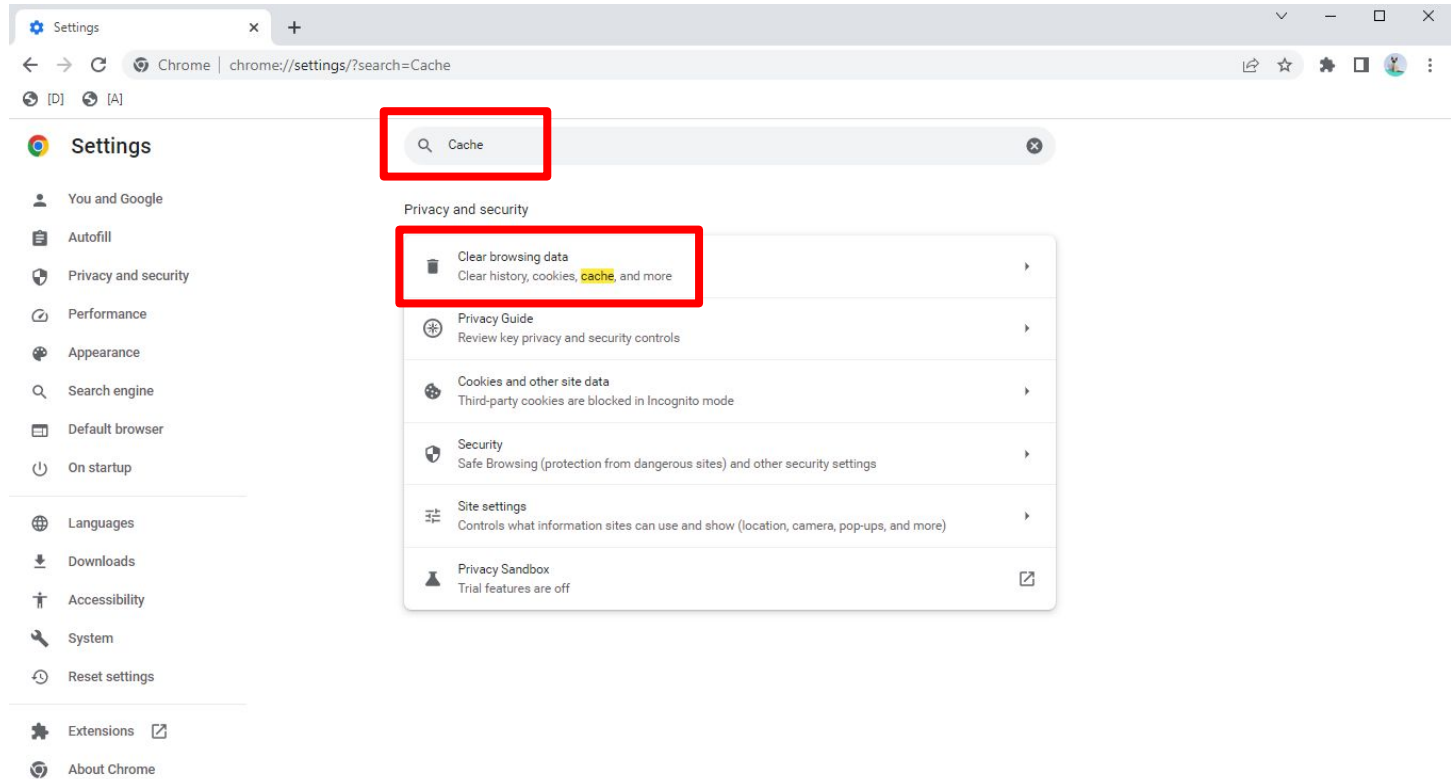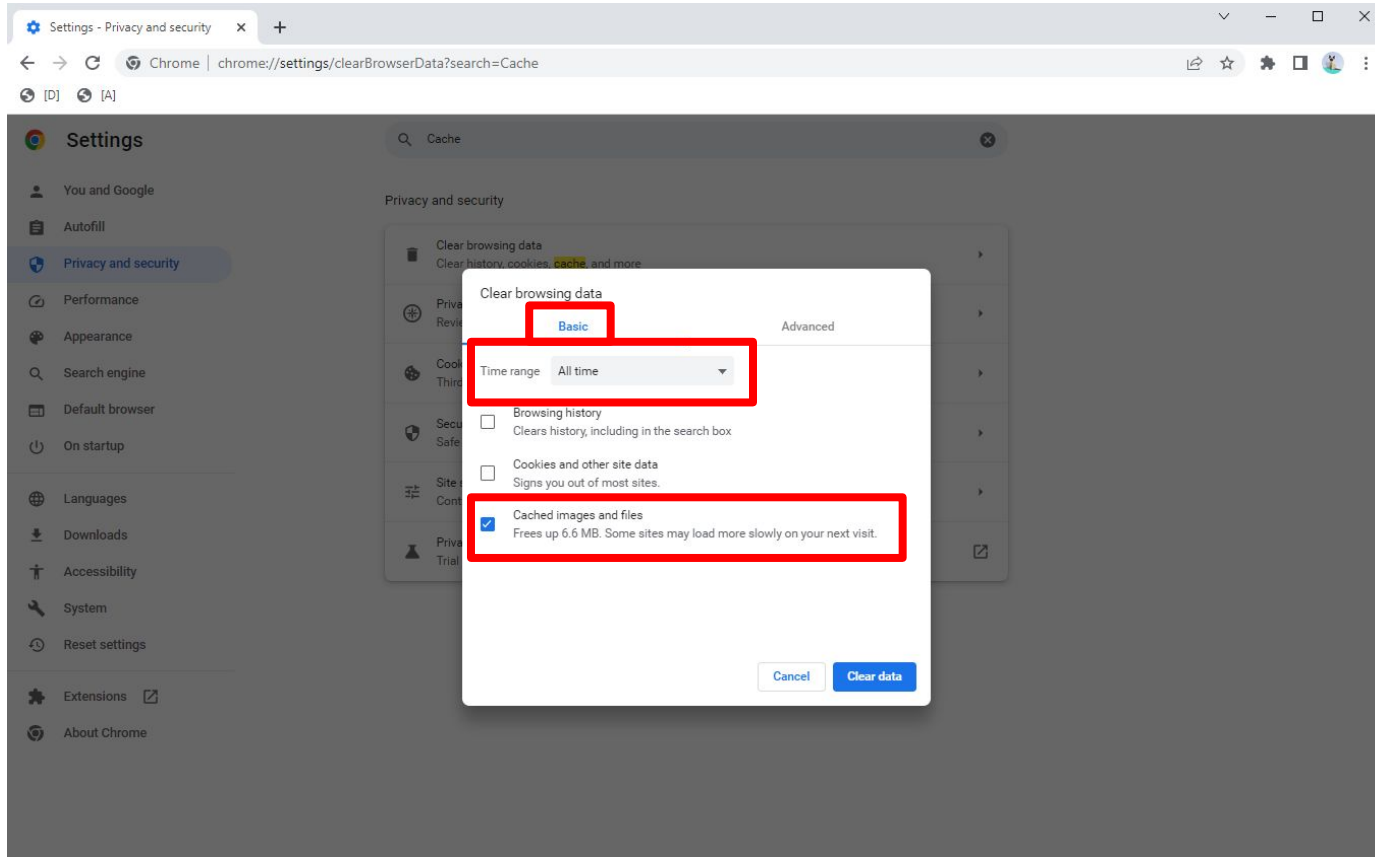
Google Chrome

1) Click the 3 dots on the top right of the browser then click settings.
