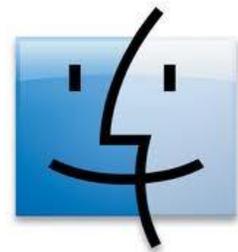


Velocity@ocbc

Clear Cache Guide



[Click here for Windows guide](#)



Mac

[Click here for Mac OS guide](#)



## Step 1: Check your browser version

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1. Type [www.whatismybrowser.com](http://www.whatismybrowser.com) at the address bar and press **Enter**.
2. You should see any of the following:

### Internet Explorer



### Firefox



**Note: Velocity@ocbc does not support Google Chrome and Safari browsers.**

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

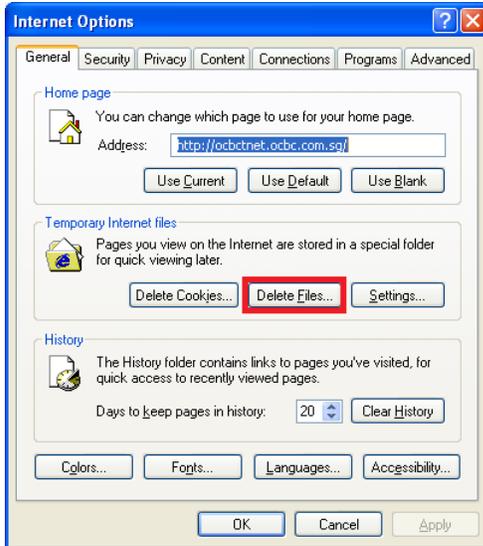
- [Internet Explorer 6](#)
- [Internet Explorer 7](#)
- [Internet Explorer 8 & 9](#)
- [Firefox 3.X](#)
- [Firefox 4 and above](#)

## Step 2: Clear your Browser Cache

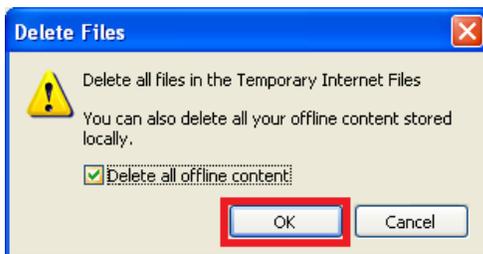
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### *For Internet Explorer 6*

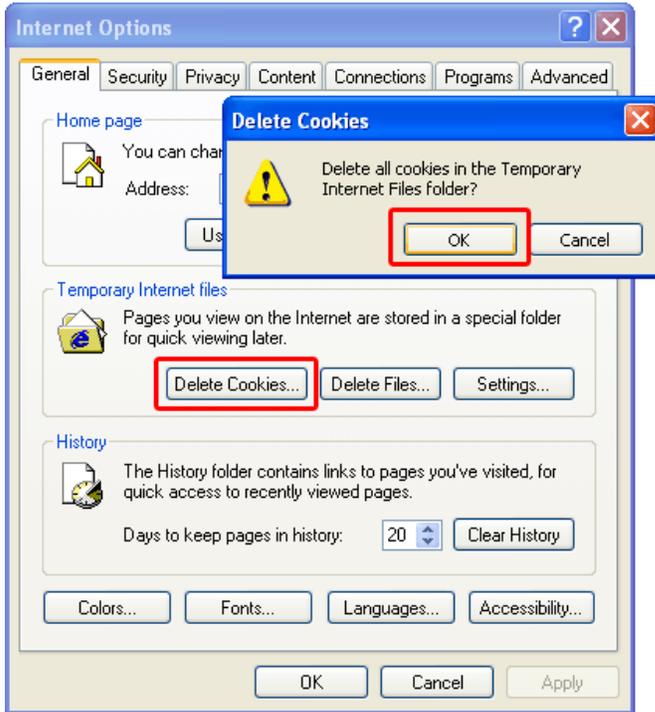
1. Launch IE → Click **Tools** → Select **Internet Options**
2. Click on **Delete Files...**



3. Tick **Delete all offline content** and click **OK**



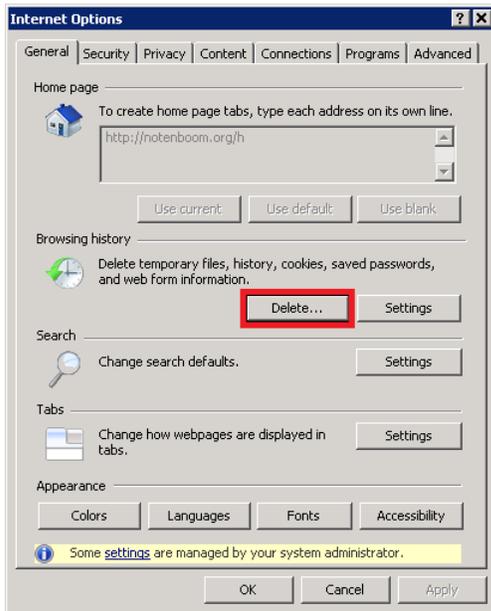
4. Click on **Delete Cookies...** and click **OK**



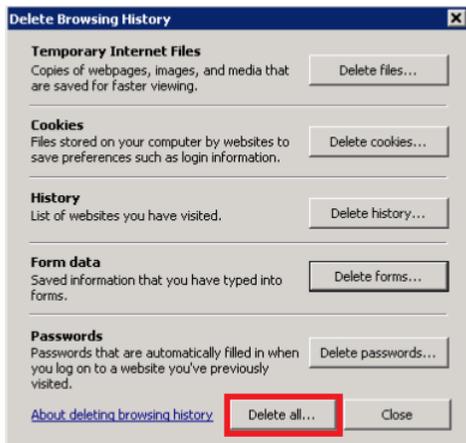
5. Click **OK** to close the Internet Options Window.
6. Exit Internet Explorer by closing all its Windows
7. Once done, [click here](#) to proceed to step 3.

