# GO by Spark - How to Clear Cache & Hard Reload?

This guide is intended for users who:

- Are experiencing issues logging in after a deployment,
- Are encountering API error messages when trying to edit a content blurb,
- Or have been advised by the GO by Spark Support Team to perform a hard reload as a troubleshooting step.

Below are step-by-step instructions for clearing cache and performing a hard reload across the most common browsers.

# Google Chrome / Microsoft Edge / Brave / Opera (Desktop)

These Chromium-based browsers support an easy way to do a hard reload and clear cache with Developer Tools open.

### Steps:

1. Right-click anywhere on the page and select "Inspect" to open Developer Tools.

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2. Once the DevTools panel opens, right-click the Reload button (ⓒ) at the top-left of the browser.

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3. Click "Clear Cache and Hard Reload."



# Mozilla Firefox (Desktop)

A No "clear cache and hard reload" option via the Reload button, but you can do it manually.

### Option 1: Hard Reload

1. Press Ctrl + F5 (Windows/Linux) or Cmd + Shift + R (Mac).

### **Option 2:** Clear Cache Manually

- 1. Click the menu ( $\equiv$ ) > Settings.
- 2. Go to Privacy & Security.
- 3. Under Cookies and Site Data, click Clear Data...
- 4. Select "Cached Web Content" > click Clear.

## Safari – macOS

A You'll first need to enable the **Developer Menu** (if not already enabled).

#### Enable Developer Menu:

- 1. Go to Safari > Settings (or Preferences).
- 2. In the Advanced tab, check "Show Develop menu in menu bar."

#### Clear Cache and Hard Reload:

- To clear cache: Go to Develop > Empty Caches.
- To hard reload: Press Cmd + Option + R.