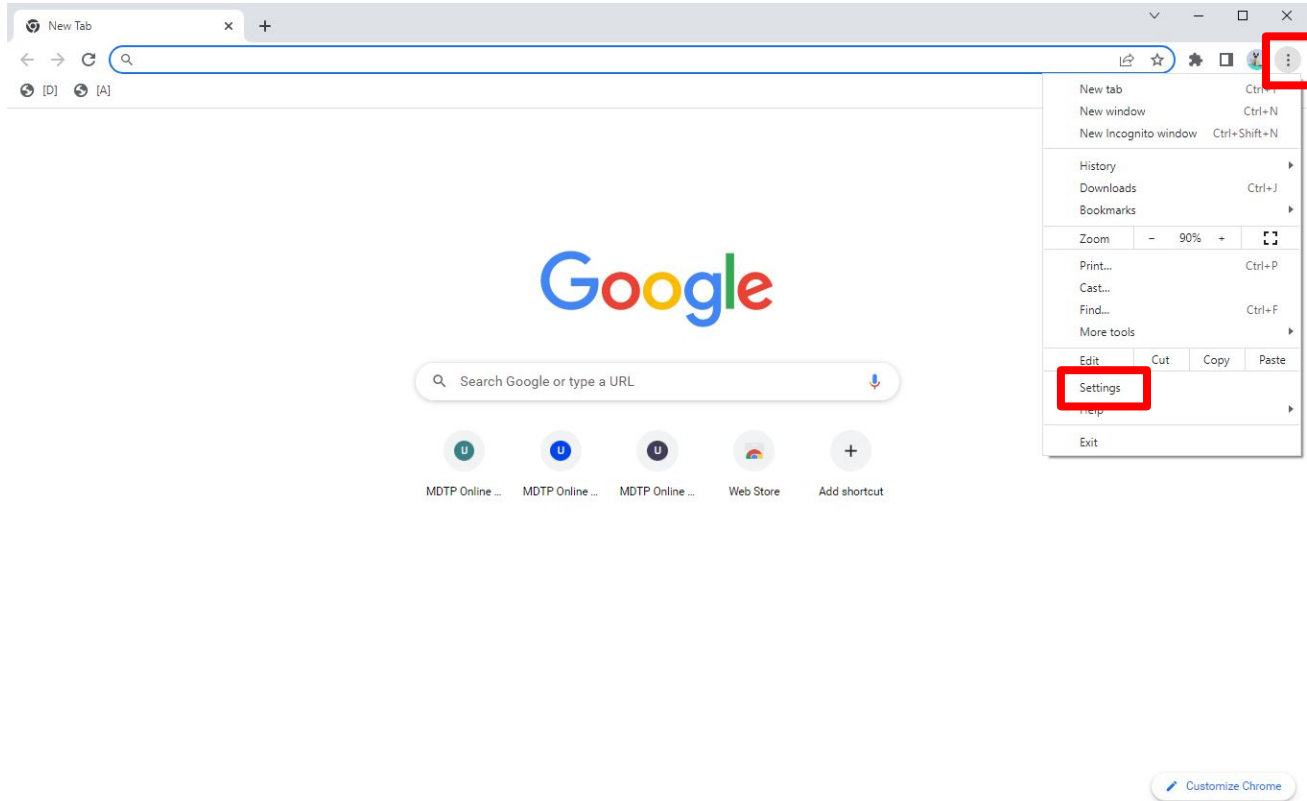
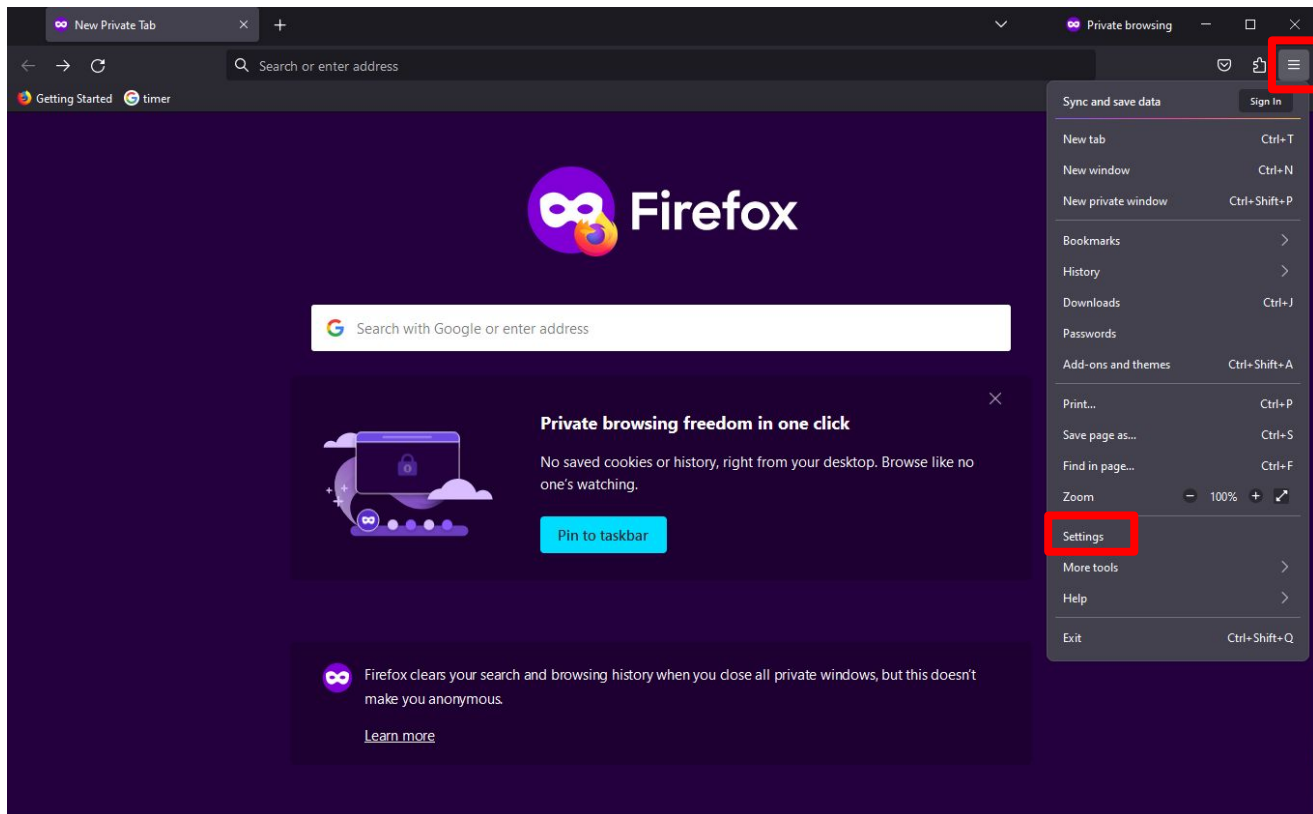2) Search for "Cache" then click the "Clear browsing data" option.

3) In the "Basic" section, select "All time" for the time range and only checkmark "Cached images and files" then click "Clear data". After clearing the browser cache, return to the MDTP Online platform and refresh the page.