## For Internet Explorer 7

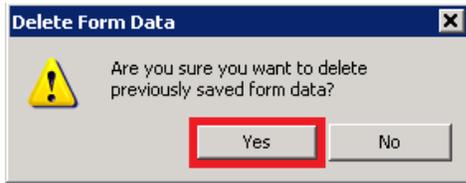
1. Launch IE → Click **Tools** → Select **Internet Options**
2. Click on **Delete...**



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



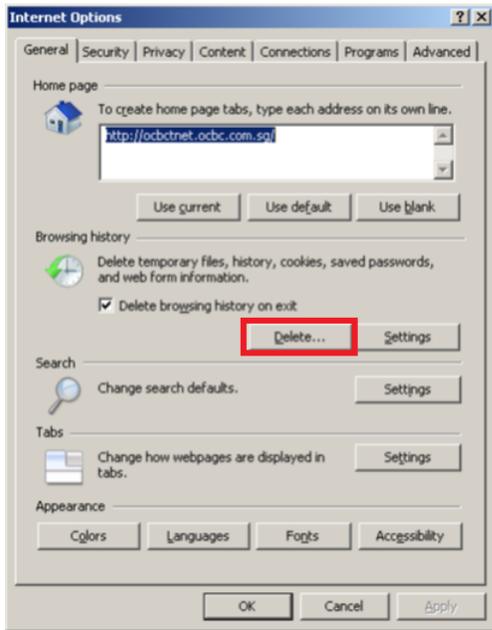
4. Click **Yes** when prompted for confirmation.



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

## For Internet Explorer 8 & 9

1. Launch IE → Click **Tools** → Select **Internet Options**
2. Click on **Delete...**



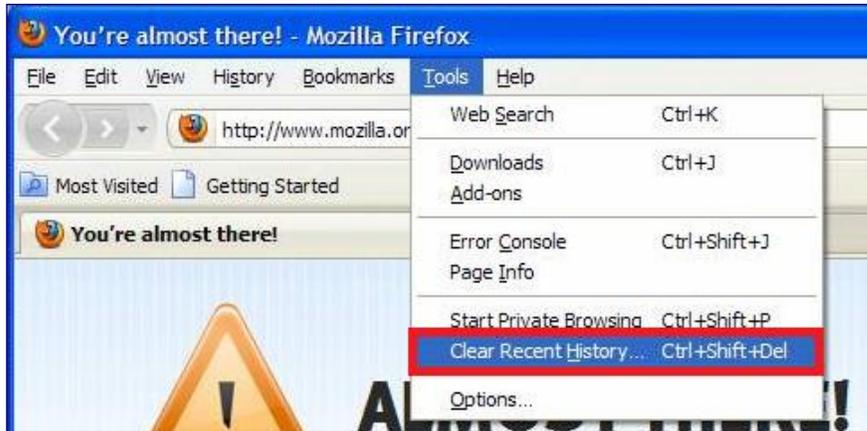
3. Check all boxes (except '**Preserve Favourites website data**') in the pop-up window and click **Delete**



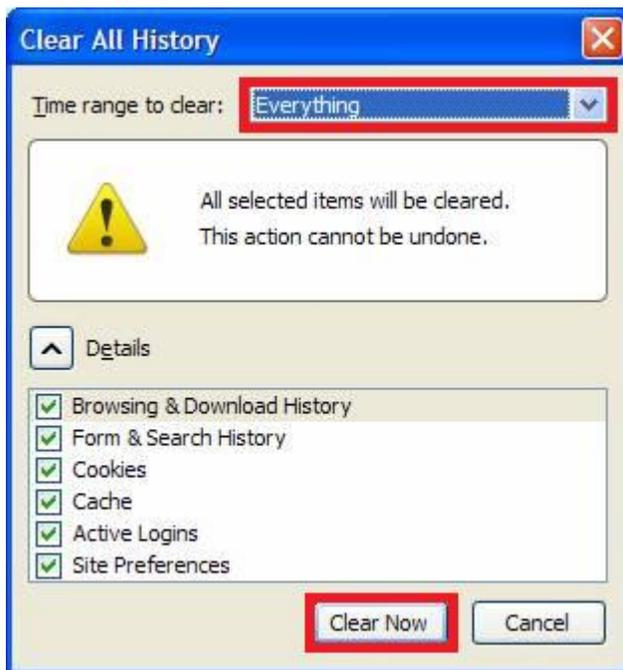
4. Click **OK** to close the Internet Options Window.
5. **Exit** Internet Explorer by closing all its Windows
6. Once done, [click here](#) to proceed to step 3.

## For Firefox 3.6

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



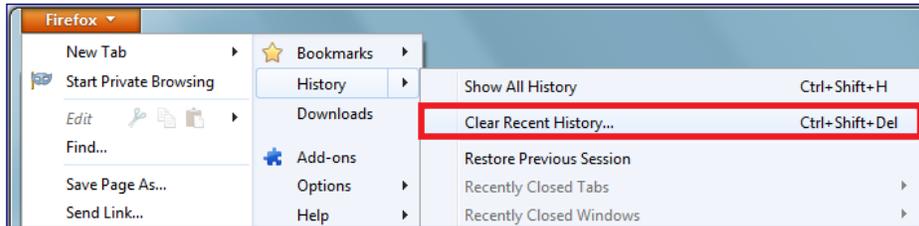
2. Select **Everything** on Time range to clear, expand the **Details** and select all check boxes. Then click on **Clear Now**



