

# Firefox – Clear Offline Web Content

## Description

The Firefox cache temporarily stores images, scripts, and other parts of websites you visit in order to speed up your browsing experience.

## Resolution

To resolve this issue, please do the following:

1. In Firefox, click the menu button and choose Options – see Figure 1

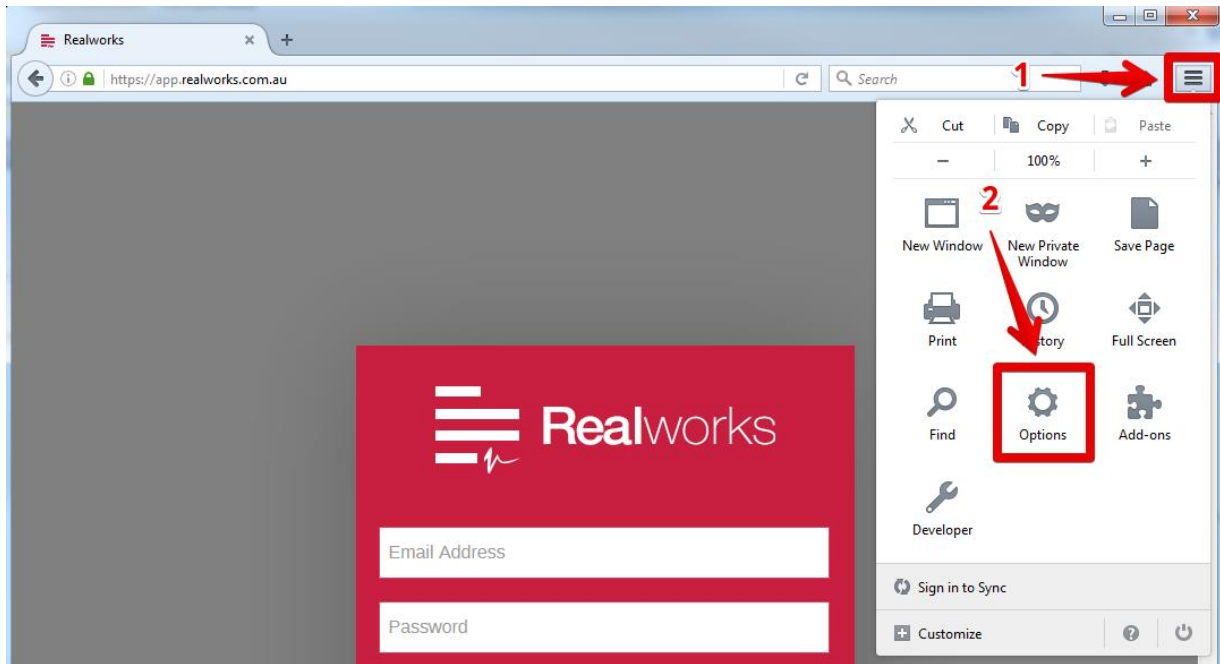


Figure 1 - Firefox Menu

2. Select Advanced – see Figure 2
3. Click the “Network” tab
4. From the list that appears under “Offline Web Content and User Data” select a site name that matches any of the following:
  - \*.realworks.com.au
  - \*.reiformslive.com.au

**NB:** The asterisk (\*) is a placeholder, any text is valid. See Figure 2 for examples.

5. Click the “Remove” Button
6. Click “Remove offline data” – see Figure 3
7. Repeat for any other matching site
8. Close all open Firefox windows

