ROCHESTER RHIO
Regional Health Information Organization

CACHE CLEARING STEPS

Due to an Explore upgrade users may experience "clocking" (patient summary pages looking like they are loading without ever loading). To resolve the clocking issue, users must clear their browser cache. Please use the below steps on how to clear browser cache.

Google Chrome
1.   On your computer, open Chrome.
2.   At the top right, click the three vertical dots (Menu)
3.   Click More tools and then Clear browsing data.
4.   At the top, choose a time range. To delete everything, select All time.
5.   Check the box next to "Cached images and files,"
6.   Click Clear data.

Internet Explorer
1.   Open Internet Explorer
2.   Select the Tools button (little gear icon in the upper right)
3.   Choose Safety
4.   Select Delete browsing history.
5.   Check the boxes next to "Temporary Internet Files and website files"
6.   Select Delete

Microsoft Edge
1.   On your computer, open Microsoft Edge.
2.   At the top right, click the three horizontal dots (Menu)
3.   Click Settings
4.   Under "Clear Browsing Data", select "Choose What to Clear"
5.   Check the box next to "Cached data and files,"
6.   Click Clear.

Mozilla Firefox
1.   On your computer, open Mozilla Firefox.
2.   At the top right, click the books icon (Library
3.   Click History
4.   Click "Clear Recent History"
5.   Check the box next to "Cache", and "Offline Website Data"
6.   Click "Clear Now".

Safari
1.   On your computer, open Safari.
2.   At the top left, click the word "Safari" (a drop down menu)
3.   Select "Preferences"
4.   Click "Advanced"
5.   At the bottom, check "Show Develop menu in menu bar"
6.   At the top of the screen, click "Develop" (a new drop down menu)
7.   Select Empty Cache