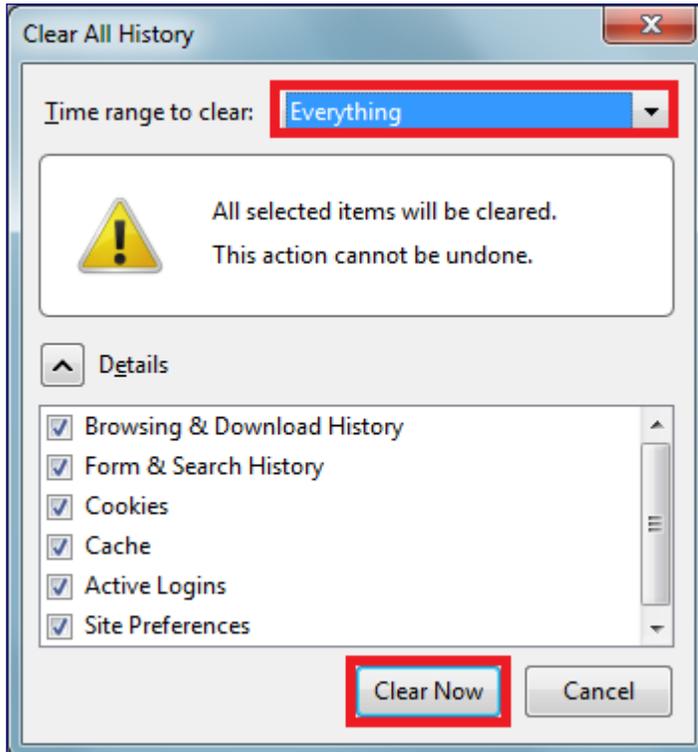
3. **Exit** Firefox by closing all its Windows
4. Once done, [click here](#) to proceed to step 3.

## 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 the **Details** and select all check boxes. Then click on **Clear Now**



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

## Step 3: Clear your Java Cache in Windows

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### *For Windows XP*

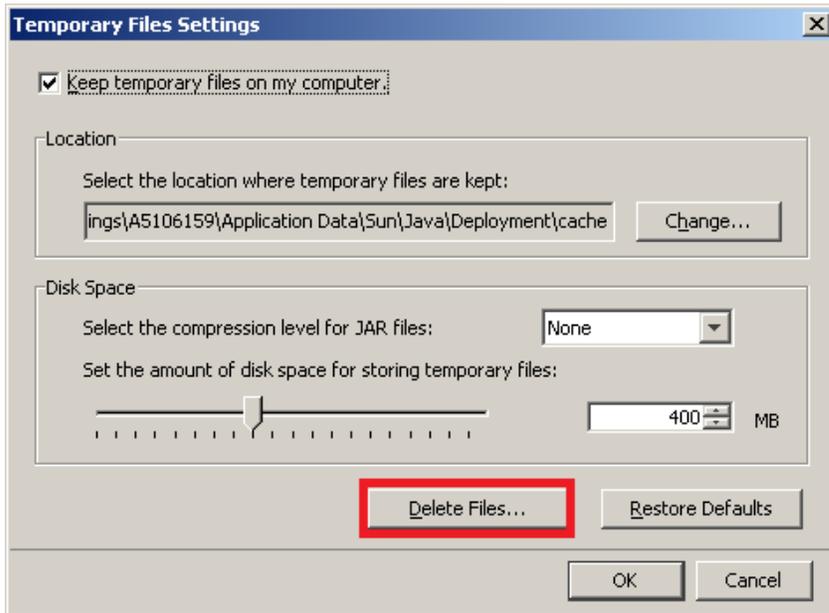
1. **Start → Settings → Control Panel**  
(Switch to classic view or view large icon if needed)
2. Double Click on **Java**



