

Velocity@ocbc | Clear Cache Guide



[Click here for Windows guide](#)



Mac

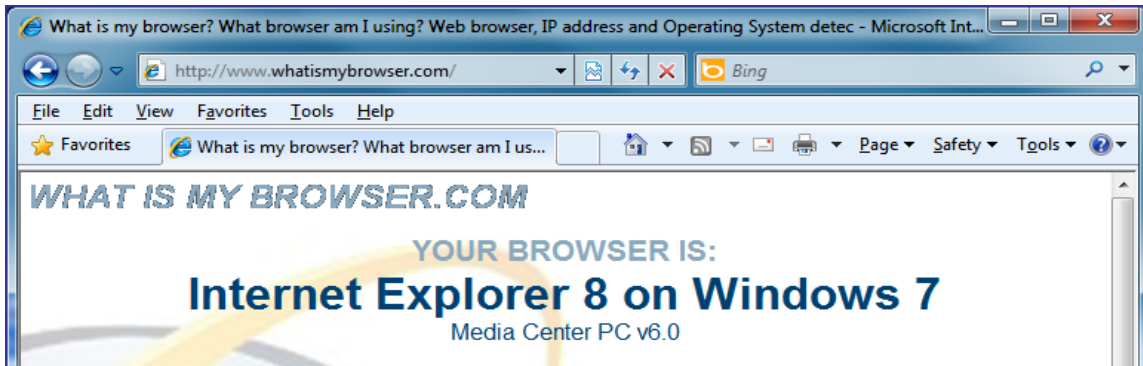
[Click here for Mac OS guide](#)



Step 1: Check your browser version

1. Type www.whatismybrowser.com at the address bar and press **Enter**.
2. You should see any of the following:

Internet Explorer



Firefox



Note: Google Chrome and Safari browsers are not supported.

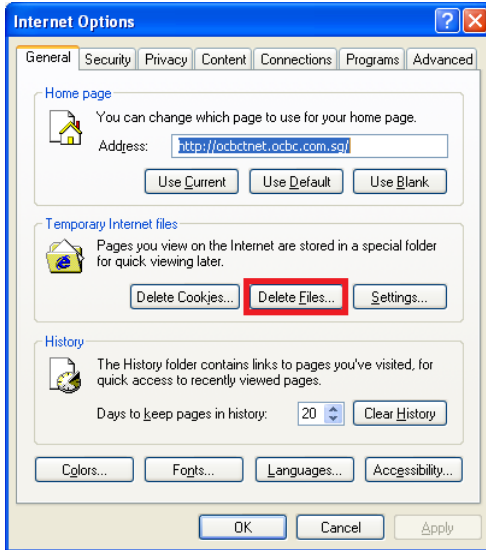
Click on the following, based on the browser you are using, to proceed to Step 2:

- [Internet Explorer 6](#)
- [Internet Explorer 7](#)
- [Internet Explorer 8 & 9](#)
- [Firefox 3.X](#)
- [Firefox 4 and above](#)

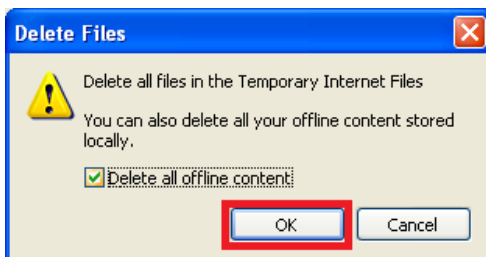
Step 2: Clear your browser cache in Windows

For Internet Explorer 6

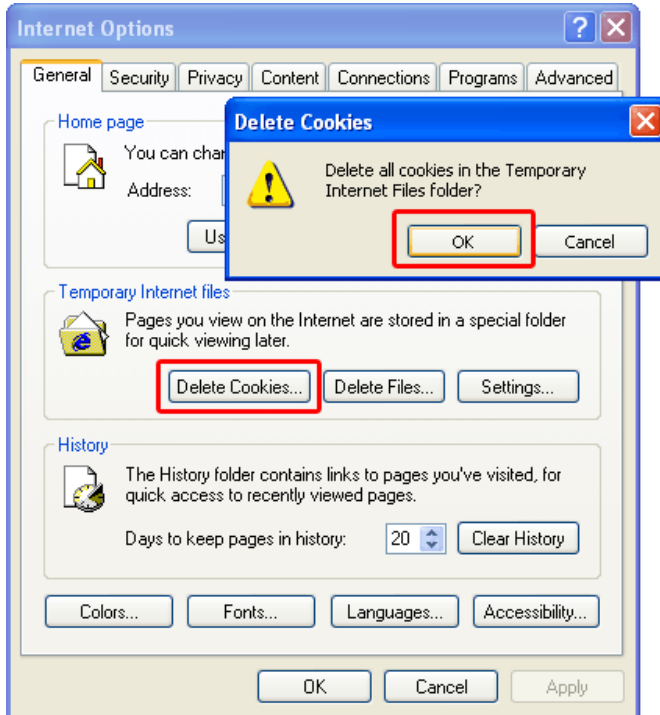
1. Launch Internet Explorer > Go to **Tools** > Select **Internet Options**
2. Click on **Delete Files...**



