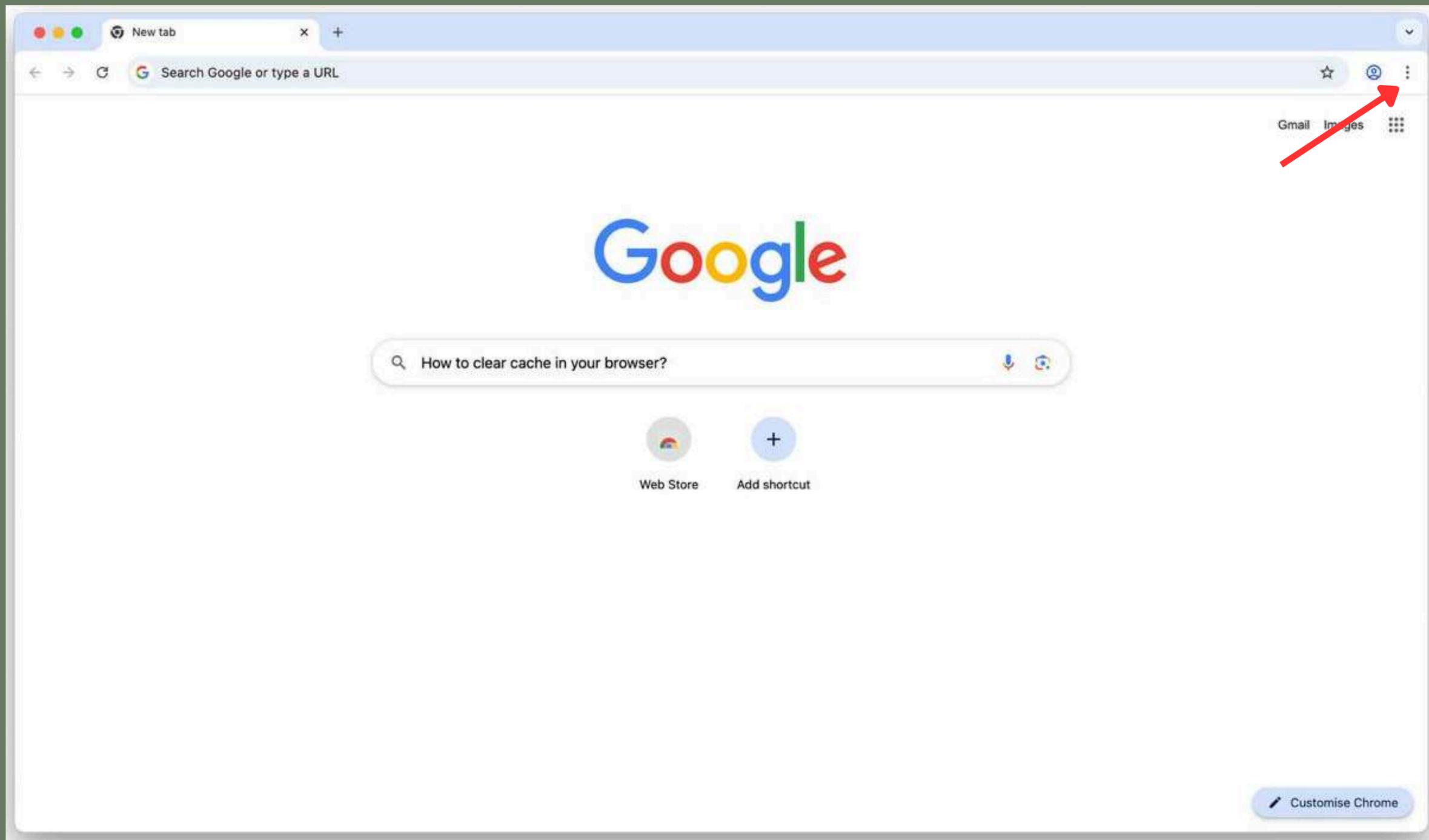




How do you clear your browser cache?