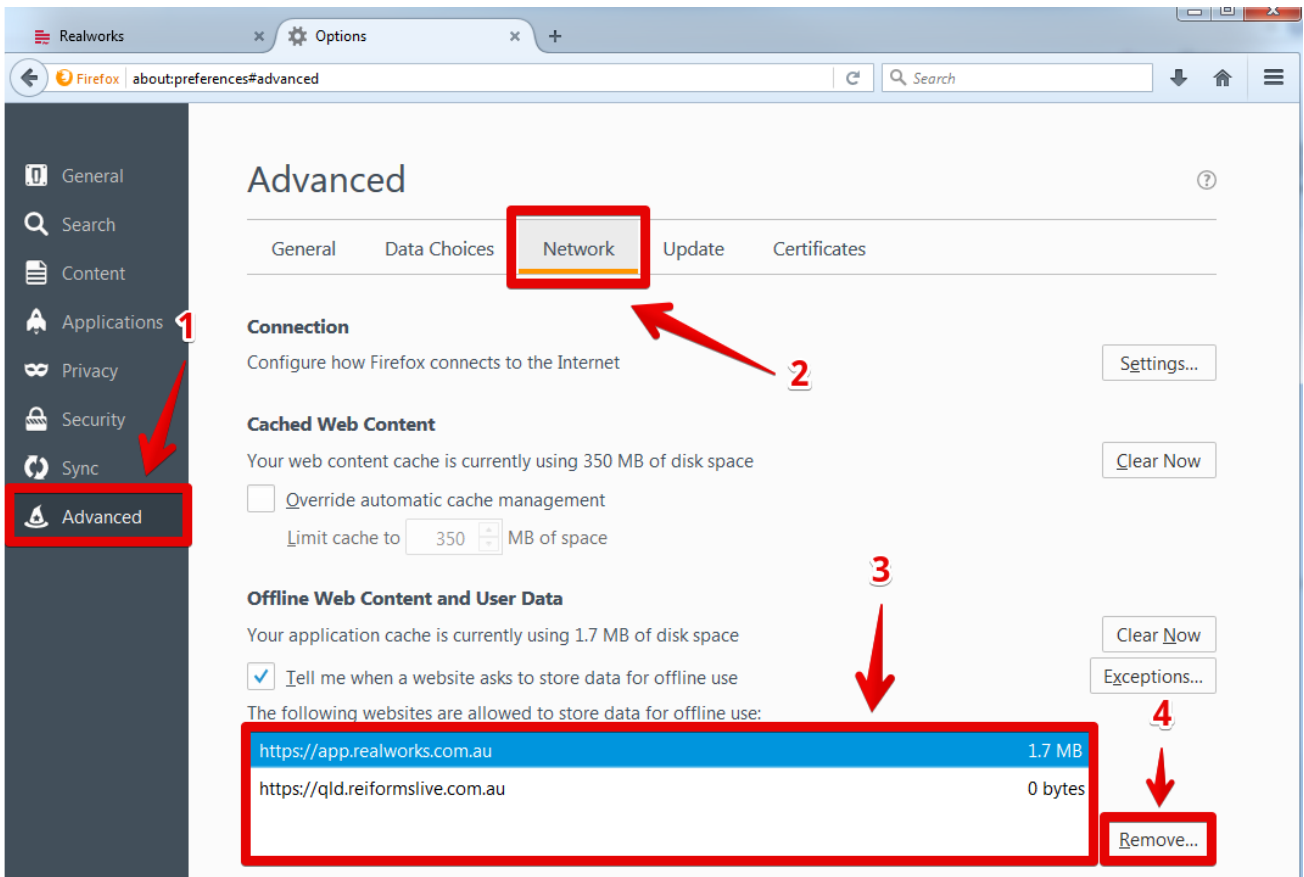


Figure 2 - Firefox Advanced Options

**NB:** In this example, both sites should be removed.

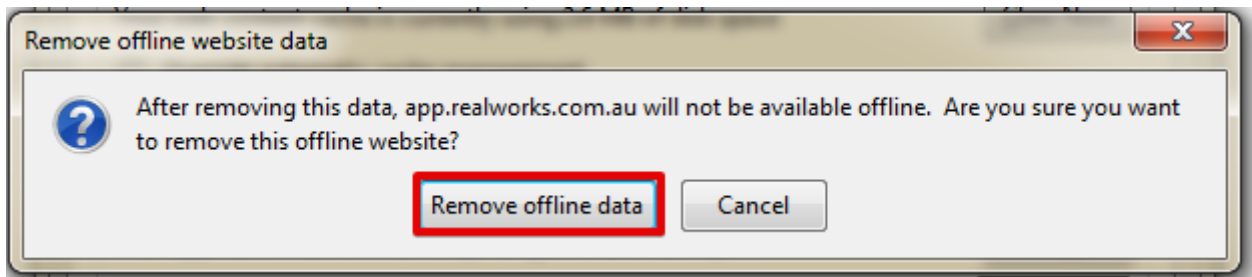


Figure 3 - Remove offline data

You can now reopen Firefox and open the Realworks site.

If issues persist, please contact the Realworks support team. Details can be found at <https://help.realworks.com.au/#support>