

# Guide to Clear Cache on Android and iPhone

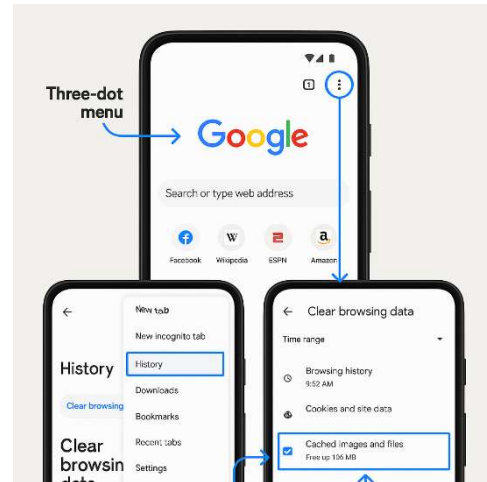
Students having issues with the phone/computer browser setting can do the following two options:

## A. Clear Cache & allow the pop-up



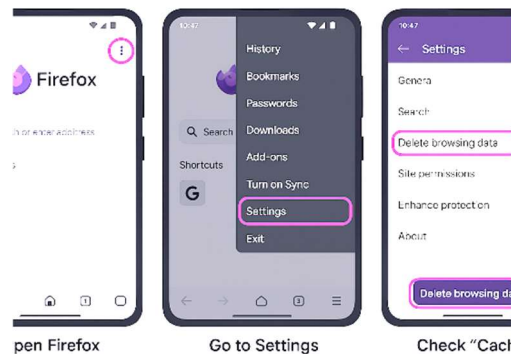
### Android (Google Chrome)

1. Open **Chrome**.
2. Tap the **three-dot menu** (top-right).
3. Tap **History** > Tap **Clear browsing data**.
4. Choose Time range (e.g., 'All time').
5. Check **Cached images and files**.
6. Tap **Clear data**.



### Android (Firefox)

1. Open **Firefox**.
2. Tap the **three-line menu** (bottom-right or top-right).
3. Go to **Settings** > Tap **Delete browsing data**.
4. Select **Cache** (and others if needed).
5. Tap **Delete browsing data**.



### iPhone (Safari)

1. Open the **Settings** app.
2. Scroll down and tap **Safari**.
3. Tap **Clear History and Website Data**.
4. Confirm by tapping **Clear History and Data**.



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## iPhone (Firefox)




1. Open **Firefox**.
2. Tap the **three-line menu** (bottom-right).
3. Go to **Settings** > Tap **Data Management**.
4. Toggle on **Cache**.
5. Tap **Clear Private Data**.



**B. If clearing the cache & allowing the pop-up does not solve the issue, students can go to the page directly:**

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**Authorized Party Instructions:**

Sign in to the Authorized Party Portal.

[Sign In to the Authorized Party Portal](#)

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