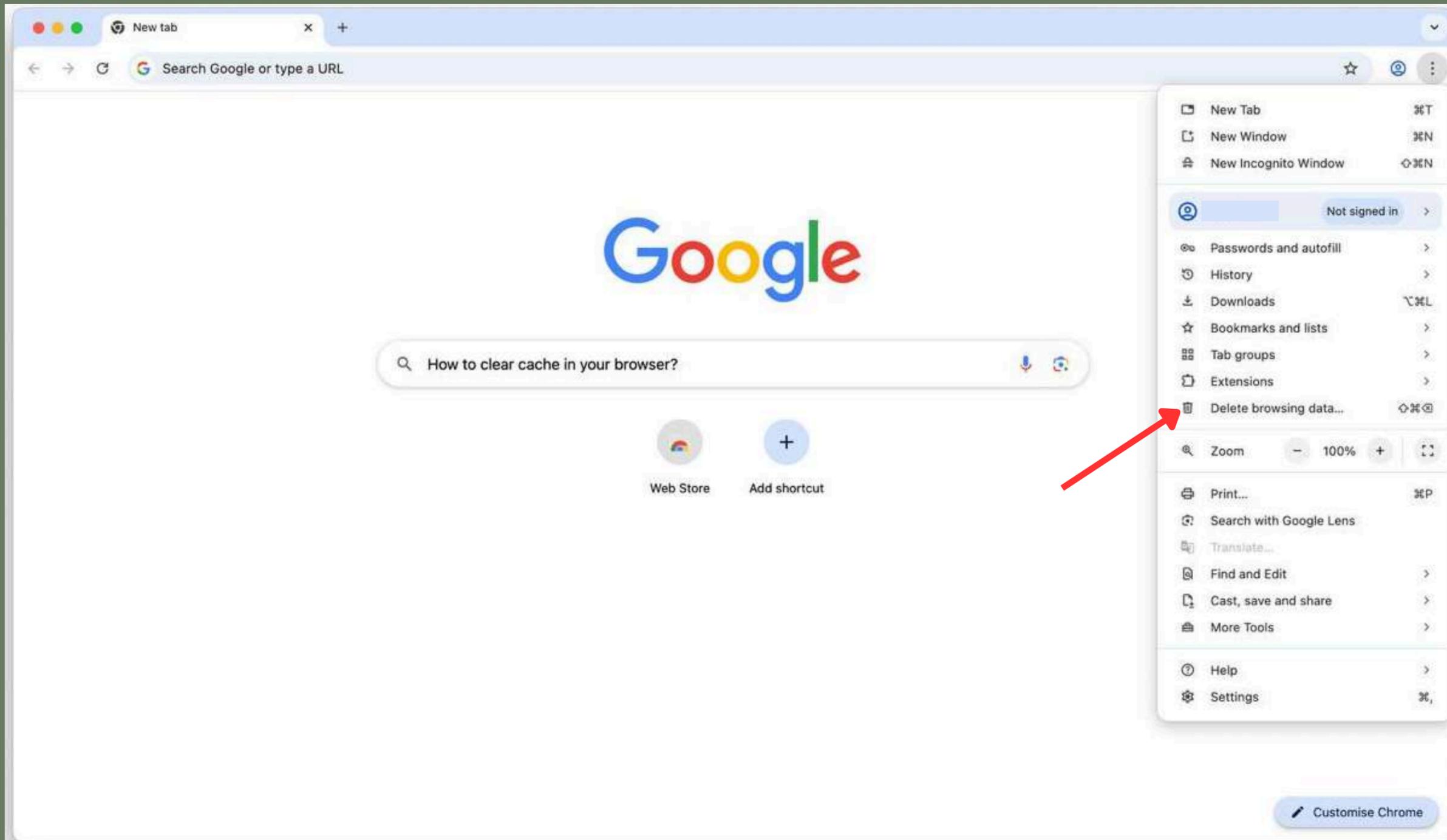
This guide shows you how to clear your browser cache.

We recommend doing this if you have trouble playing videos, as browser cache is a common cause of playback errors.