3. Check box for **Delete all offline content** and click **OK**



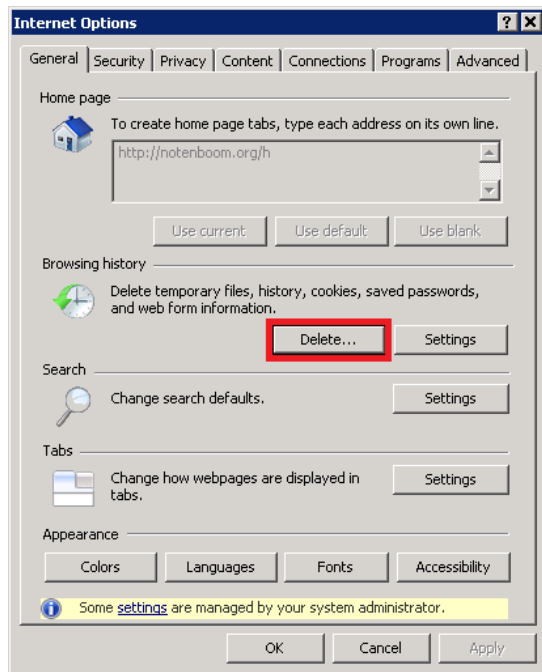
4. Click on **Delete Cookies...** and click **OK**



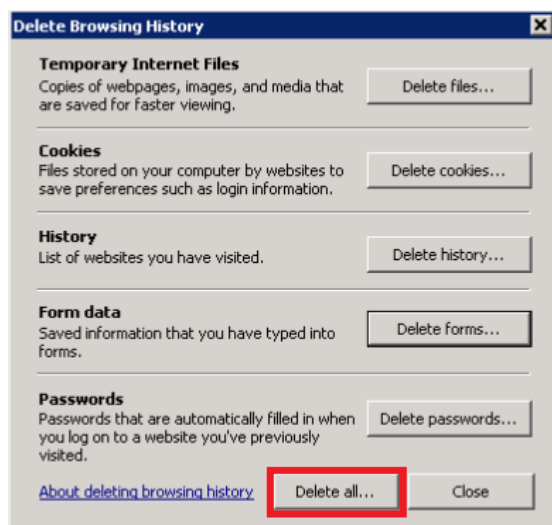
5. Click **OK** to close the Internet Options Window.
6. Exit Internet Explorer by closing all Windows
7. Once done, [click here](#) to proceed to Step 3.

For Internet Explorer 7

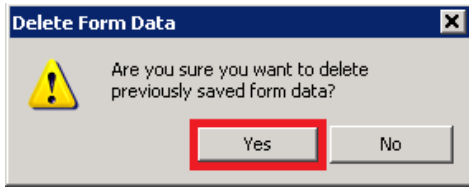
1. Launch Internet Explorer > Go to **Tools** > Select **Internet Options**
2. Click on **Delete...**



3. In the pop-up window, click **Delete all...**



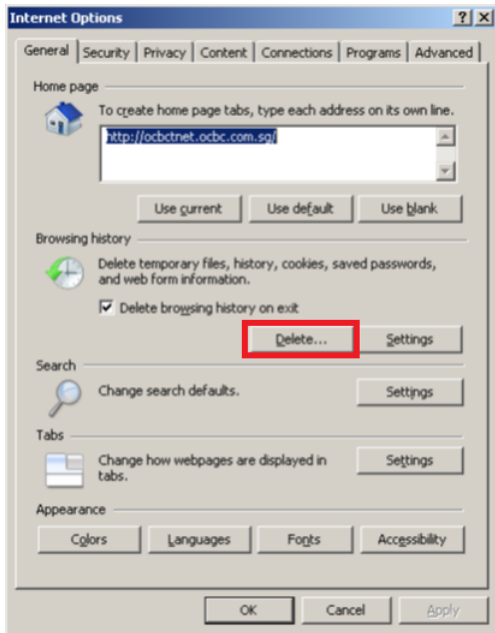
4. Click **Yes** when prompted for confirmation.



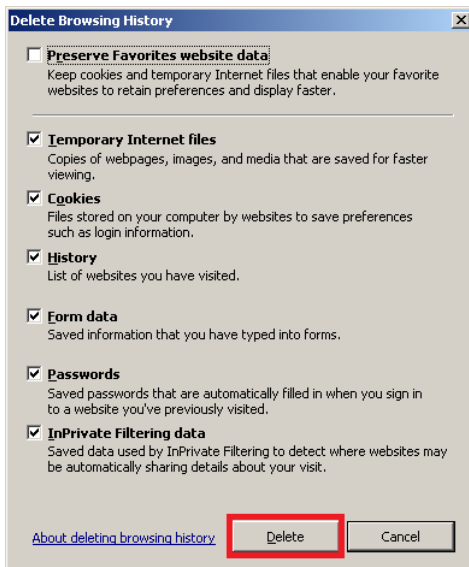
5. Once done, [click here](#) to proceed to Step 3.

