Browser Cache (Edge)

The LNSP application undergoes occasional updates that may change certain files that your browser keeps locally. Such files are added to an area of your machine referred to as the "cache." The purpose of the cache is to make access to the site a little faster by not requiring that all files be downloaded every time you go to the site. Many files which are needed for the site to behave properly are not expected to change very often, so the caching principle makes sense.

However, as functionality changes over time, some of the cached files do get changed.

The only method that is certain to make your browser obtain the new files is for the files in the cache to be removed. When the browser attempts to find the files it needs for the site it will first check whether they already exist in the cache. If it does not find them there, then it will reach out to the site to obtain them.

Each browser has a slightly different way to control, as well as clear, the cache.

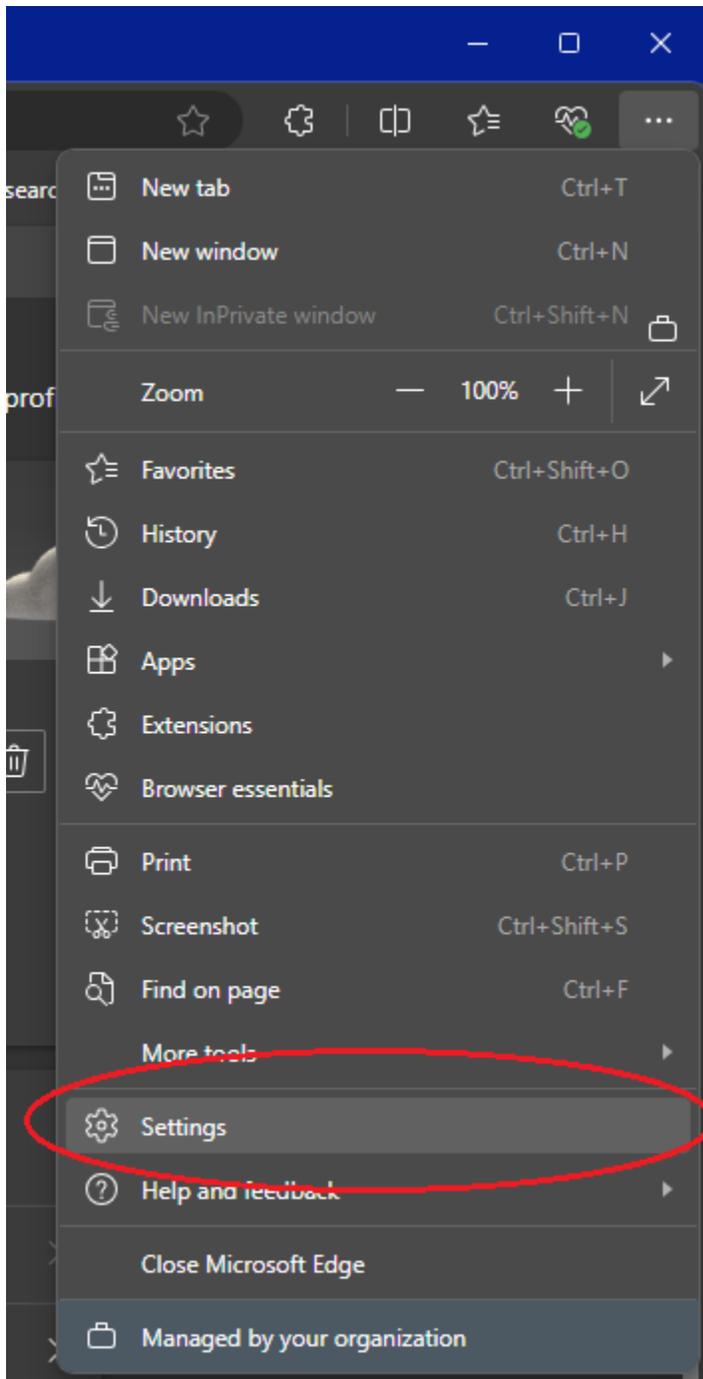For the Edge browser follow the steps below to clear the cache.