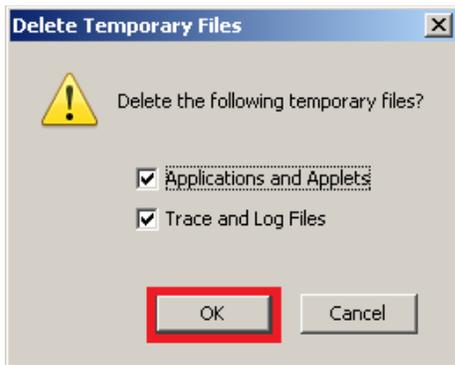
3. Click on **Settings...**



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



5. Make sure all options are ticked and click on **OK**

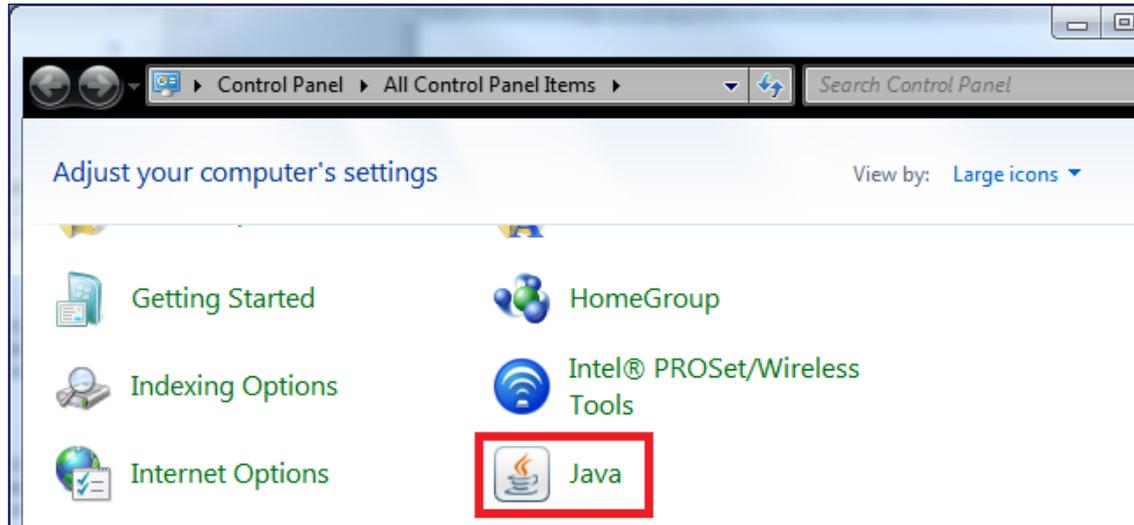


6. Click **OK** again to close the Java Control Panel
7. Close the Control Panel

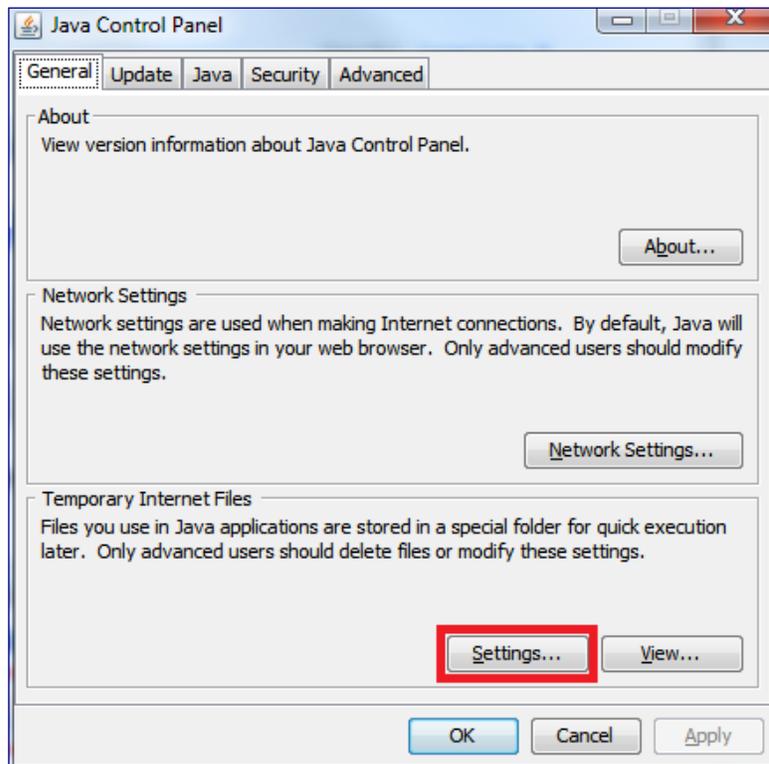
**Clear cache completed. Please proceed to launch your browser and go to [bbmy.ocbc.com](http://bbmy.ocbc.com)**

## For Windows Vista & 7

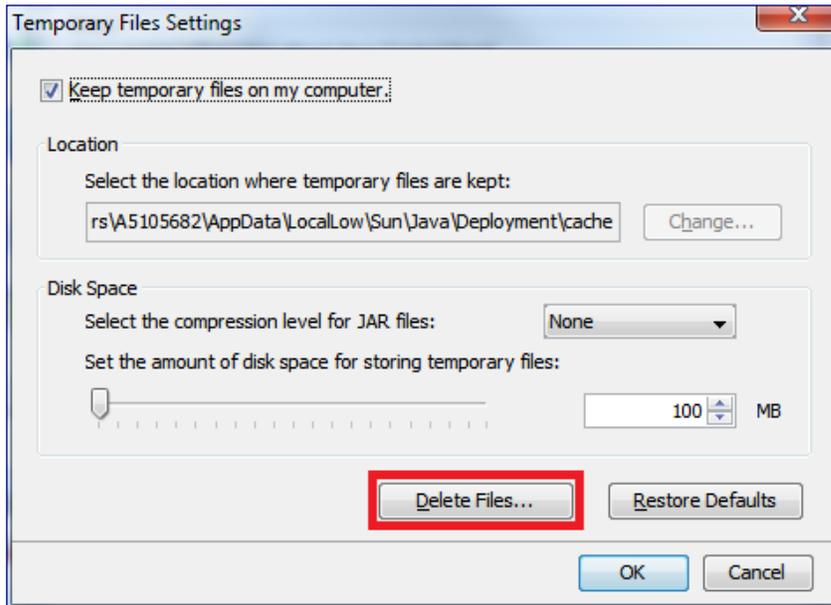
1. **Start → Settings → Control Panel**  
(Switch to classic view or view large icon if needed)
2. Double Click on **Java**