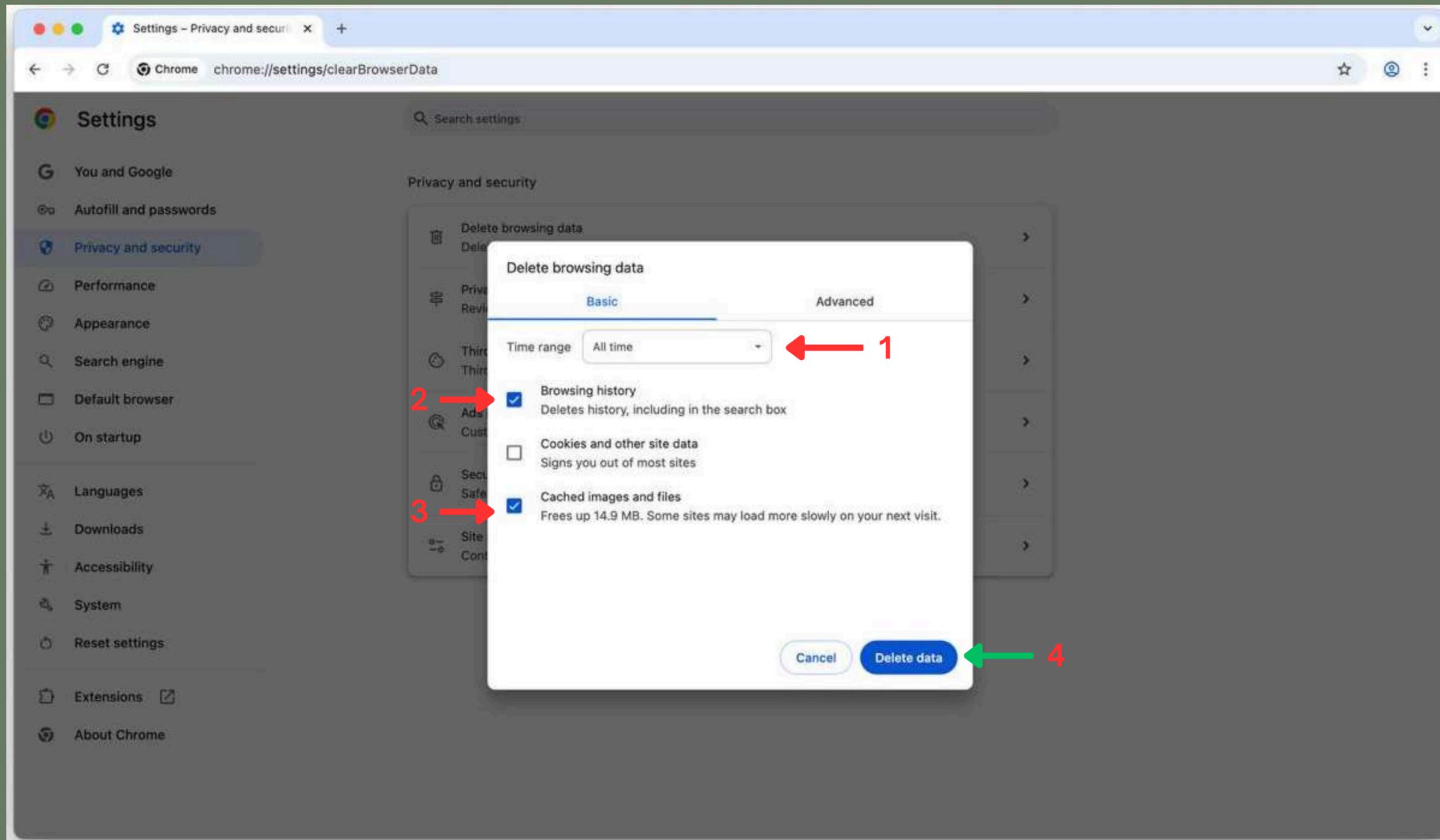


if you are using the Chrome browser.

First, click the three dots  on the right side of the browser menu. This will take you to the browser settings.