For Internet Explorer 8 & 9

1. Launch Internet Explorer > Click **Tools** > Select **Internet Options**
2. Click on **Delete...**



3. Check all boxes in the pop-up window and click **Delete**



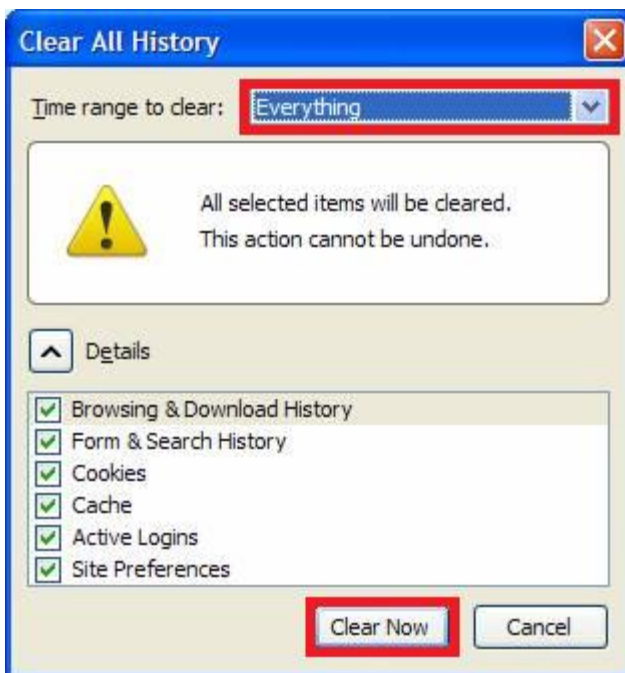
4. Click **OK** to close the Internet Options Window.
5. **Exit** Internet Explorer by closing all Windows
6. Once done, [click here](#) to proceed to Step 3.

For Firefox 3.6

1. Launch Firefox > Go to **Tools** > Select **Clear Recent History...**
(Press [Alt] on the keyboard if the menu bar is not available)



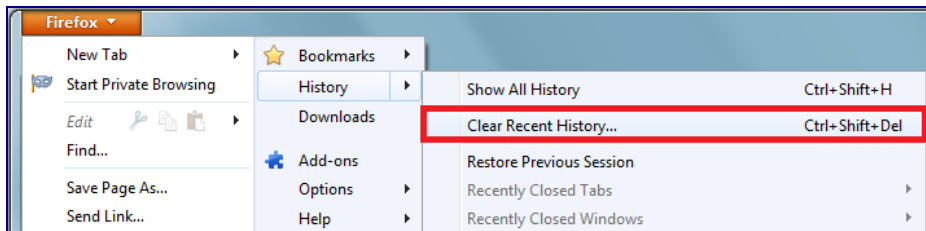
2. Select **Everything** on Time range to clear, expand on **Details** and select all check boxes. Click on **Clear Now**.



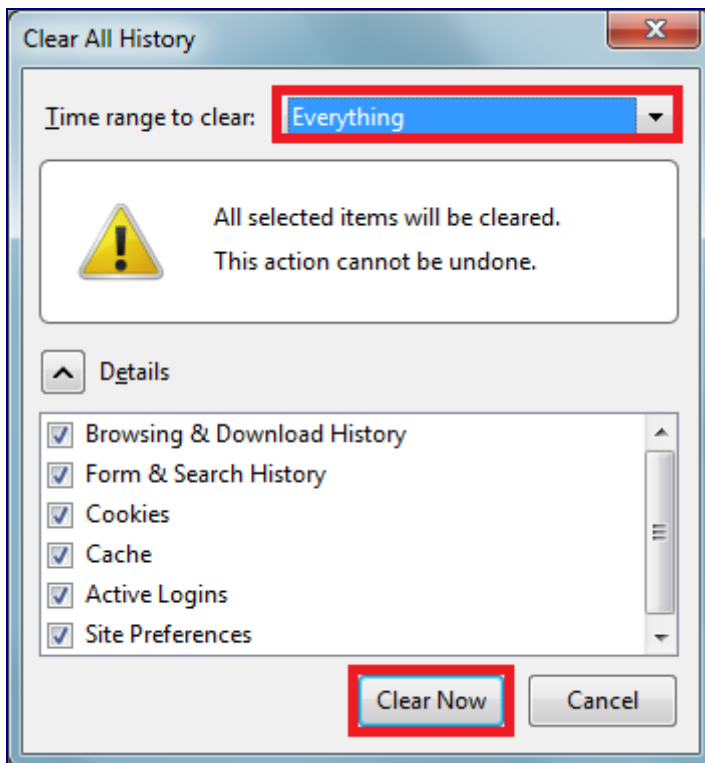
3. **Exit** Firefox by closing all Windows
4. Once done, [click here](#) to proceed to Step 3.

For Firefox 4 and above

1. Launch Firefox > Click on **Firefox ▼** (Top left) > Select **Clear Recent History...**
(Press [Alt] on the keyboard if the menu bar is not available)



2. Select **Everything** on Time range to clear, expand on **Details** and select all check boxes. Click on **Clear Now**.



3. **Exit** Firefox by closing all Windows
4. Once done, [click here](#) to proceed to Step 3.