Step 1

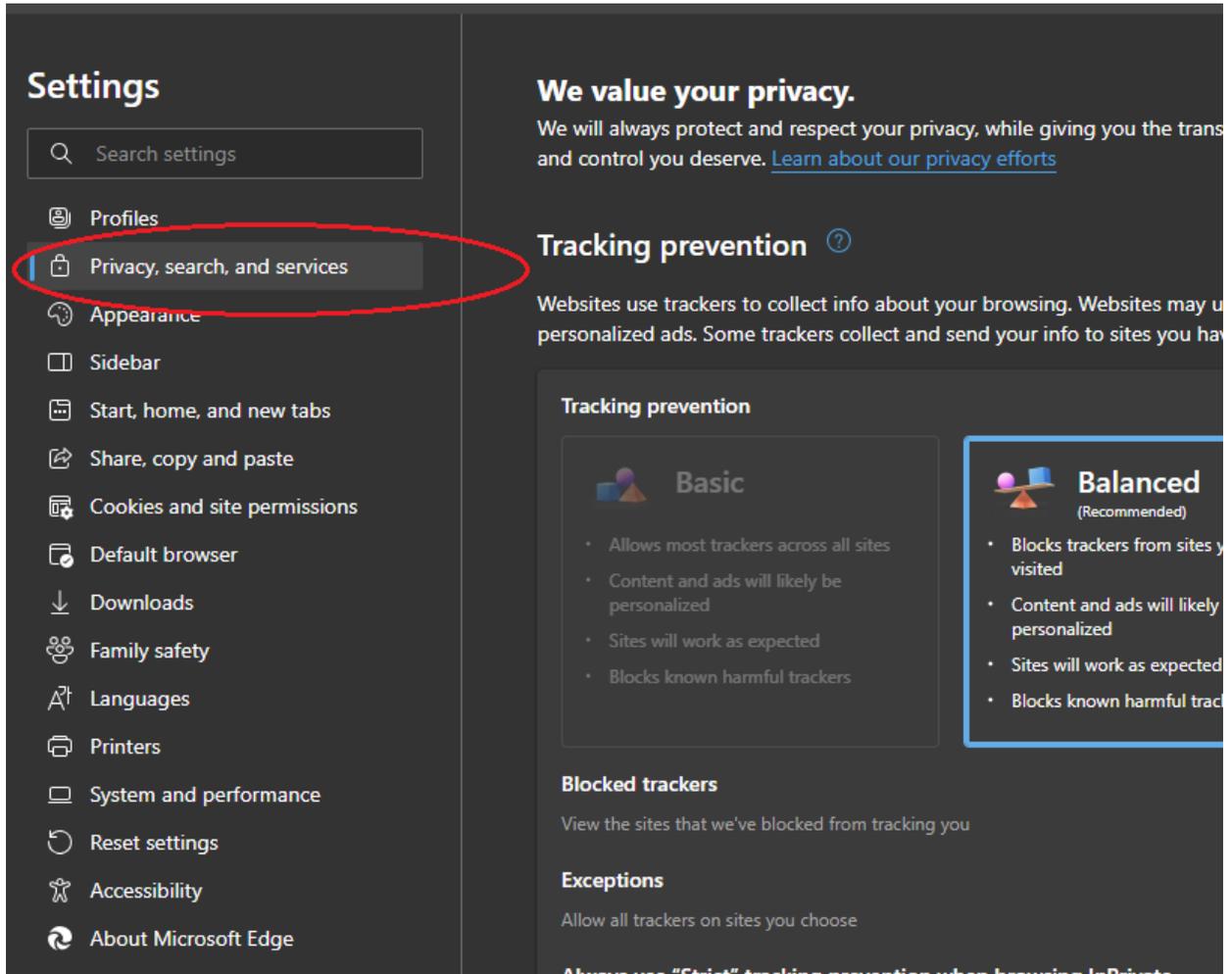Click the ellipsis button in the upper right corner of the search bar.
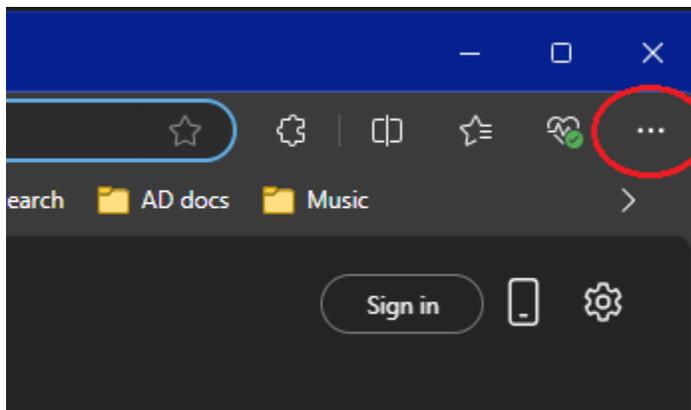
Step 2

Select the Settings menu item.

Step 3

In the new tab (or window) that opens select the "Privacy, search, and services option in the menu on the left side of the page.

