Clear Internet Explorer and Silverlight Cache

This process is completed by GoServicePro users.

This article reviews the steps to clear the Internet Explorer and Silverlight Caches, as well as clearing the cache in Chrome and Firefox when necessary.

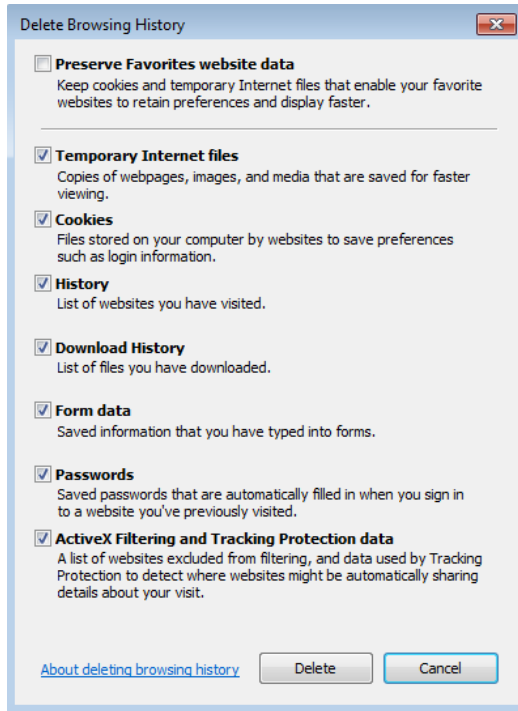Video: [GoServicePro: Clear Browser Cache](#)

Note: You may be directed to clear your Internet Explorer cache when troubleshooting issues with GoServicePro, or when updates have been applied to the GoServicePro system. If you have multiple browsers on your computer (such as Chrome or Firefox), it is recommended to clear the cache in these browsers as well. Follow the steps below to clear your cache in Internet Explorer, Silverlight, Chrome, and Firefox.

Clearing the Internet Explorer Browser Cache

1. Launch Internet Explorer.
2. Click the **Tools** icon (circled below) in the upper right-hand corner.

3. Click on **Safety** and then **Delete Browsing History**.
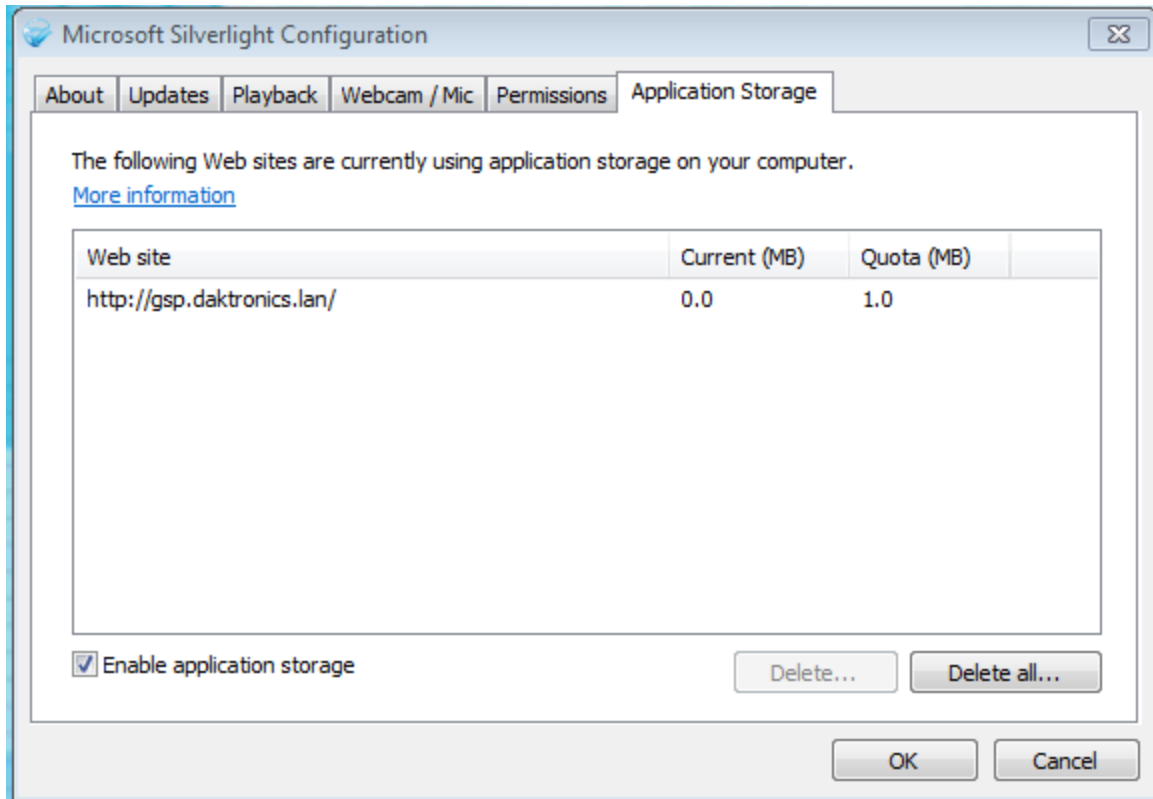4. Verify that the boxes checked match the screenshot below.