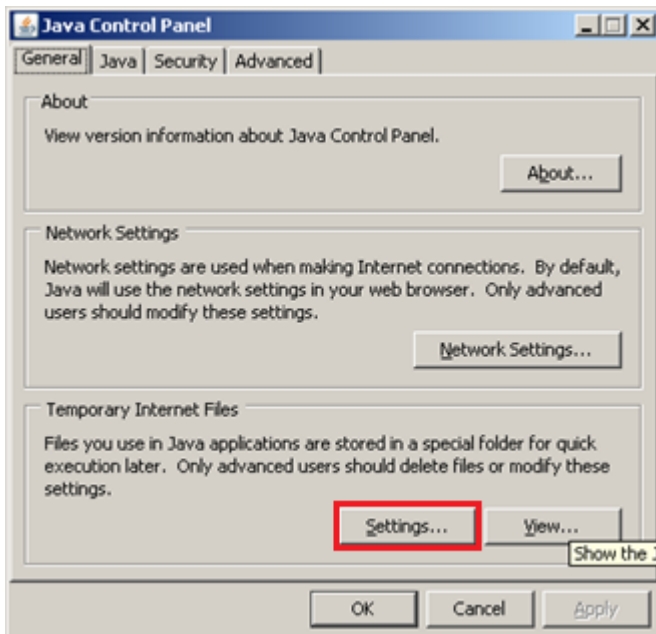
Step 3: Clear your Java cache in Windows

For Windows XP

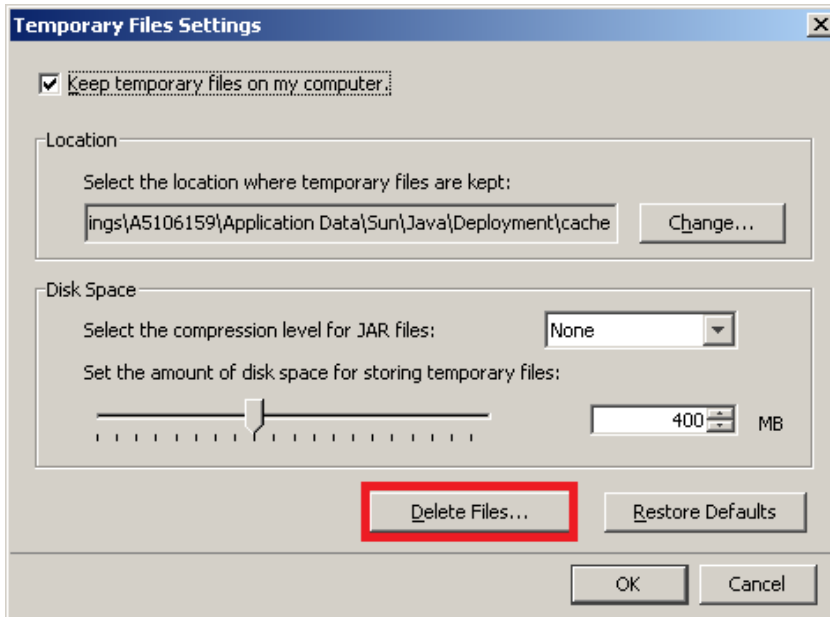
1. **Start > Settings > Control Panel**
(Switch to classic view or view large icon if needed)
2. Double Click on **Java**



