

## Evergreen Web Client Tip

# Troubleshooting: Clear Cache

Web browsers store certain pieces of data so that future requests for that data can be processed more quickly. The storage location is called the cache. Because Evergreen is now accessed through a web browser (Chrome), some of data that make up Evergreen is being saved by the browser. Because Evergreen is very data intensive, and libraries visit the same pages and input the same types of data over and over again, sometimes the cached data becomes out of sync with the live pages which can cause functionality and display issues. When this happens, you need to manually wipe the data from the cache – aka, clear the cache, or clear browsing data.

## Chrome: Clear Browsing Data

1. In your Evergreen Chrome browser, open the Chrome Menu
2. Click More Tools
3. Click Clear Browsing Data
4. In the clear browsing data popup:
  - a. Set Time range = All time
  - b. **UNCHECK** Cookies and other site data (if checked this will clear passwords, templates, etc.!)
5. Click Clear data
6. Close the Settings tab
7. Closing the Evergreen session is not usually required but may be needed to fully resolve some cache related display issues