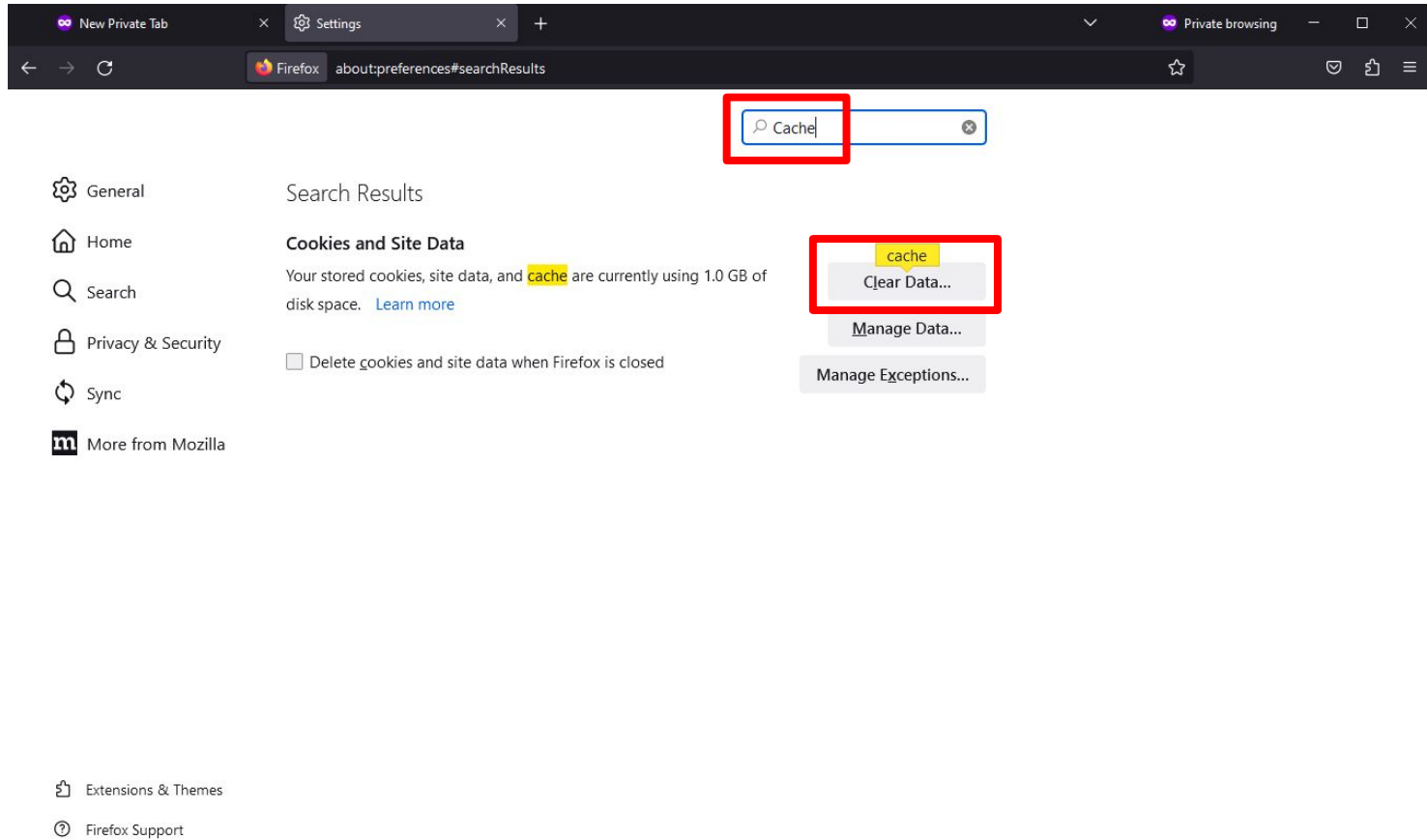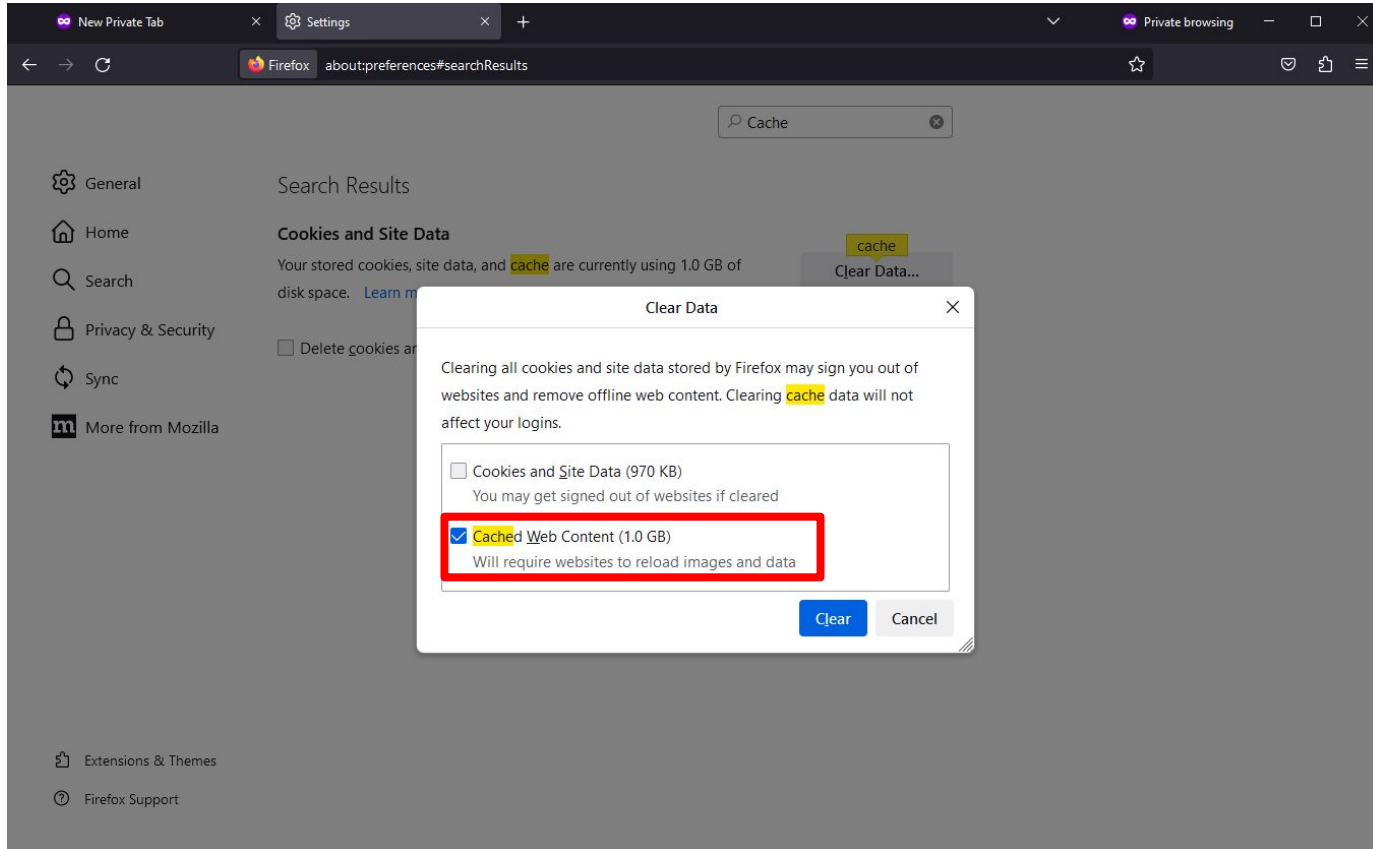
Firefox

1) Click the 3 bars on the top right of the browser then click settings.

