

# Something's not working the way I expect it to. Where do I start?

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If something in the system isn't working the way you expect it to-- a file isn't uploading, a button isn't working, a comment isn't saving, etc.-- try clearing your cache, as it is often the solution and a necessary first step in troubleshooting.

## What is a browser cache?

When you visit a web page, your browser creates a temporary cache of the website data, which helps your computer load it more quickly on future visits. If there are conflicts between the cached version and most current version of a website, it can cause trouble with the way certain elements load or function.

## Clearing your cache

Here's how to clear the cache in each browser we support. When clearing your cache, be sure to select a time range of "**From the beginning of time**", "**Everything**", "**All**", etc.

- **Google Chrome** (<https://support.google.com/accounts/answer/32050?hl=en>)
- **Mozilla Firefox** (<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>)
- **macOS Safari** (<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>)



You can use these keyboard shortcuts to clear your cache in all browsers except Safari:

Win - **CTRL + Shift + Delete**

Mac OS - **Command + Shift + Delete**