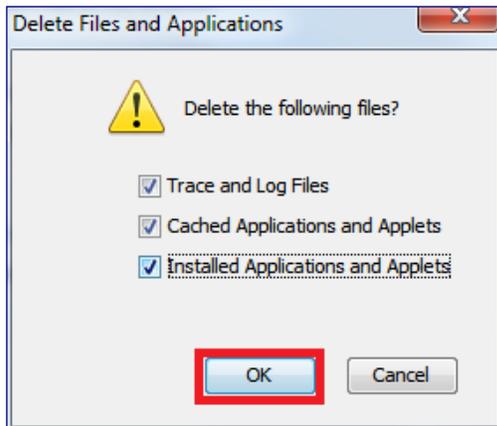
3. Click on **Settings...**



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



5. Make sure all options are ticked and click on **OK**

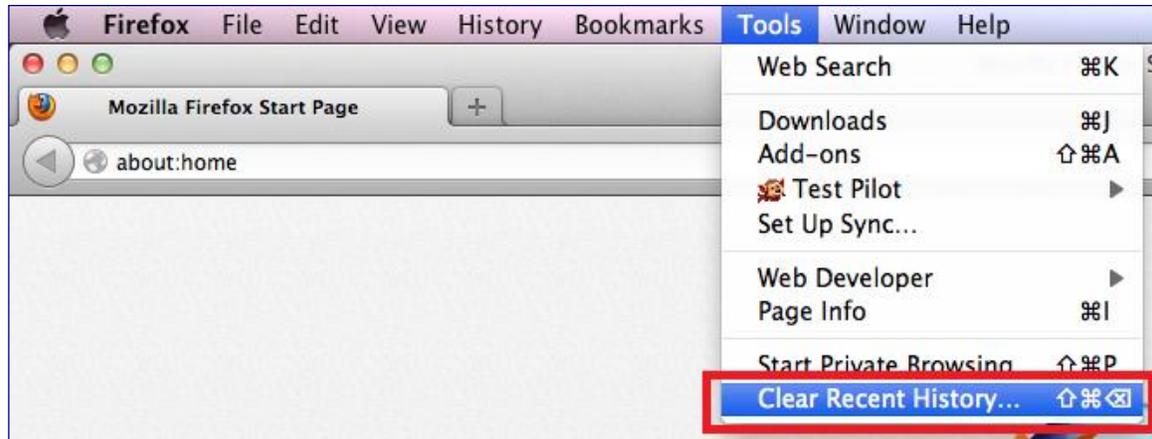


6. Click **OK** again to close the Java Control Panel
7. Close the Control Panel

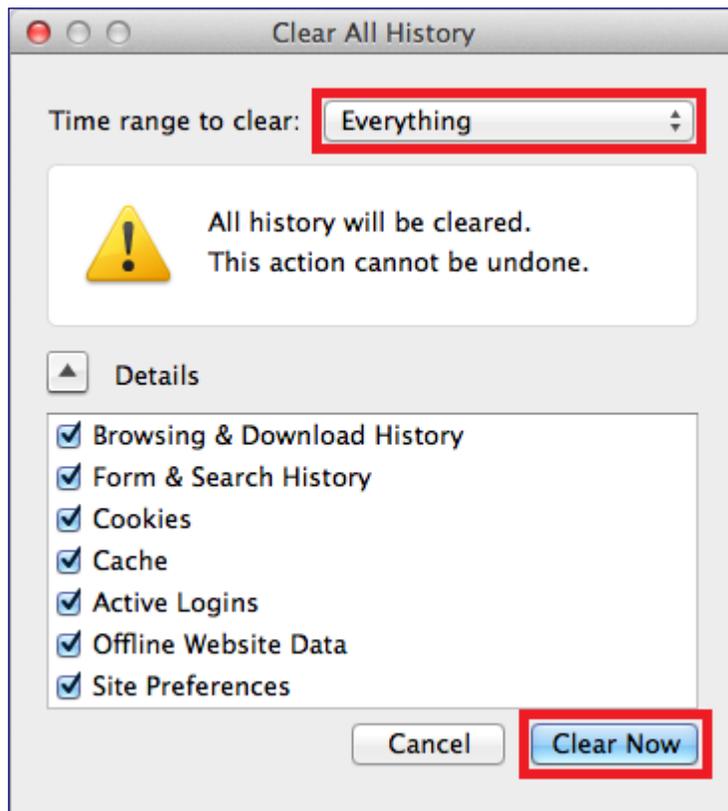
**Clear cache completed. Please proceed to launch your browser and go to [bbmy.ocbc.com](http://bbmy.ocbc.com)**

## Step 1: Clear your Firefox Cache

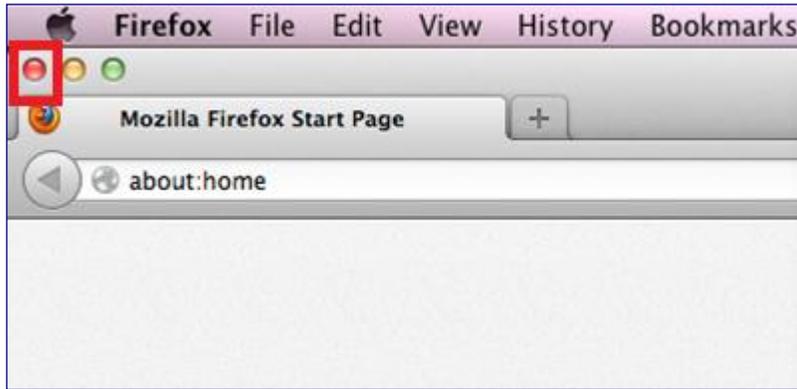
1. Launch **Firefox > Tools > Clear Recent History...**



2. Select **Everything** for **Time range to clear**, make sure all check boxes are ticked and click on **Clear Now**



3. **Exit** Firefox Browser



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

Click on the following, based on the Mac OS X you are using, to proceed to Step 2:

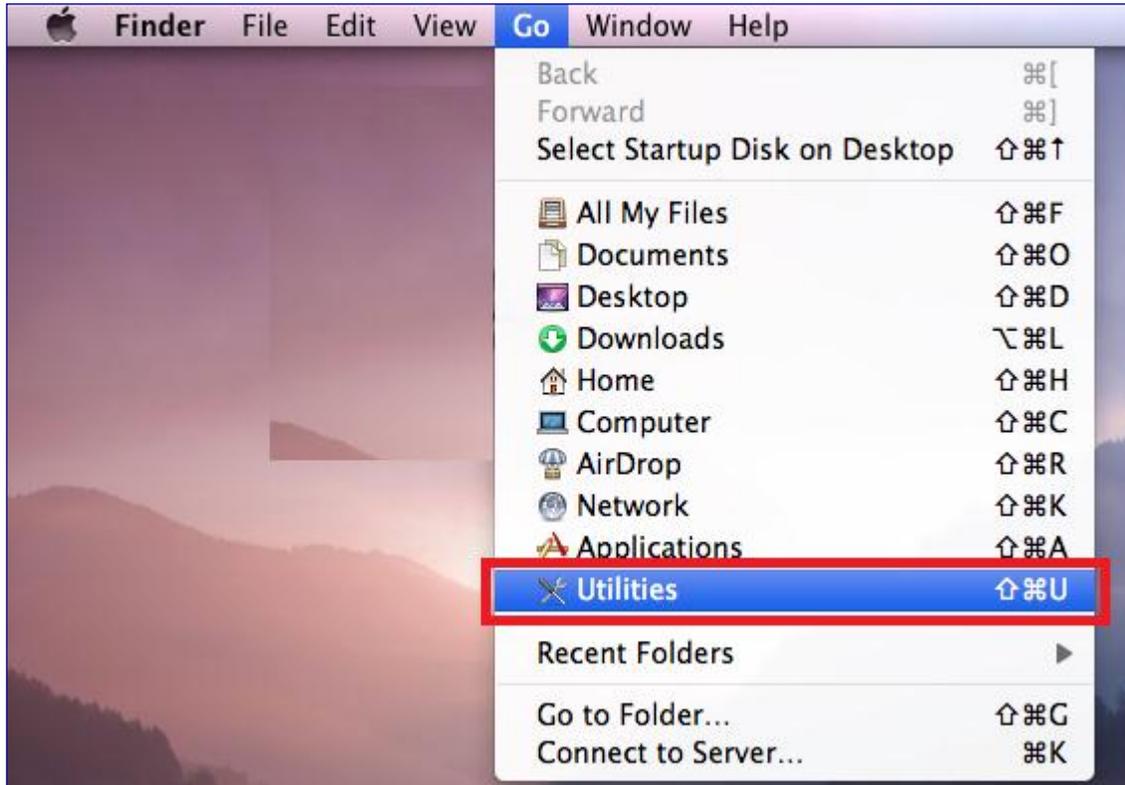
- [Mac OS X Snow Leopard](#)
- [Mac OS X Lion](#)
- [Mac OS X Mountain Lion](#)