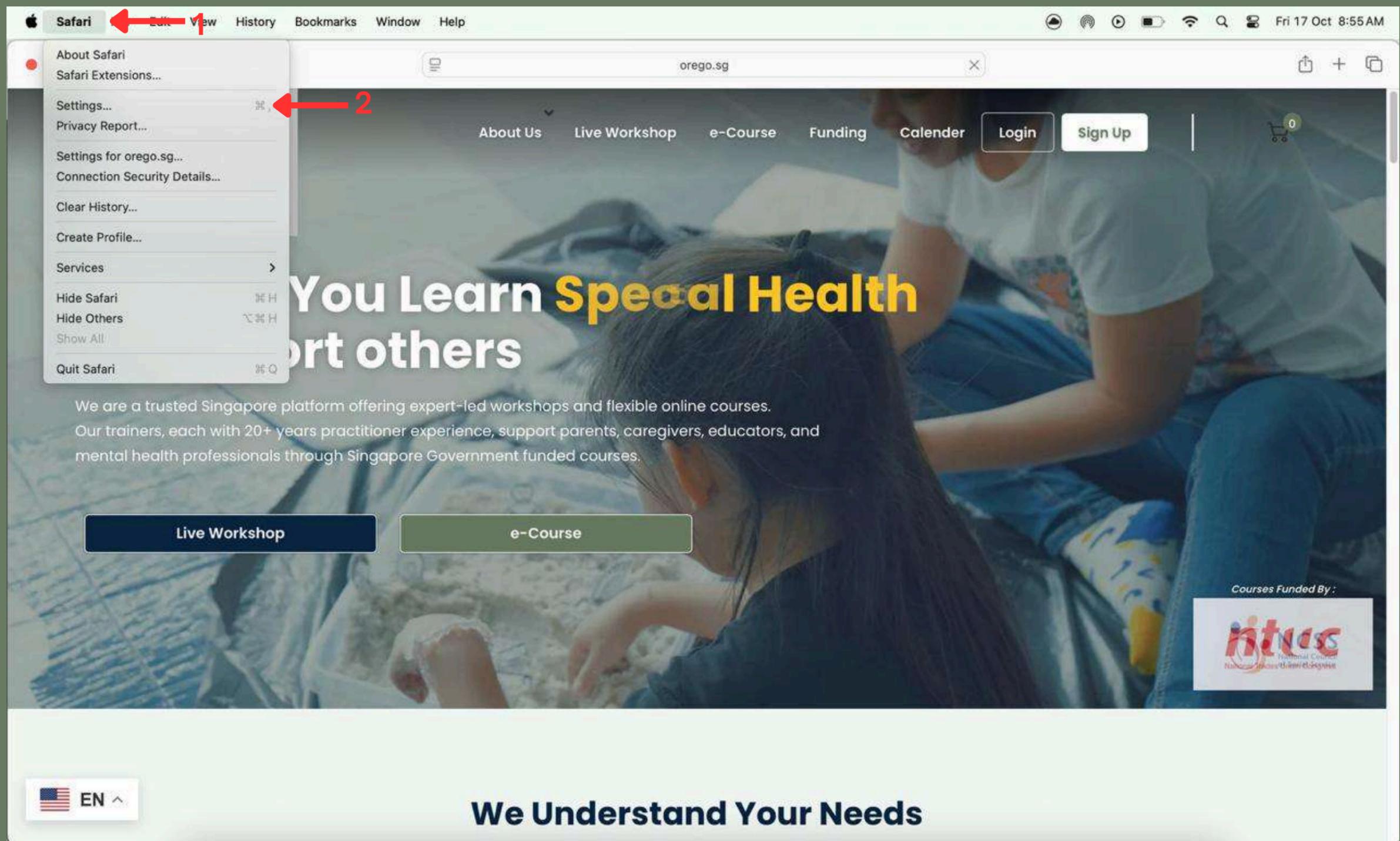


Then click the “Clear browsing data” menu.



Follow the instructions in the image regarding the time range and other settings. Then, click the “Delete Data” button. After that, please refresh your page.





If you use Safari.

Click the Safari menu in the upper left corner of the browser then click the “Settings” menu

The screenshot shows the Safari browser interface with the OREGO website (orego.sg) open. The website header includes navigation links: About Us, Live Workshop, e-Course, Funding, Calender, Login, and Sign Up. A large banner reads "Helping You Live Well to support others". Below the banner, there is a "Live Workshop" button and a paragraph of text: "We are a trusted Singapore platform offering ex... Our trainers, each with 20+ years practitioner ex... mental health professionals through Singapore". At the bottom of the page, there is a language selector set to "EN" and a footer with the text "We Understand Your Needs".

The Safari Privacy settings menu is open, showing the following options:

- Website tracking: Prevent cross-site tracking
- Hide IP address: Hide IP address from trackers
Your IP address can be used to determine personal information, like your location. To protect this information, Safari can hide your IP address from known trackers. [Learn more...](#)
- Website data: [Manage Website Data...](#)
- Private Browsing: Require Touch ID to view locked tabs

Red arrows in the image point to the "Privacy" menu item (1) and the "Manage Website Data..." button (2).



Select the privacy menu and click the Manage Website data menu.

The screenshot shows the Safari browser interface with the OREGO website open. A Privacy dialog box is overlaid on the page, displaying search results for the keyword 'orego'. The dialog box includes a search bar at the top with the text 'orego' and a magnifying glass icon. Below the search bar, a list of results is shown, with the first entry 'orego.sg' highlighted in blue. This entry includes the text 'Cache, Cookies, Databases, Local Storage, and HTTP Alternative Services'. At the bottom of the dialog box, there are three buttons: 'Remove', 'Remove All', and 'Done'. Red arrows and numbers are used to highlight specific elements: arrow 1 points to the search bar, arrow 2 points to the 'orego.sg' entry, and arrow 3 points to the 'Remove All' button. The background website shows the OREGO logo, navigation links (About Us, Live Workshop, e-Course, Funding, Calender, Login, Sign Up), and a main heading 'Helping You L... to support oth...'. A 'Live Workshop' button is also visible. The bottom of the page features a language selector 'EN' and the text 'We Understand Your Needs'. A 'SKILLSfuture Credit' logo is also present in the bottom right corner.



In the Manage website data submenu, please search for the keyword Orego in the search bar, and the Orego website will appear. Please click on it and click the Remove all button to clear the cache.