5. Click the **Delete** button. You will get a confirmation that your cache has been deleted.
Clearing the Silverlight Cache

Note: The Silverlight cache should only be cleared when troubleshooting extreme situations, as clearing this cache may cause you to lose personalized settings in GoServicePro. Clear this cache only when you are directed to.

1. Navigate to the GoServicePro login page.
2. Using your mouse, right-click anywhere on the page. A Silverlight button will appear.
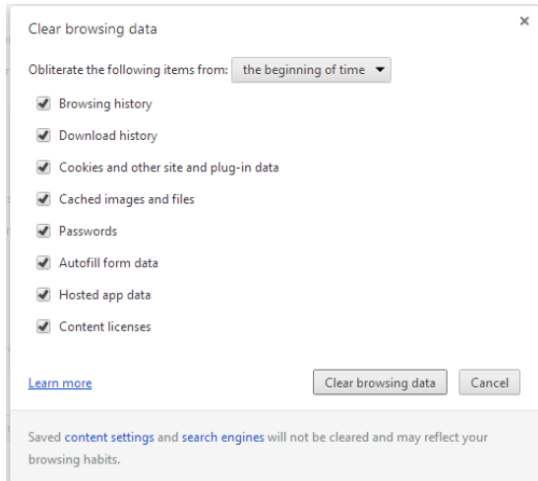3. Click the Silverlight button (referenced above) to open the Silverlight Configuration window.

4. Click on the **Application Storage** tab.
5. Click **Delete All**…
6. Click **Yes** on the popup to confirm deletion of application storage.
7. Close the Silverlight Configuration window by clicking either:
- The **OK button**
- The **Red X** in the top-right corner of the window

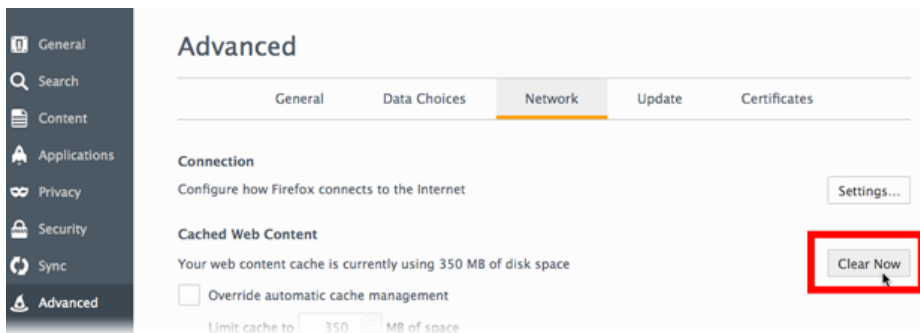**Clearing the Cache in Other Browsers**

Google Chrome:

1. In the top-right corner of Chrome, click the Chrome menu ≡.
2. Select **More tools** > **Clear browsing data**.
3. In the dialog box that appears, select all checkboxes to ensure that all items are cleared.

4. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
5. Click **Clear browsing data**.

Mozilla Firefox

1. Click the Menu button ☰ and choose **Options**.
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click Clear Now.