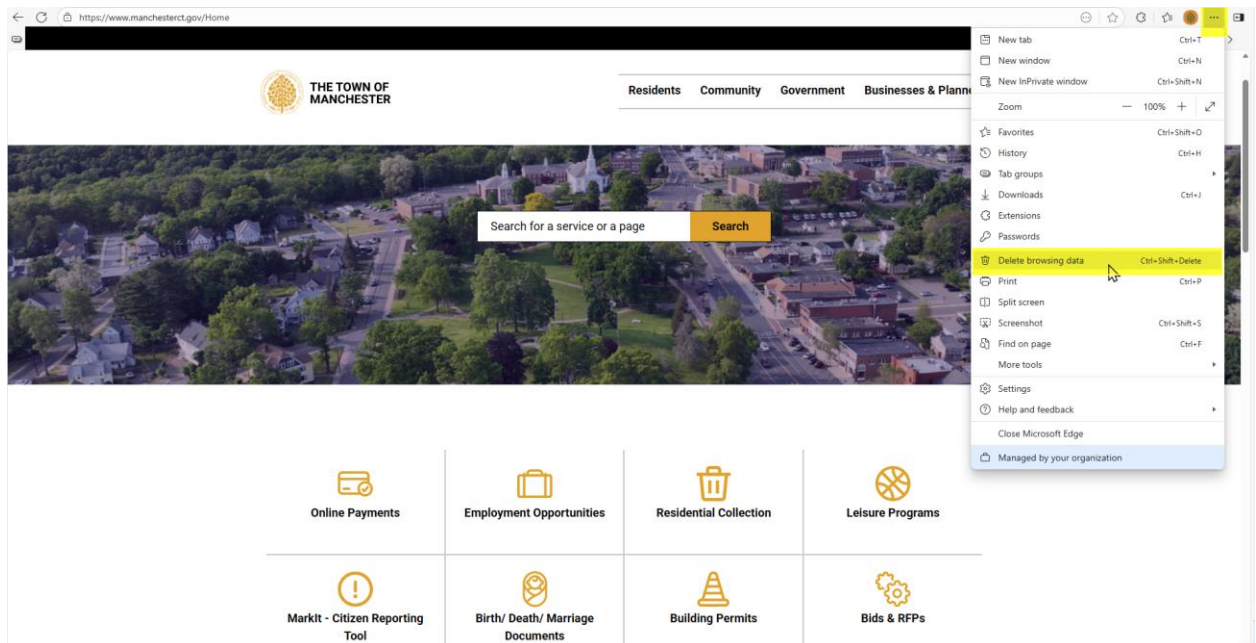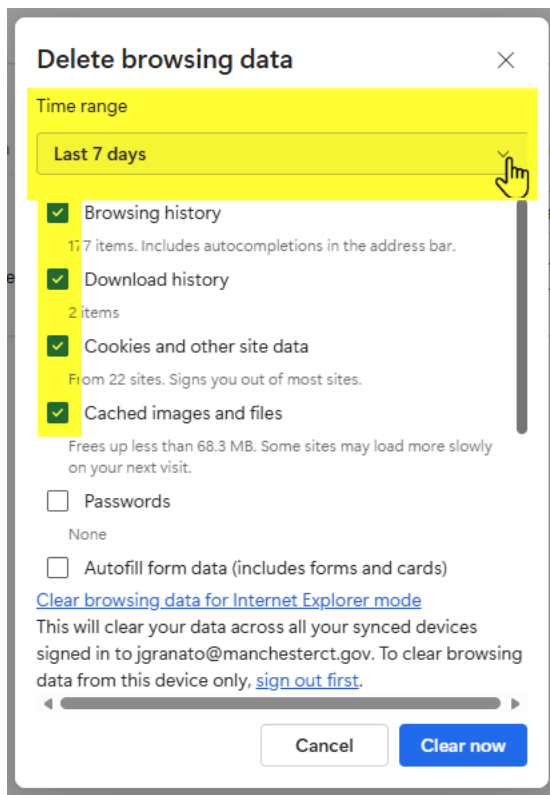# How to Clear Cache in Microsoft Edge

There are times when you may come across an issue when making application with the online permit portal. You may get an error message or have trouble attaching a file. This can sometimes be caused by old, cached files that are conflicting with the current information on the website. When this happens, you may need to clear your browser's cache to remove any digital clutter and allow your system to only load fresh content and settings from the site.

- From your Edge browser tab, you will click on the three dots in the upper right corner of the page and select "Delete browsing data".

- From the pop-up, you will want to change the time frame on the drop down to at least the last 7 days, and check the boxes for Browsing History, Download History, Cookies and other site data, and Cached images and files. You will then click on Clear now.

- Once the pop-up disappears, the process is complete and you can close that tab.

Should you need more information on clearing your browser's cache, please contact the building department at (860) 647-3052 or buildingdept@manchesterct.gov.