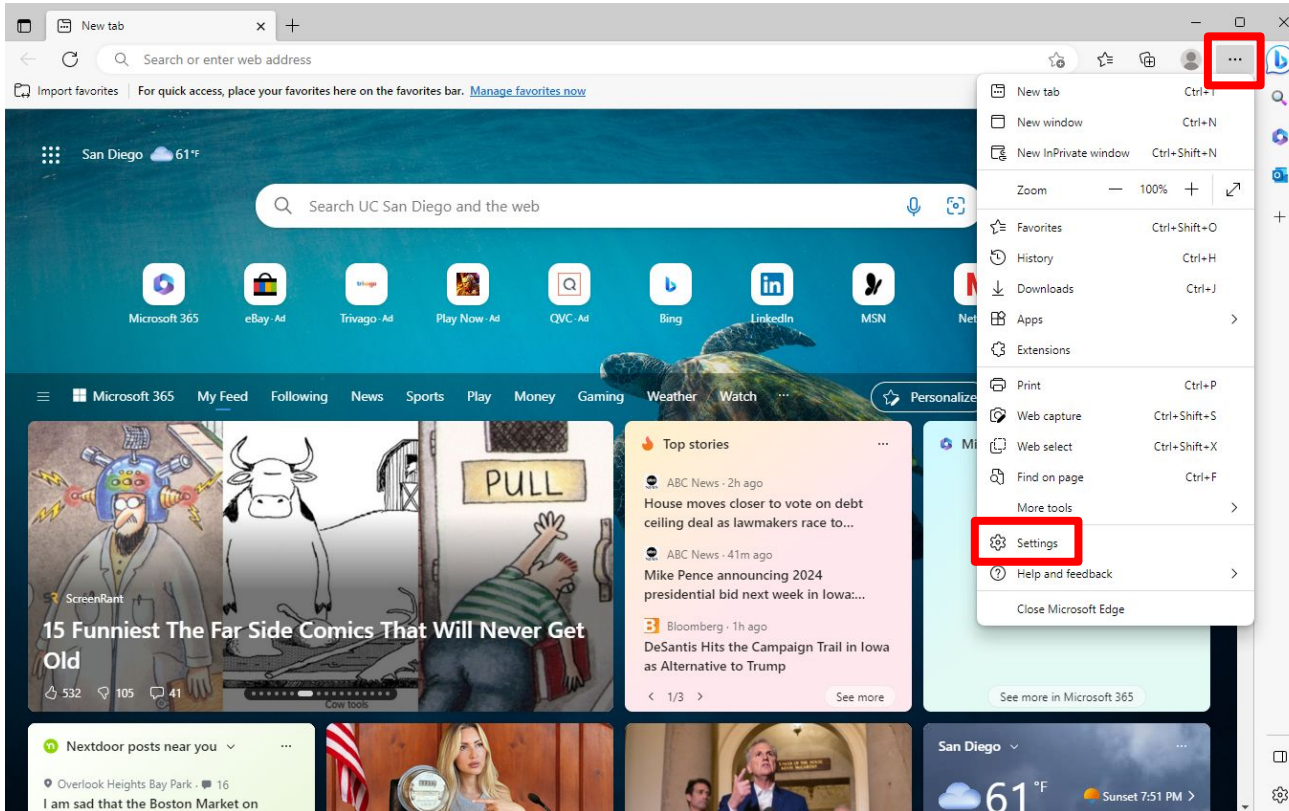2) Search for "Cache" then click the "Clear Data…" option.

3) Only checkmark "Cached Web Content" then click "Clear". After clearing the browser cache, return to the MDTP Online platform and refresh the page.
