Quick Guide, All Users

Clearing your Browsing History

Your internet browser will 'cache' data from websites that you have accessed so it can quickly access the same information in the future. Cached information (your browsing history) can stop your browser from recognising updates to websites, and prevent them from working properly.

Most people who use Mosaic will access it through Chrome. However, some people will use Internet Explorer (IE).

You cannot clear your browsing history in Mosaic, so you will need to open your browser (Google Chrome, Internet Explorer or other) and follow one of the following three methods.

Warning

Clearing your browsing cache may lead to you
losing any forms you have checked out to Mosaic Mobile

Adding to the address in your browser bar

- Delete the last '/' from the address in your browser bar and add '?clearcache=1'
    - For example: https://www.lincolnshire.gov.uk?clearcache=1
- Press the enter key on your keyboard

Using your keyboard keys

- Hold down the Shift, Ctrl and Delete keys to open the 'Clear browsing data' box
    - In Chrome, select 'the beginning of time' in the 'Clear the following items from:' option
- Make sure the 'Cached images and files' or 'Temporary Internet files' box is ticked
- Click on the 'Clear browsing data' or 'Delete' button

Using the settings option

Chrome:

- Click the menu button ⋮ in the top right corner

- Hover your cursor over the 'More tools' tab, and select 'Clear browsing data…'

- Select 'the beginning of time' in the 'Clear the following items from:' option

- Click the 'Clear browsing data' button
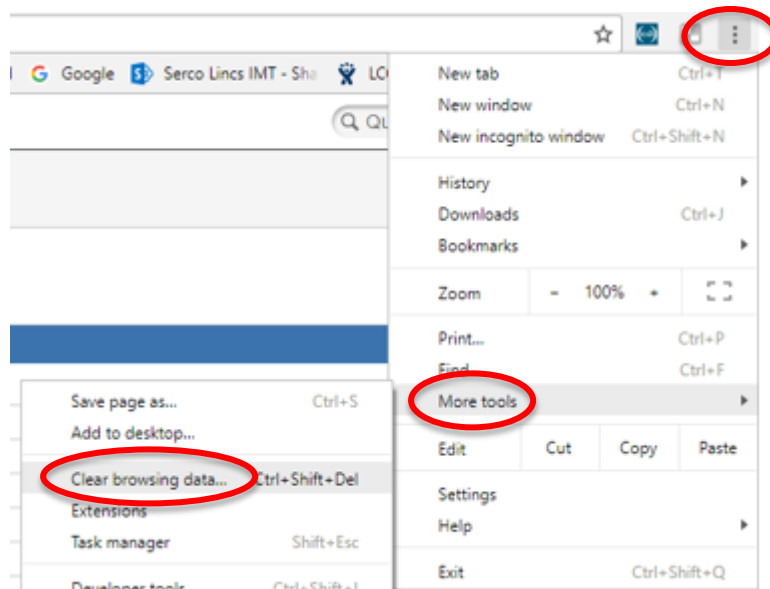
Internet Explorer:

- Click the settings button ⚙ in the top right corner

- Hover your cursor over the 'Safety' option, and select 'Delete browsing history…'

- Click the 'Delete' button in the 'Delete Browsing History' box