How do I do a hard refresh of my browser?

Sometimes your browser may store old versions of the Heatpunk code and this can cause issues. A **hard refresh** clears your browser cache for a specific page, which forces it to load the most recent version of that page. This could include new scripts, styles or features. Here's how you can clear your cache through a hard refresh on any browser:

Google Chrome

- Load any page on the Heatpunk site and make sure you are logged in
- Windows users: hold down **Ctrl** and then press **F5** on your keyboard (alternatively hold down **Ctrl + Shift** and press **R** on your keyboard)
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

Firefox

- Load any page on the Heatpunk site and make sure you are logged in
- For Windows users: hold down **Ctrl** and then press **F5** on your keyboard
- Mac users: hold down **? Cmd** and **? Shift** and then press **R** on your keyboard

Safari (Mac)

- Load any page on the Heatpunk site and make sure you are logged in
- Go to Safari > Empty Cache, or hit **Opt** + **Cmd** + **E**
- To refresh, click the refresh button on the address bar or press **Cmd** + **R**

Microsoft Edge/Internet Explorer (Windows)

- Load any page on the Heatpunk site and make sure you are logged in
- Hold down **Ctrl** and then press **F5** on your keyboard (alternatively hold down **Ctrl + Shift** and press **R** on your keyboard)

> Important: Clicking the "Refresh" icon on your browser address bar is **not** a hard refresh.

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