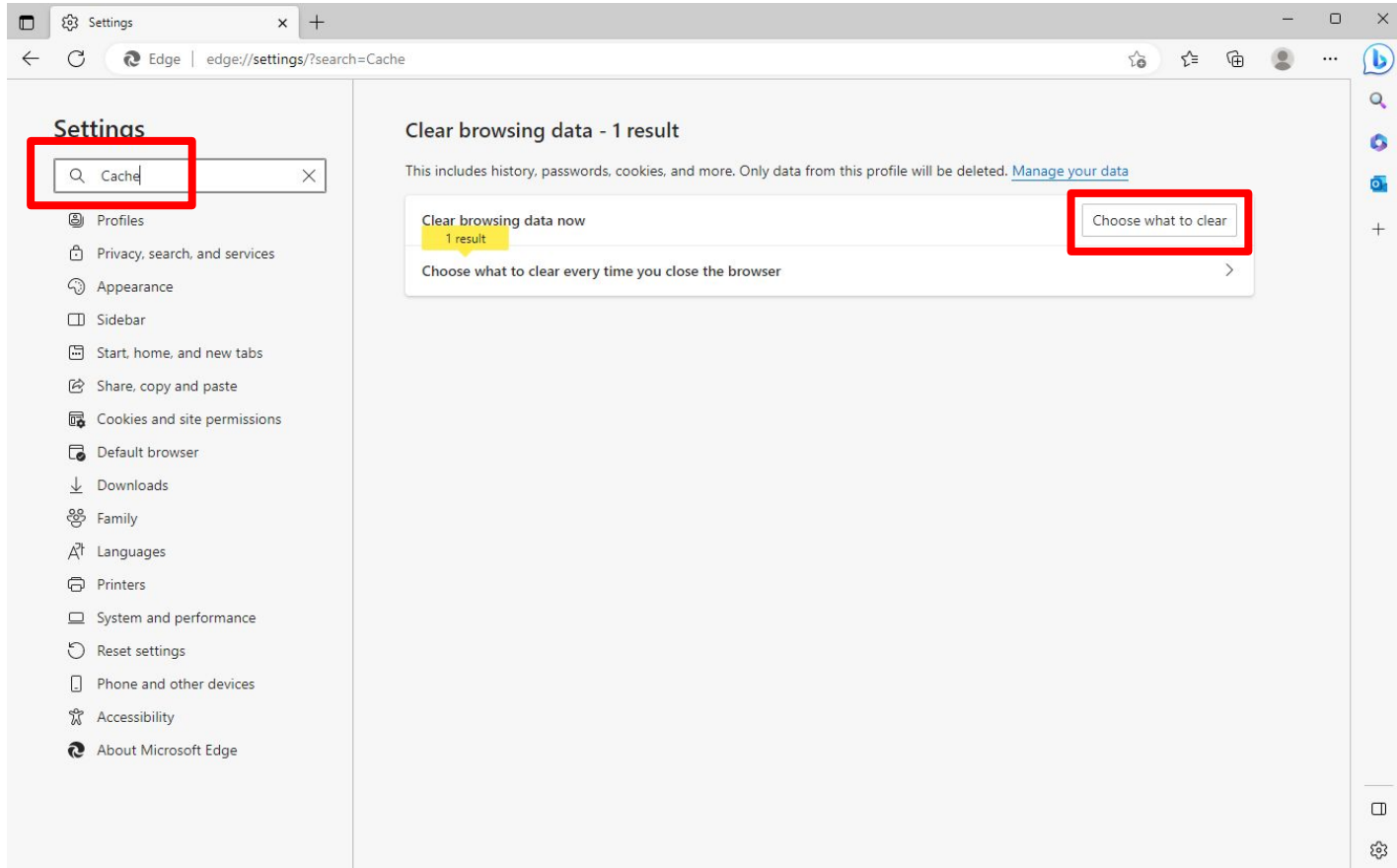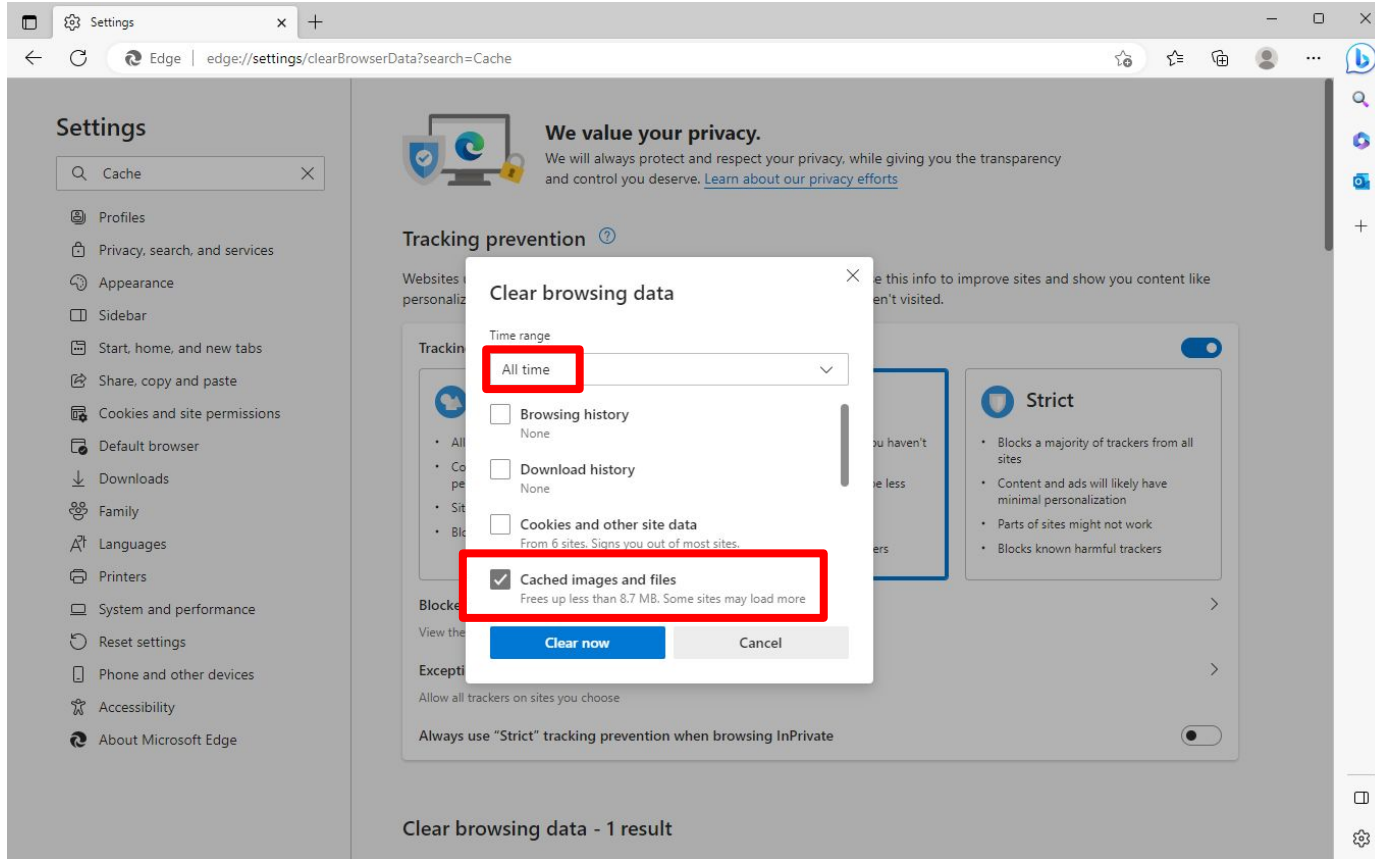
Microsoft Edge

1) Click the 3 dots on the top right of the