NEST HELP - CLEARING CACHE

Version 1.0

About this guide

While accessing your NEST online account you may need to clear the cache in your browser at times. You may need to clear the cache in your browser if you're unable to set up with NEST, unable to login to your NEST online account, or see an error which says that we're facing technical difficulties.

A browser is an application on your computer that lets you access the internet. This document will help you with the steps for clearing the cache in your browser.

Depending on the browser you use, you can jump to the relevant section from the contents table below.

Contents

Clearing cache in Internet Explorer

How do I know which version of Internet Explorer am I using?

Method 1

Open the 'Tools' menu, represented by a gear icon, and click 'About Internet Explorer' to find the version number..

Method 2

Open the 'Help' menu and click 'About Internet Explorer'

Result

A box will appear with the information about the version number. You'll be able to see the version number alongside the Internet Explorer logo.

How do I clear cache in Internet Explorer 7?

Step 1

Click 'Tools' and then click 'Internet Options'.

Step 2

Click on 'Delete' under 'Browsing history'.

Click Ok.

Step 3

Click on 'Delete files' for 'Temporary Internet Files'.

Step 4

Refresh your browser (or press F5 on your keyboard).

How do I clear cache in Internet Explorer 8?

Step 1

Click on 'Safety'.

Step 2

Click on 'Delete browsing history' under 'Safety'.

Step 3

Tick the boxes for 'Preserve favourites website data', 'Cookies', 'Form data' and 'Private filtering data'.

Step 4

Click 'Delete' to finish.

Step 5

Refresh your browser (or press F5 on your keyboard).

How do I clear cache in Internet Explorer 9?

Step 1

Click 'Settings' on the right side of your computer screen. Now click on 'Safety' and click 'Delete browsing history' or simply press Ctrl+Shift+Del on your keyboard.

Step 2

Click on 'Safety' and click 'Delete browsing history' or simply press Ctrl+Shift+Del keys on your keyboard.

Step 3

Tick the boxes for 'Preserve Favourites website data', 'Cookies', 'Form data' and 'Private Filtering data'.

Step 4

Click 'Delete' to finish.

Step 5

Refresh your browser (or press F5 on your keyboard).

How do I clear cache in Internet Explorer 10 and 11?

Step 1

Click on the gear icon in the top right corner of your computer screen.

Step 2

Click on 'Safety'.

Step 3

Click 'Delete browsing history'.

Step 4

Tick the boxes for 'Temporary Internet files' and 'Website files'.

Step 5

Click on 'Delete'.

Step 6

Refresh your browser (or press F5 on your keyboard).

Clearing cache in Google Chrome

Step 1

Click on the three horizontal dashes in the top right corner on your browser.
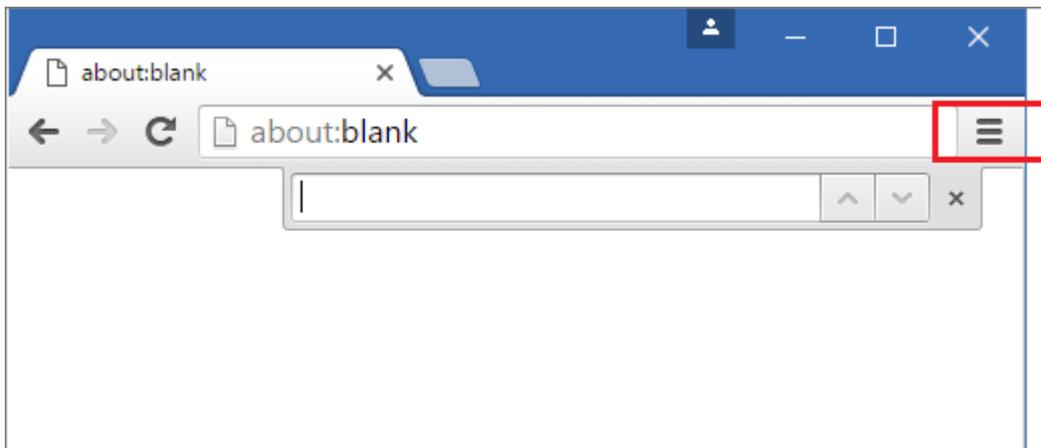
Step 2

Click on 'Settings'.

Step 3

Click on 'History' in the menu on the left side.

Step 4

Click on 'Clear browsing data'.

Step 5

Select 'Empty the cache' from the list.

Step 6

Click on 'Clear browsing data' at the bottom.

You browser cache will now be empty

Clearing cache in Mozilla Firefox

How do I know which version of Mozilla Firefox I am using?

Step 1

Click on 'Help' at the top of your browser.

Step 2

Click on 'About Mozilla Firefox'.

The version of Firefox will be displayed in a box.

How do I clear cache in Firefox version 3 to 6 if I am using Mac or Windows?

Step 1

Click 'Tools' and then click 'Clear Private Data'.

Step 2

Tick the box for 'cache'.

Step 3

Click on 'Clear Private Data Now'.

Step 4

Refresh your browser (or press F5 on your keyboard).

How do I clear cache in Firefox version 20 and above if I am using Windows?

Step 1

Click on the orange 'Firefox logo' button in the top left corner of your browser.

Step 2

Click on 'Options' in the sub menu.

Step 3

Click on 'Advanced'.

Step 4

Click on the 'Network' tab.

Step 5

Click on 'Clear Now' in the 'Cached Web Content' section.

How do I clear cache in Firefox version 20 and above if I am using Mac?

Step 1

Click on 'Firefox' in the menu bar.

Step 2

Click on 'Preferences'.

Step 3

Click on 'Advanced'.

Step 4

Click on the 'Network' tab.

Step 5

Click on 'Clear Now' in the 'Cached Web Content' section.

Clearing cache in Safari

How do I clear cache in Safari if I am using Mac?

Step 1

Click on 'Safari' and then click on 'Empty cache'.

Step 2

Click on the 'Empty' button.

Step 3

Click on the 'Refresh' icon.

How do I clear cache in Safari if I am using Windows?

Step 1

Click on 'Edit' at the top of your browser.

Step 2

Click on 'Empty cache'.

Step 3

Click on 'Empty' in the pop up box.

Nest Public