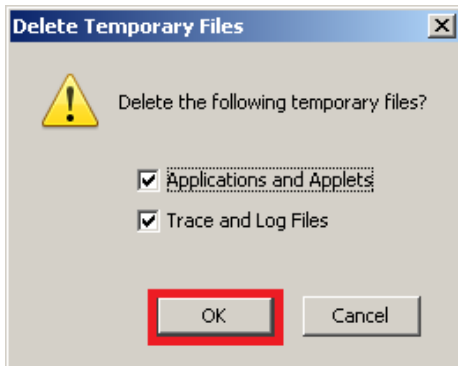
3. Click on **Settings...**



4. Click on **Delete Files...**



5. Check all boxes and click on **OK**

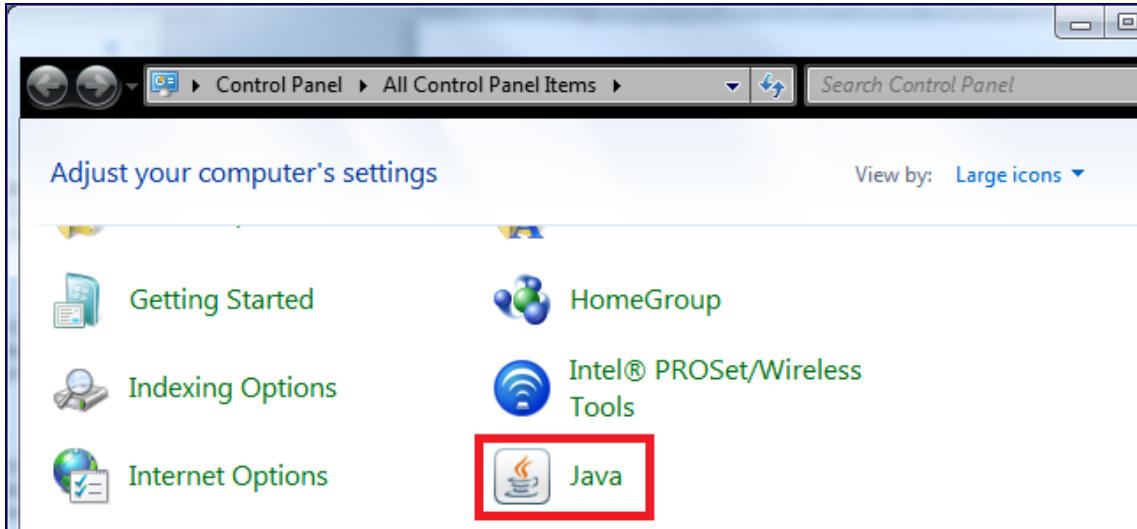


6. Click **OK** again to close the Java Control Panel
7. Close the Control Panel

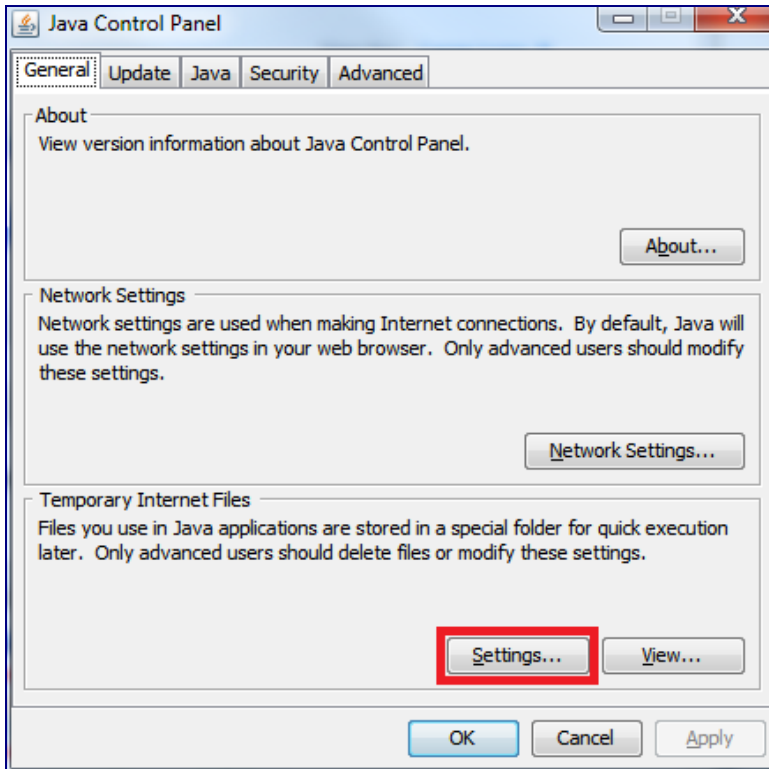
You have completed clearing cache for your PC. Please proceed to launch your browser and login to Velocity@ocbc via <https://bb.ocbc.com>

For Windows Vista & 7

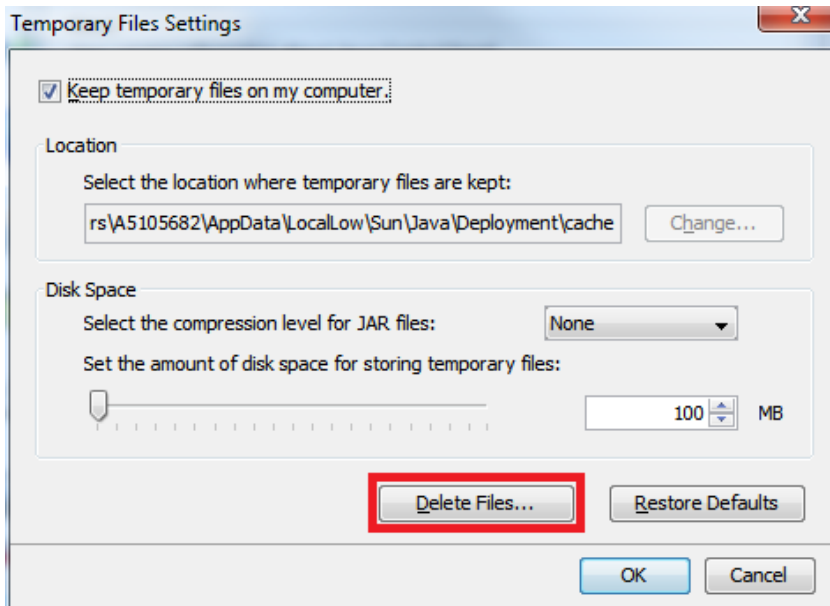
1. **Start > Settings > Control Panel**
(Switch to classic view or view large icon if needed)
2. Double Click on **Java**