## Step 2: Clear your Java Cache in Mac

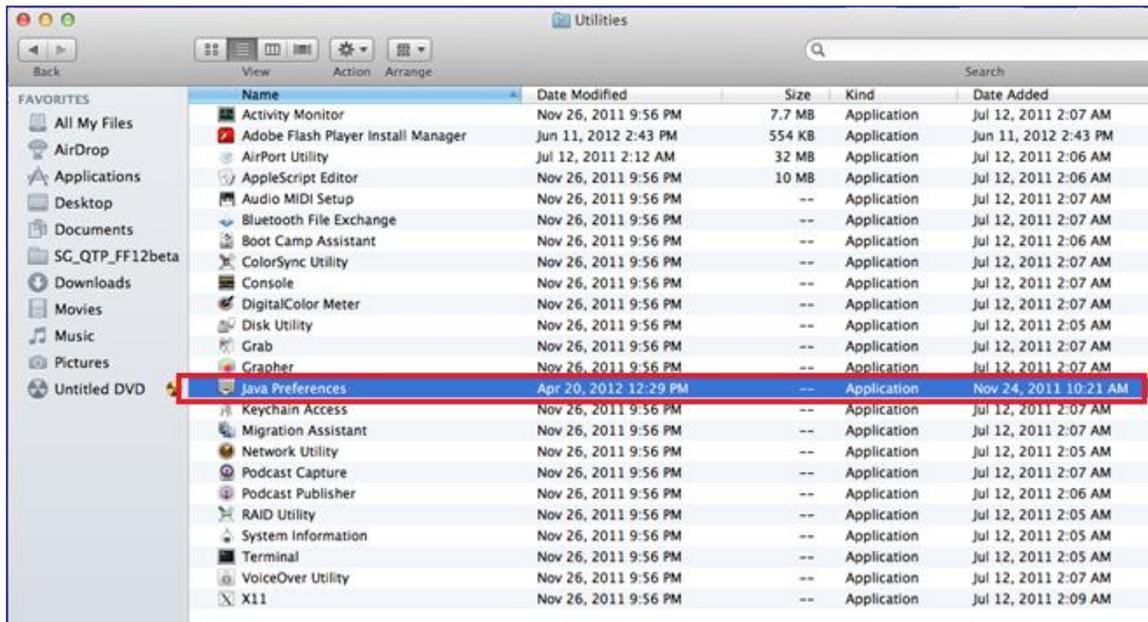
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### *For Mac OS X Snow Leopard*

