Clearing Your Browser Cache – NWWMLS Help Guide

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Your web browser stores copies of webpages, images, and data in a "cache" to help pages load faster when you revisit them. Over time, this stored data can cause pages to load incorrectly or prevent updates from appearing (like in Matrix, Realist, or OneHome). Clearing your cache ensures you're viewing the most up-to-date version of a site.

When to Clear Your Cache

1   If MLS pages aren't loading correctly or seem outdated
2   After system updates or browser changes
3   As part of regular maintenance (once a week or so)

How to Clear Cache by Browser

Google Chrome
1   Click the three dots in the top-right corner.
2   Choose Settings → Privacy and security → Clear browsing data.
3   Select Cached images and files (and optionally Cookies and other site data).
4   Click Clear data.

Microsoft Edge
1   Click the three dots in the top-right corner.
2   Choose Settings → Privacy, search, and services.
3   Under Clear browsing data, click Choose what to clear.
4   Select Cached images and files and Cookies → Clear now.

Mozilla Firefox
1   Click the three lines in the top-right corner.
2   Choose Settings → Privacy & Security.
3   Under Cookies and Site Data, click Clear Data.
4   Check Cached Web Content and Cookies → Clear.

Safari (Mac)
1   Click Safari → Preferences → Advanced, then enable Show Develop menu.
2   From the top menu, click Develop → Empty Caches.
3   To also remove cookies, go to Safari → Clear History.

Recommended Practice

Clear your cache weekly or anytime you experience problems such as pages not displaying correctly, missing MLS updates, or login/time-out issues in Matrix or Realist.

Tip:
After clearing your cache, close your browser completely and reopen it for changes to take effect.

Frequently Asked Questions: Clearing Your Browser Cache

What is a browser cache?
Your browser automatically saves temporary copies of webpages, images, and data so those sites load faster when you visit them again. These stored copies are called the "cache."

Why do I need to clear it?
Over time, cached data can conflict with new website updates—causing pages to load incorrectly, fields to display outdated information, or login issues in Matrix, Realist, or OneHome. Clearing the cache removes these old files so your browser fetches the most current version from the internet.

How often should I clear my cache?
We recommend clearing it at least once a week or any time: MLS pages seem slow or don't display properly, a recent update isn't showing, or you're having login or timeout issues.

Will clearing the cache delete my passwords or bookmarks?
No. Clearing cached files does not remove saved passwords, bookmarks, or stored forms. If you also clear cookies, you may be signed out of some websites.

What's the difference between cache and cookies?
Cache stores website content (images, code, layout). Cookies store personal site data (like login sessions and preferences). Clearing both helps fix stubborn issues, but cache alone usually solves display problems.

Does clearing the cache affect Matrix or Realist data?
No. It only affects how your browser loads those sites. MLS listing data remains securely stored on CoreLogic's servers.

What if I'm still seeing problems after clearing cache?
Try closing and reopening your browser, restarting your computer, or using a different browser. If issues continue, contact the MLS office at mls@ranww.org or 715-835-0923.