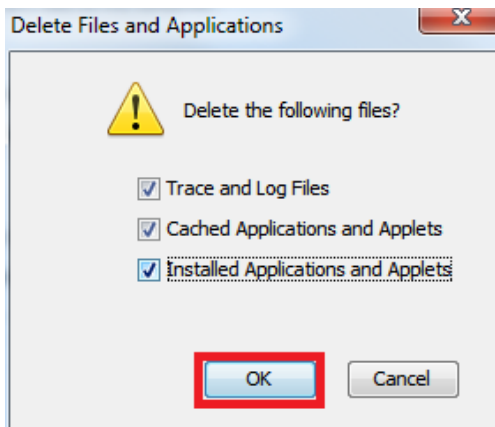
3. Click on **Settings...**



4. Click on **Delete Files...**



5. Check all boxes and click on **OK**

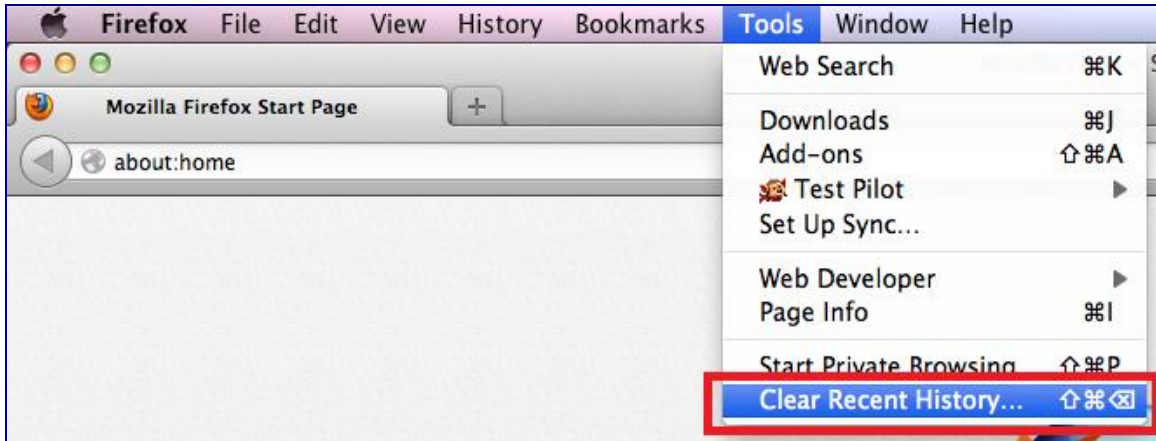


6. Click **OK** again to close the Java Control Panel
7. Close the Control Panel

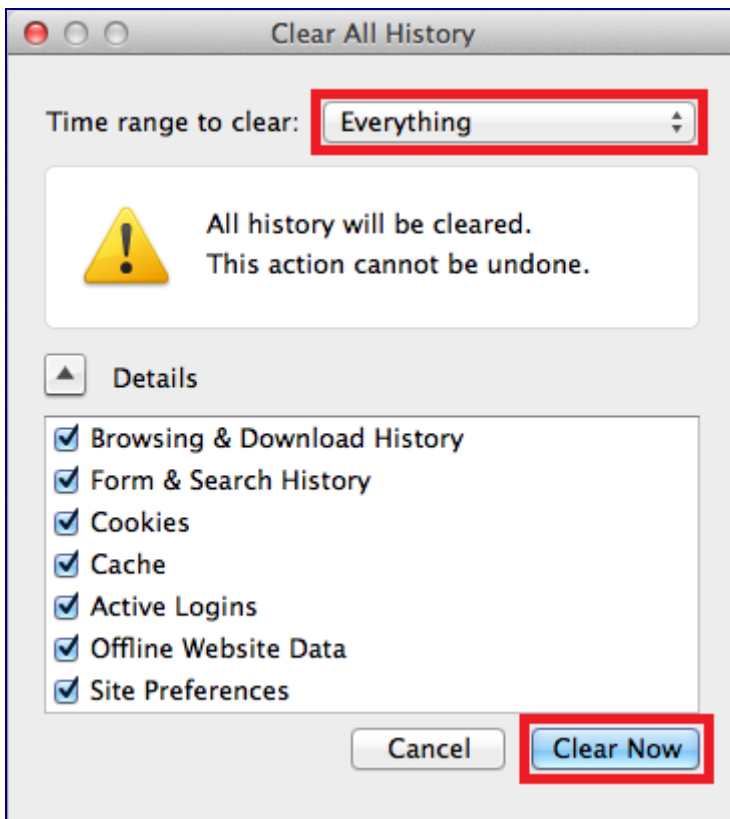
You have completed clearing cache for your PC. Please proceed to launch your browser and login to Velocity@ocbc via <https://bb.ocbc.com>

Step 1: Clear your Firefox cache in Mac

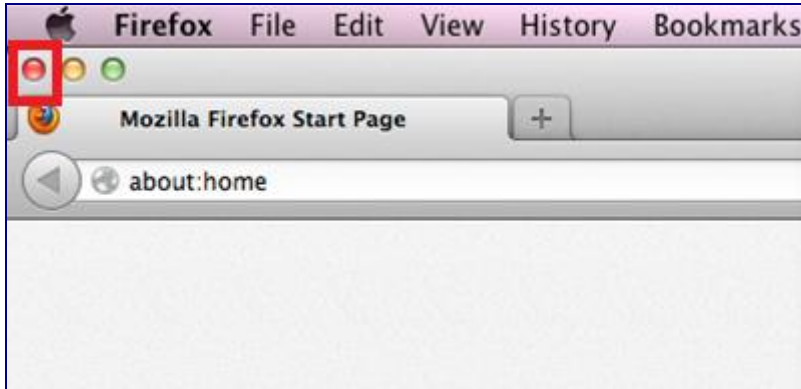
1. Launch **Firefox > Tools > Clear Recent History...**



2. Select **Everything** on **Time range to clear**, expand on **Details** and select all check boxes. Click on **Clear Now**.