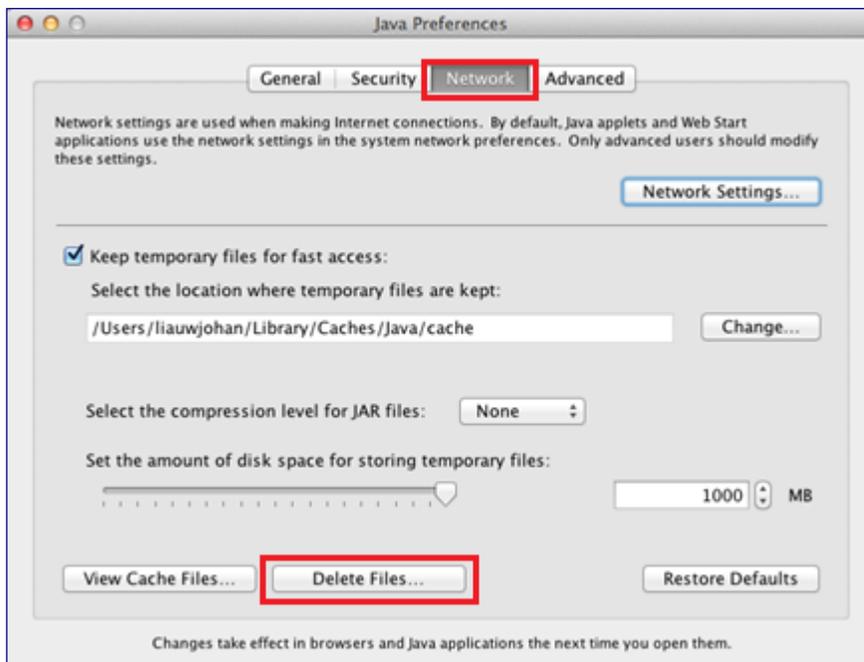
1. Click on **Go** and **Utilities**



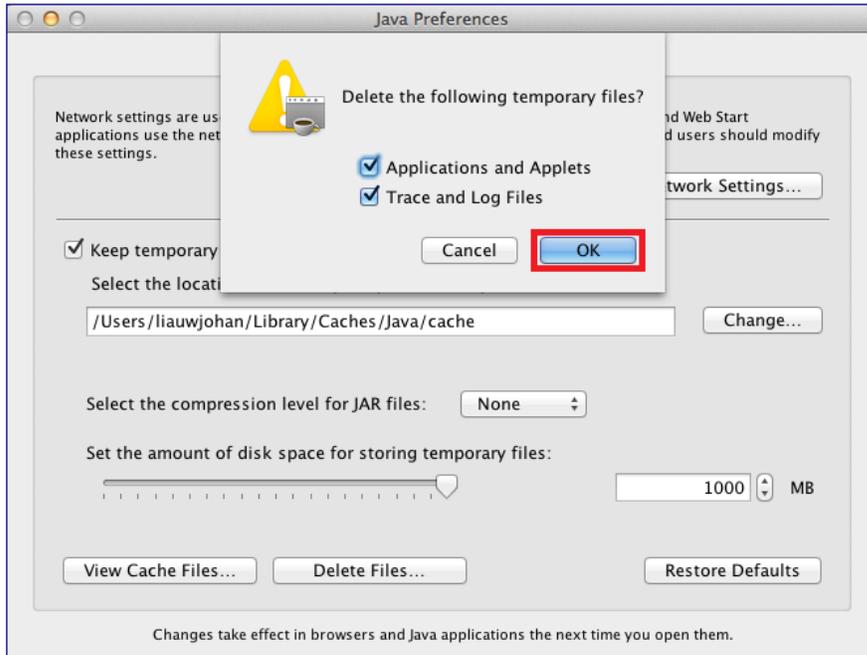
## 2. Launch **Java Preference**



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



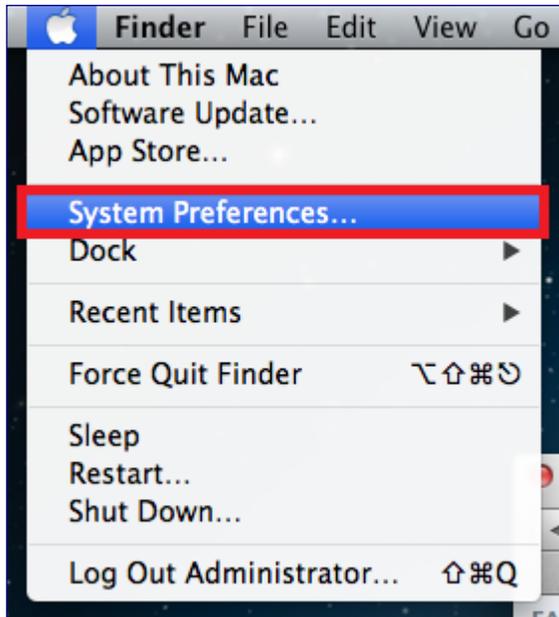
4. Make sure both check boxes are ticked and click on **OK**



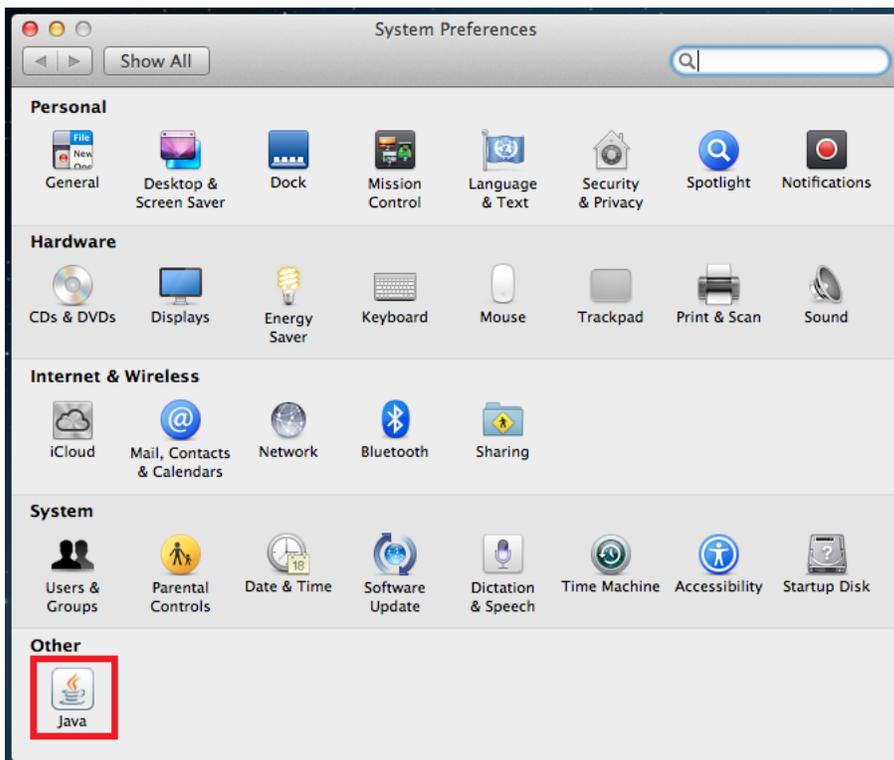
**Clear cache completed. Please proceed to launch Firefox and go to [bbmy.ocbc.com](http://bbmy.ocbc.com)**