browser then click settings.

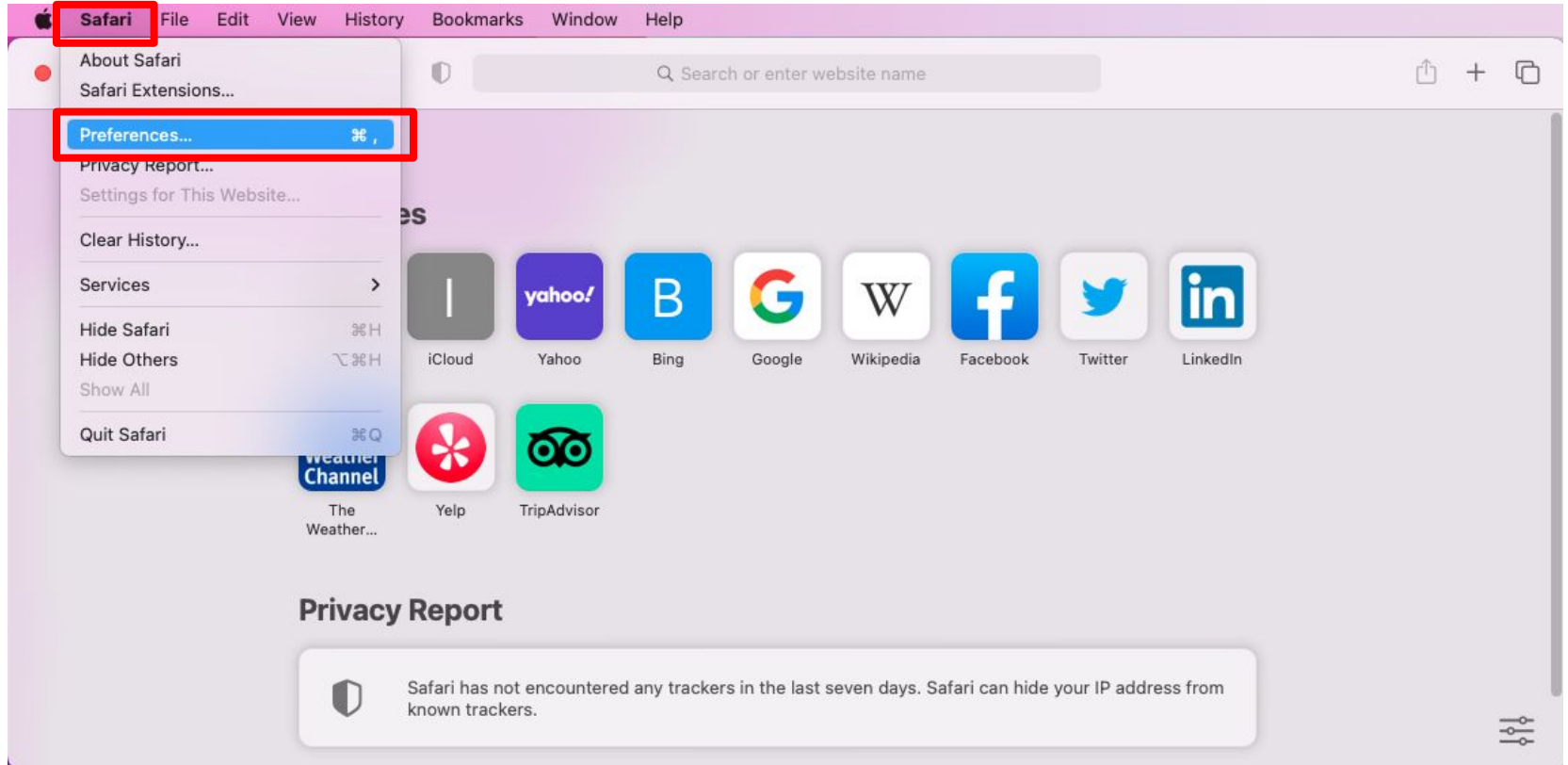2) Search for "Cache" then click the "Choose what to clear" option.