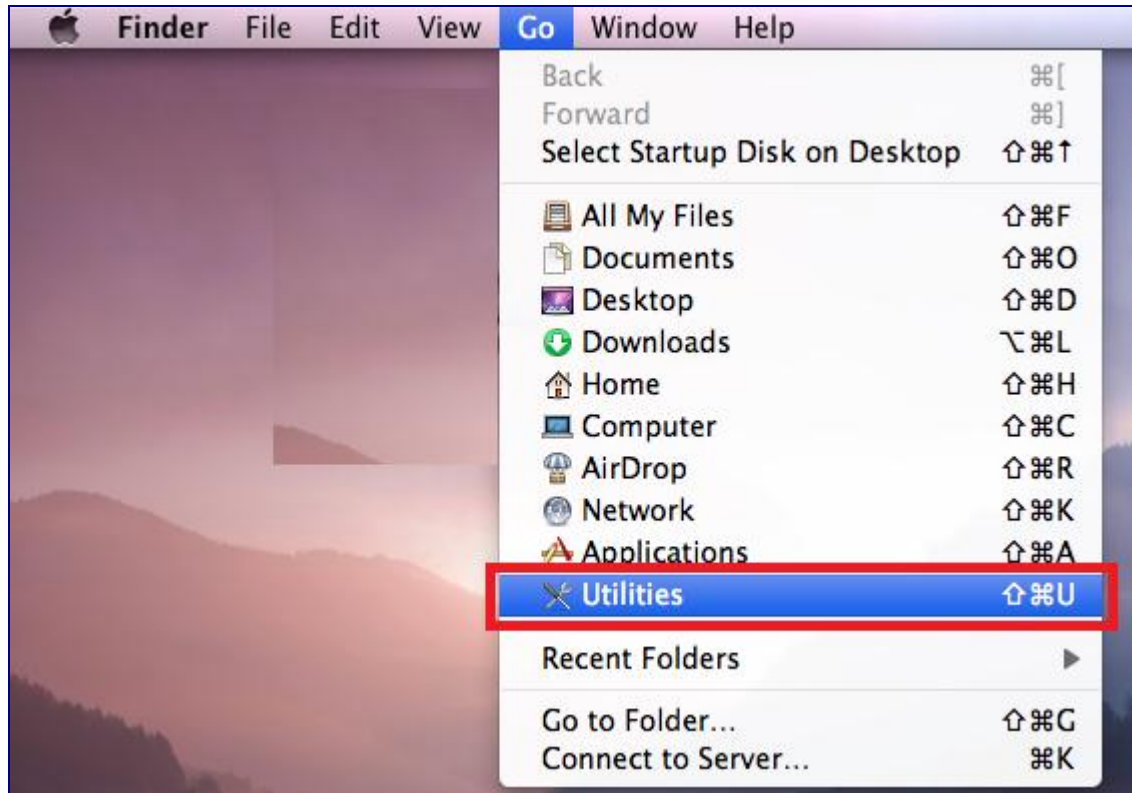
3. **Exit** Firefox browser



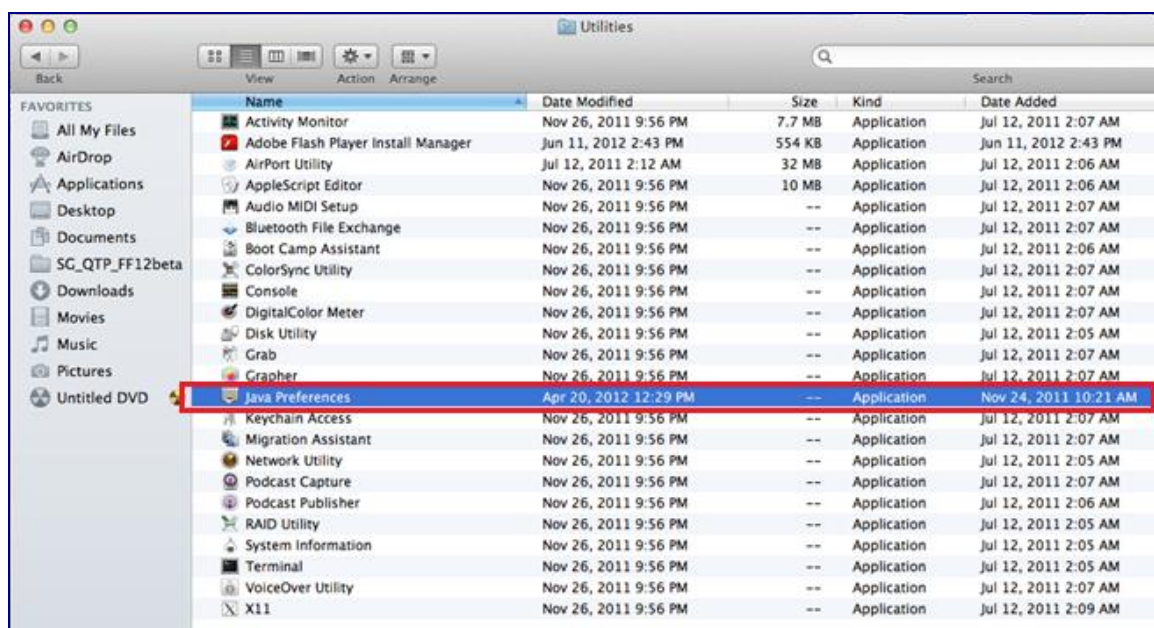
4. Please proceed to Step 2 on the next page to clear Java cache.