## For Mac OS X Lion & Mac OS X Mountain Lion

1. Click on the Apple icon and System Preferences...



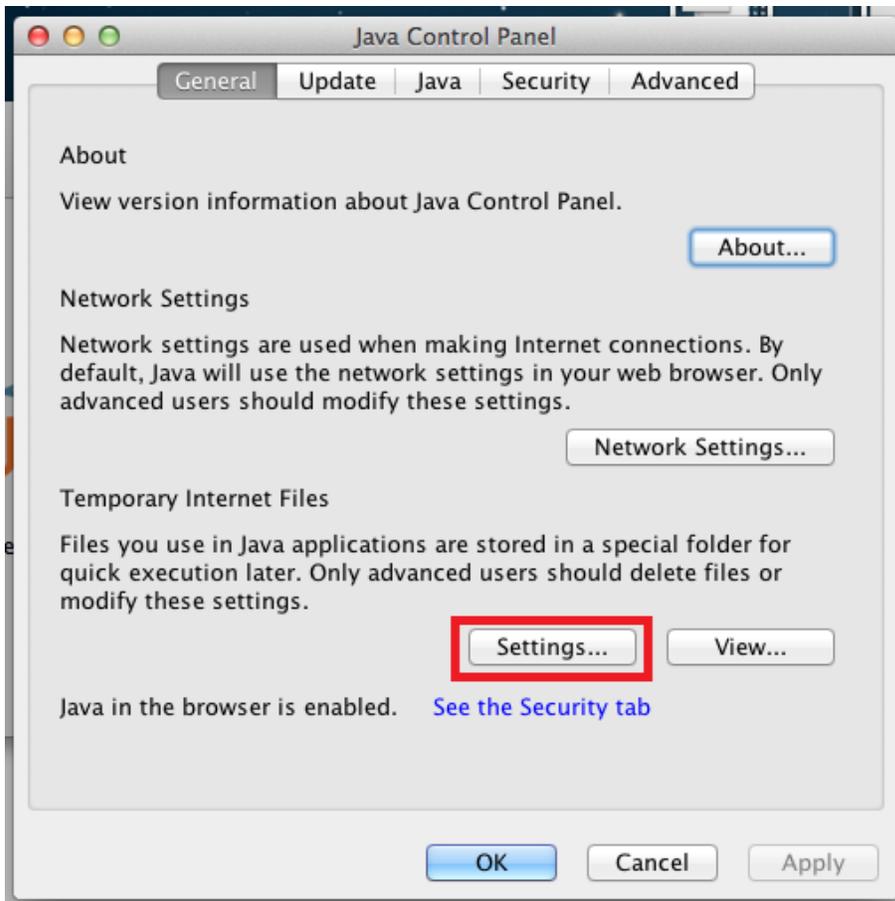
2. Double click on Java



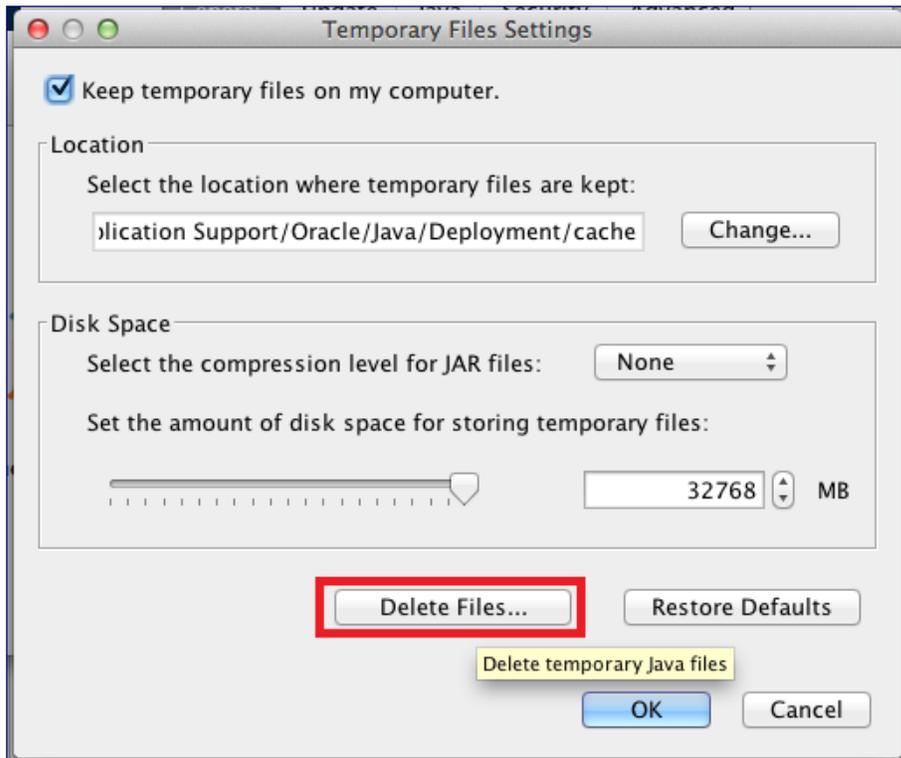
3. Wait for **Java Control Panel** to launch.



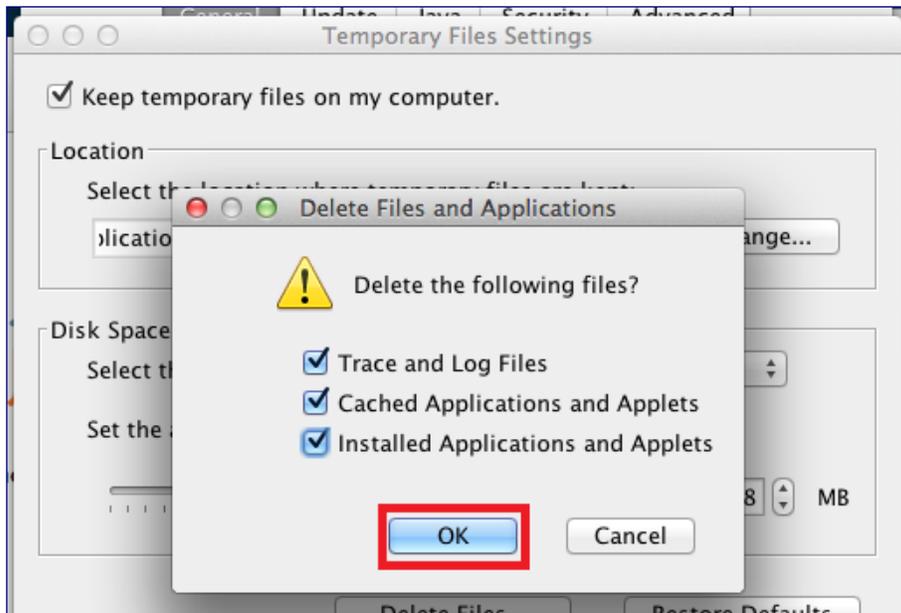
4. Click on **Settings...**



5. Click on **Delete Files...**



6. Make sure both check boxes are ticked and click on **OK**



**Clear cache completed. Please proceed to launch Firefox and go to [bbmy.ocbc.com](http://bbmy.ocbc.com)**