3) Change the time range to "All time" and only checkmark "Cached images and files" then click "Clear now". After clearing the browser cache, return to the MDTP Online platform and refresh the page.
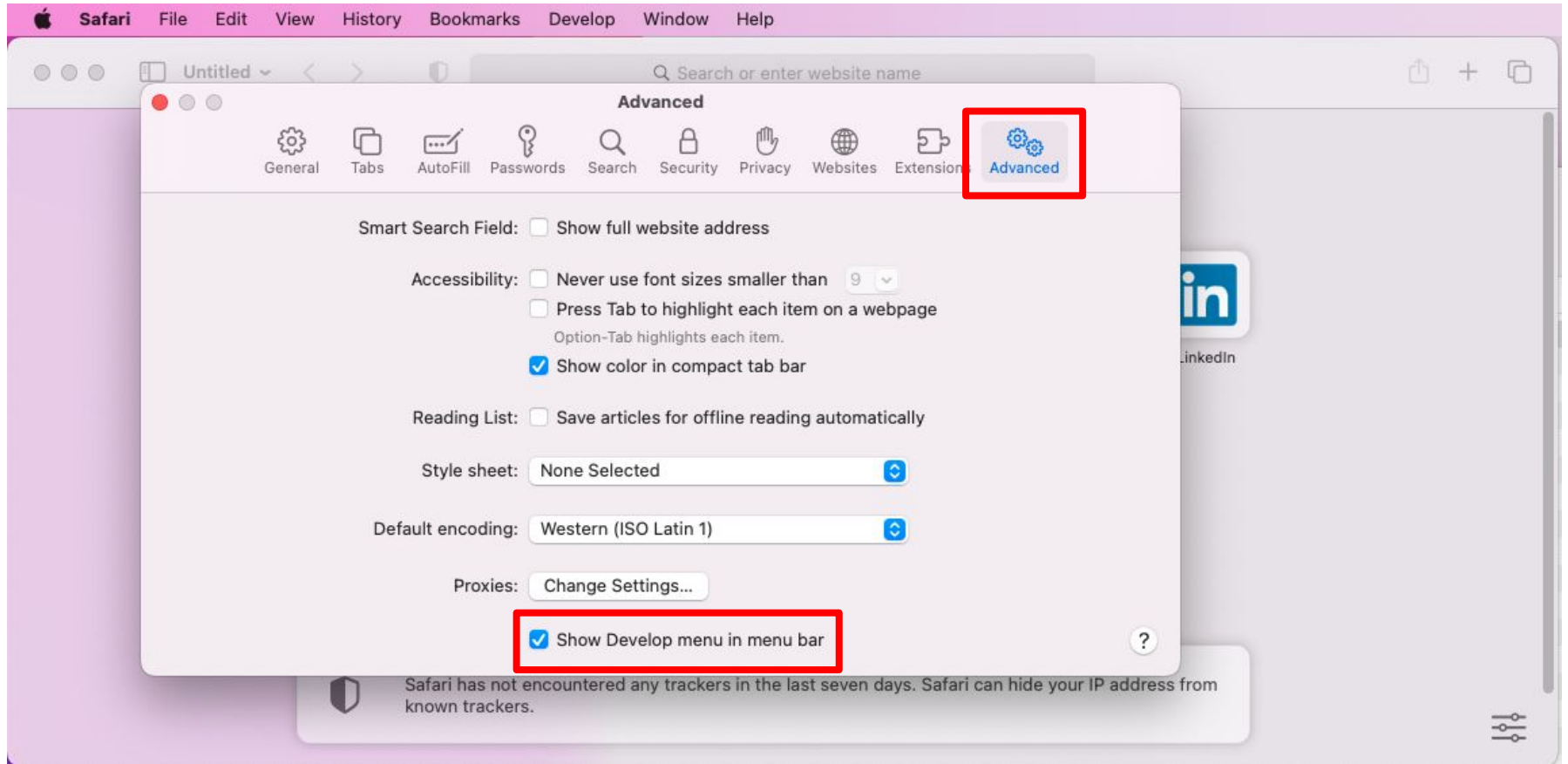
Safari

1) Click "Safari" on the top left of the screen then click "Preferences…".

2) Click "Advanced" then click the "Show Develop menu in menu bar" option.

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3) Click "Develop" on the top of the screen then click "Empty Caches". After clearing the browser cache, return to the MDTP Online platform and refresh the page.

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