

How to Clear Your Browser Cache and Cookies

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If your strata manager or the StrataMax Portal help has asked you to "clear your cache and cookies," this article explains exactly how to do it, step by step, for the most common web browsers. Clearing this stored data fixes many login problems and pages that will not load or display correctly.

TIP! Try a hard refresh first (below) — it is quick and often fixes the problem on its own without signing you out of any websites.

Option 1: Try a Hard Refresh First

A hard refresh reloads the current page while ignoring the saved (cached) copy your browser is holding. It is the quickest thing to try and does not sign you out of any websites.

- *Windows (Chrome and Edge):* hold *Ctrl* and press *F5*. You can also use *Ctrl + Shift + R*.
- *Mac (Chrome and Edge):* hold *Cmd + Shift + R*
- *Safari (Mac):* Safari has no single hard-refresh shortcut. Hold *Option + Cmd + E* to empty the cache, then click the reload icon in the address bar.

Laptop tip: On many laptops the F keys double as volume and brightness controls, so you may need to hold the *Fn* key as well — for example *Fn + Ctrl + F5*. If in doubt, use *Ctrl + Shift + R*, which works on both desktop computers and laptops.

A hard refresh only reloads the current page. It does not remove saved passwords or cookies. If a hard refresh does not fix the problem, follow the full steps below to clear your cache and cookies.

Option 2: Clear Your Cache and Cookies

Find your browser below and follow the steps. Clearing cookies will sign you out of most websites, so have your passwords handy before you start.

Google Chrome

1. Press *Ctrl + Shift + Delete* (Windows) or *Cmd + Shift + Delete* (Mac) to open the Delete browsing data window. You can also click the three dots (:) in the top-right corner, then choose *More tools > Delete browsing data*.
2. In the *Time range* box, choose *All time*.

3. Tick *Cookies and other site data* and *Cached images and files*.
4. Click *Delete data*.
5. Close Chrome completely, reopen it, and try the StrataMax Portal again.

Microsoft Edge

1. Press *Ctrl + Shift + Delete* (Windows) or *Cmd + Shift + Delete* (Mac) to open the Clear browsing data window. You can also click the three dots (...) in the top-right corner, then choose *Settings > Privacy, search, and services*, and under *Clear browsing data* click *Choose what to clear*.
2. In the *Time range* box, choose *All time*.
3. Tick *Cookies and other site data* and *Cached images and files*.
4. Click *Clear now*.
5. Close Edge completely, reopen it, and try the StrataMax Portal again.

Safari (Mac)

Safari clears cached files and cookies together from the History menu.

1. In the menu bar at the top of the screen, click *History*, then *Clear History*.
2. In the *Clear* box, choose *all history*.
3. Click *Clear History*. This removes cached files and cookies.
4. Quit Safari (*Safari > Quit Safari*), reopen it, and try the StrataMax Portal again.

If you would rather only remove StrataMax data and stay signed in to other websites, click *Safari > Settings > Privacy > Manage Website Data*, search for *stratamax*, select it and click *Remove* (or *Remove All* to clear every site). Click *Done*, then quit and reopen Safari.

Option 3: Use a Private or Incognito Window

A private window ignores saved passwords and cached data, so it is a quick way to test whether stored data is causing the problem — without changing any of your settings.

- *Chrome: Ctrl + Shift + N* (Windows) or *Cmd + Shift + N* (Mac).
- *Edge: Ctrl + Shift + N* (Windows) or *Cmd + Shift + N* (Mac). In Edge this is called an InPrivate window.
- *Safari: Cmd + Shift + N*.

If the StrataMax Portal works correctly in a private window, the saved data in your normal window is the cause — clearing your cache and cookies (Option 2) will fix it.

Frequently Asked Questions

What is the difference between a hard refresh and clearing my cache?

A hard refresh just reloads the page you are on, ignoring the saved copy, and keeps you signed in everywhere. Clearing your cache and cookies removes stored data across your whole browser and signs

you out of websites. Try a hard refresh first; clear the cache only if that does not help.

Will clearing my cache delete my saved passwords or bookmarks?

No. Clearing your cache and cookies does not delete saved passwords, bookmarks or autofill details unless you specifically tick those options. It does sign you out of websites, so you will need to log in again next time you visit.

I cleared my cache and I am still having trouble.

Try a private/incognito window (Option 3), try a different browser such as Chrome or Edge, and make sure your browser is up to date. If the problem continues across different browsers and devices, contact your strata manager so it can be investigated.

How do I know which browser I am using?

Look at the icon you click to get on the internet: a coloured circle is usually Chrome, a blue-green swirl is Edge, and a blue compass is Safari on a Mac. The steps above cover all three.
