How to clear your “cache” or temporary internet files

After Blackboard updates, it may be necessary to clear your “cache” or temporary internet files in your web browser. These files take up space on your computer, so it is a good idea to delete them from time to time as well.

Internet Explorer (Versions 4, 5 & 6 for Windows):

Inside Internet Explorer, go to the Tools dropdown menu. Click on Internet options and a dialog box will open.

In the General Tab, Temporary Internet Files is the second option down and click Delete Files. Click OK in the pop-up window. You can also delete your History from here. Click on Clear History to delete your recently visited web pages. This will clear up space on your hard drive and may help you login to Blackboard after recent updates. Close your browser and restart it again.

Internet Explorer (Version 7 for Windows):

Inside Internet Explorer, go to the Tools dropdown menu. Click on Internet options and a dialog box will open. In the General Tab, under Browsing History click Delete. Click OK in the pop-up window. Next to Temporary Internet Files, click Delete files. Click OK to exit. Close your browser and restart it again.

Safari:

From the Safari Edit menu, select Empty Cache. Click Empty to confirm. Close your browser and restart it again.
Firefox (2.0 for Windows):  
Inside Firefox, please go to the Tools dropdown menu and click on Clear Private Data. Make sure the Cache box is checked and click on the Clear Private Data Now box below. Close your browser and restart it again.

Firefox (1.0 & 1.5 for Windows):  
From Firefox’s Tools menu, select Options & then Privacy. Select the Cache Tab, and click the Clear Cache Now Button. Click OK then close your browser and restart it again.

Netscape (8 for Windows):  
From the Tools menu, select Options then Privacy. Next to Cache, click the Clear button. Click OK then close your browser and restart it again.

Netscape (7.1 for Windows):  
In the Edit menu, select Preferences. In the left panel of the Preferences dialog box, click the plus sign (+) in the box to the left of Advanced. Click Cache, then Clear Cache. Click OK then close your browser and restart it again.

Netscape (V. 4, 6, & 7 for Windows):  
In the Edit menu, select Preferences. In the left panel of the Preferences dialog box, click the plus sign (+) in the box to the left of Advanced. Click Cache, then click Clear Memory Cache, then OK. Click Clear Disk Cache, then OK. Click OK to exit then close your browser and restart it again.
Internet Explorer (for Mac):
From the Explorer menu, select Preferences. In the left panel, click on the down arrow next to Web Browser. Click Advanced, and under Cache click Empty Now. Click OK to exit then close your browser and restart it again.

Firefox (for Mac):
From the Firefox menu, select Preferences. In the drop down menu click Privacy. Click Clear Cache Now and then OK. Close your browser and restart it again.

Netscape (for Mac):
From the Edit menu, select Preferences. In the left panel, click the arrow to the left of Advanced. Click Cache, then Clear Disk Cache Now. Click OK to exit then close your browser and restart it again.

After restarting your browser, try to login to Blackboard again and if you still are having trouble please contact us at Manchester Community College:

Educational Technology and Distance Learning Department • 860-512-2857
sandbox@mcc.commnet.edu • Room LRC B130
www.mcc.commnet.edu/students/resources/distance.php

Also, see more Blackboard help & information here for students:

http://www.mcc.commnet.edu/students/resources/distanceStudentVista.php