Step 2: Clear your Java cache in Mac

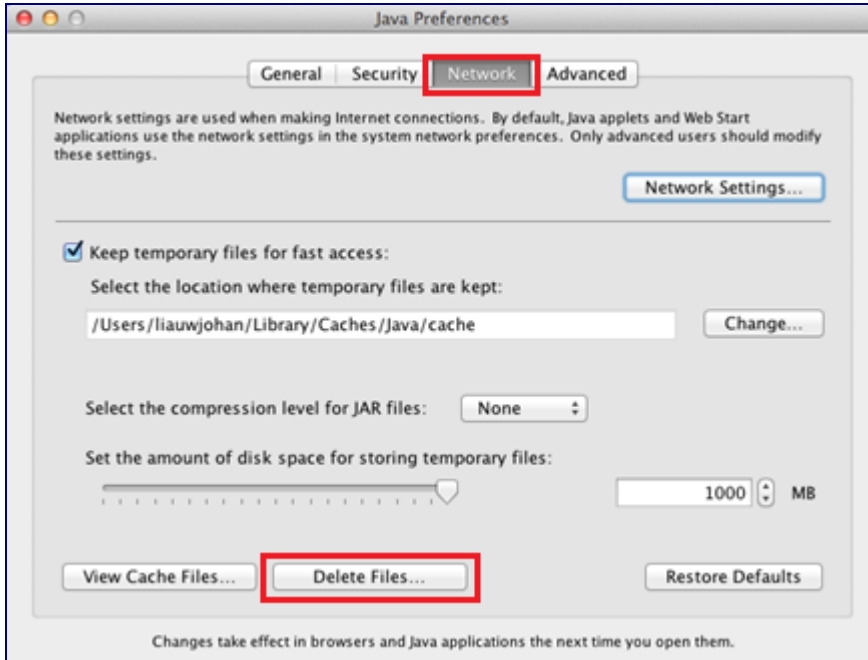
1. Click on **Go** > Select **Utilities**



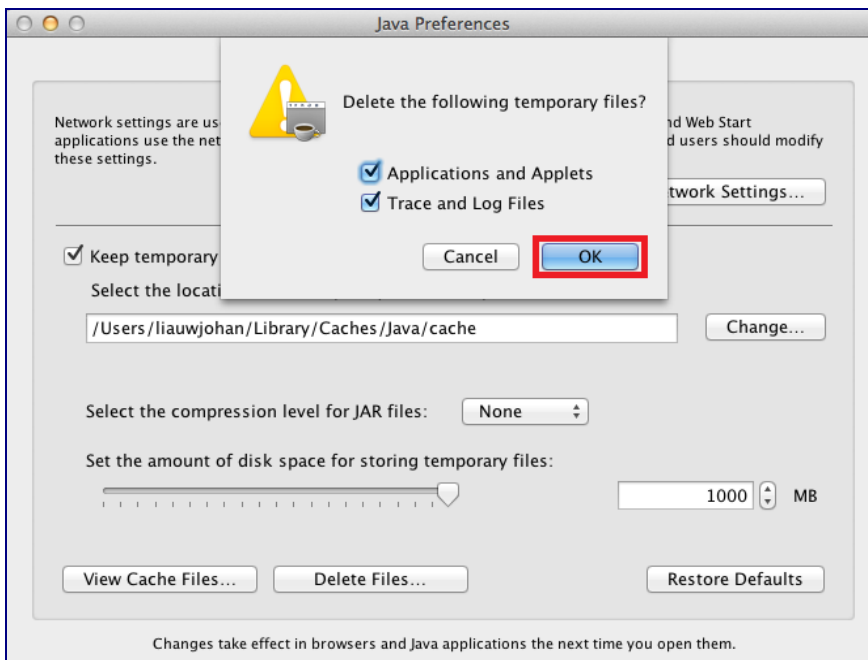
2. Launch **Java Preference**



3. Select **Network** and click on **Delete Files...**



4. Check both boxes and click on **OK**



You have completed clearing cache for your PC. Please proceed to launch Firefox browser and to Velocity@ocbc via <https://bb.ocbc.com>