Step 4

The page on the right will change and you will find a section titled "Delete browsing data." In that section will be a button labeled "Choose what to clear" associated with an option titled "Clear browsing data now." Click the "Choose what to clear" button.
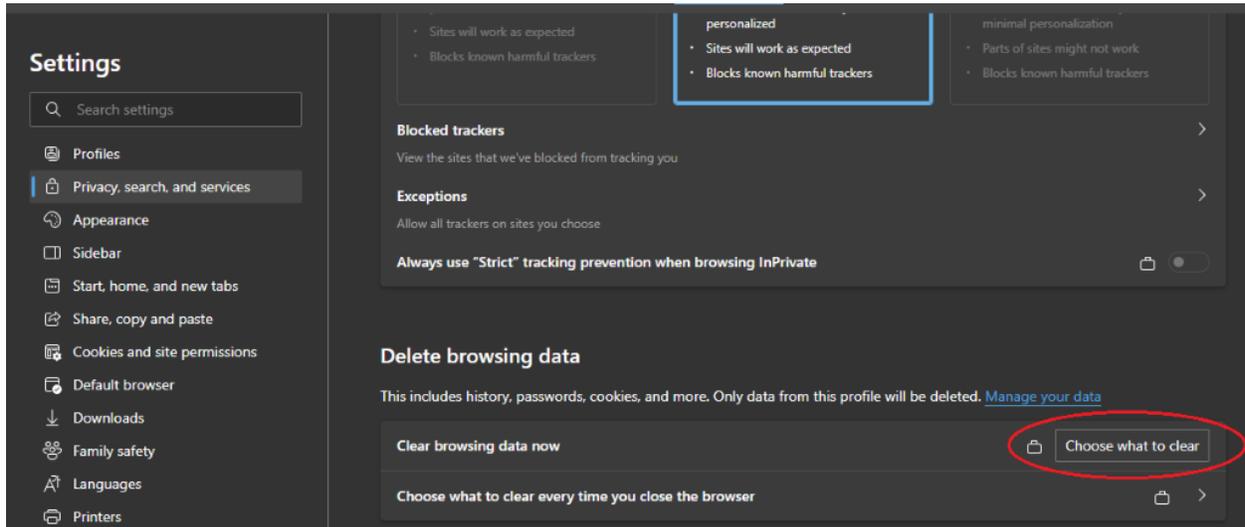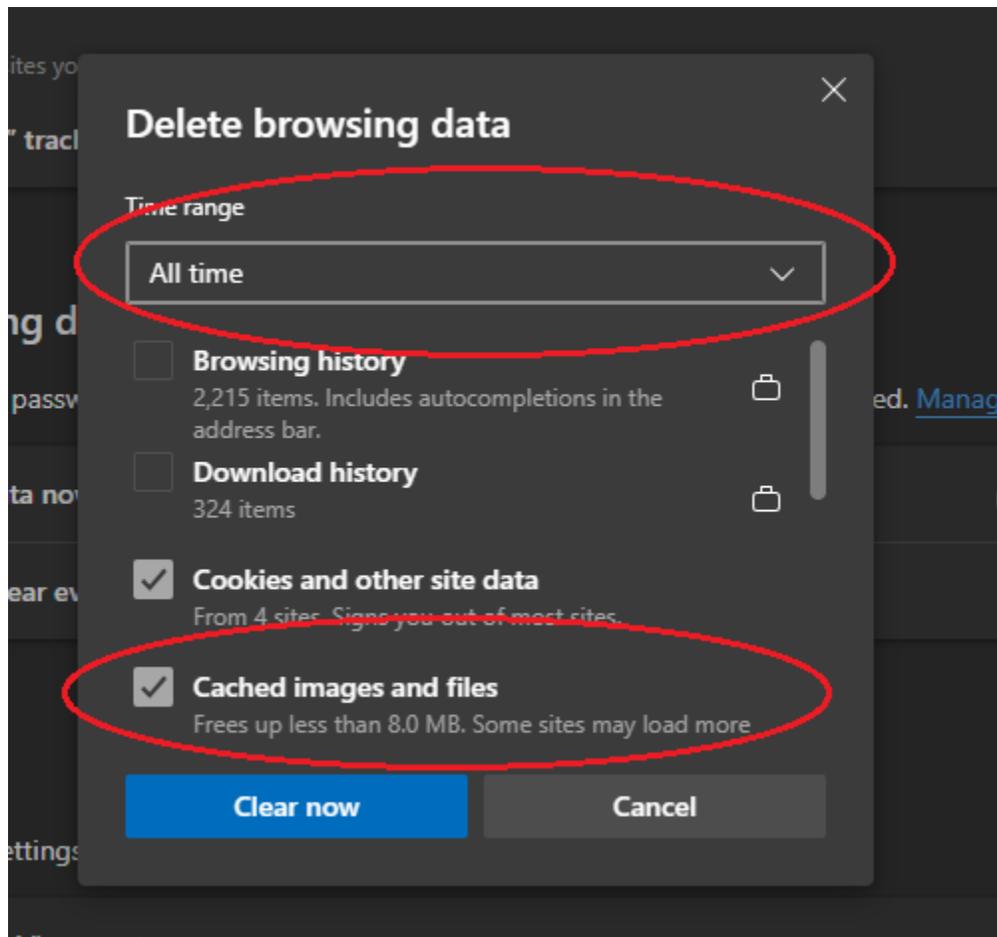
Step 5

In the dialog box that opens there are two settings you must be sure to set properly.

The "Time range" option "All time" needs be selected from the dropdown menu.

The check box for "Cached images and files" must be checked.

Step 6

You may now click the "Clear now" button. Wait for the busy indicator to go away, and then open a new browser window to navigate to the LNSP website.