Geostone®

TROUBLESHOOTING GUIDE:
HOW TO CLEAR YOUR BROWSER CACHE & COOKIES

WHY YOU'RE SEEING THIS GUIDE

Geostone recently updated the website. If you've visited before, your browser may still be storing old files (cache) and cookies.

This can cause three common problems:

- Customers can't **submit a quote enquiry**.
- Installers can't **accept quote requests**.
- Installers can't **see the Quote Request box** on the [Quote Accept/Reject](#) page.

Browsers do this to make sites load faster, but it sometimes means you won't see the latest changes until you clear your cache and cookies.

QUICK FIX: HARD REFRESH

Refresh the page with a hard refresh first *(this sometimes works without clearing all cookies):*

- **Windows (PC):** Hold **Ctrl + Shift and press R**
- **Mac:** Hold **Command + Shift and press R**

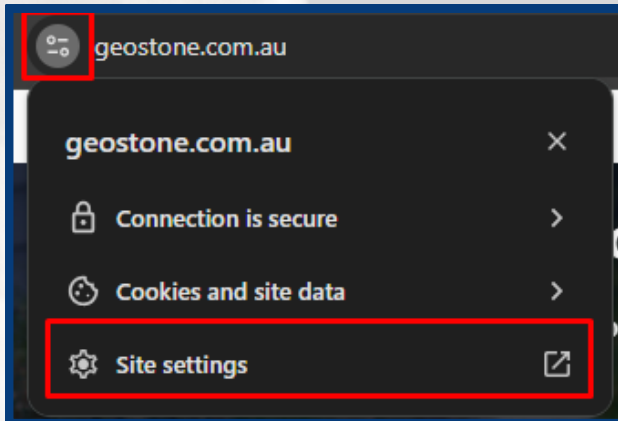If that doesn't work, follow the full instructions below.

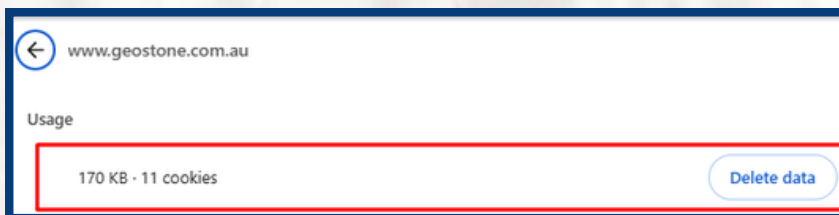# FULL INSTRUCTIONS: CLEAR CACHE & COOKIES

A. ON WINDOWS PC OR MAC

Google Chrome / Microsoft Edge
- Open **geostone.com.au.**
- Click the **icon** in the address bar (next to the URL).
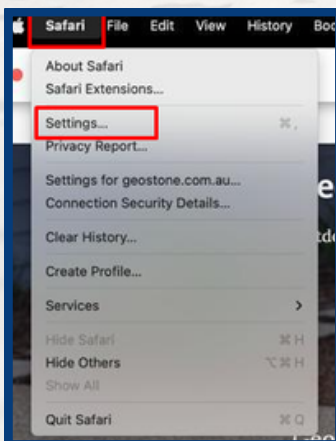- Select **Site settings** (or Cookies and site data).

- Click **Clear data** or **Clear cookies and site data**.

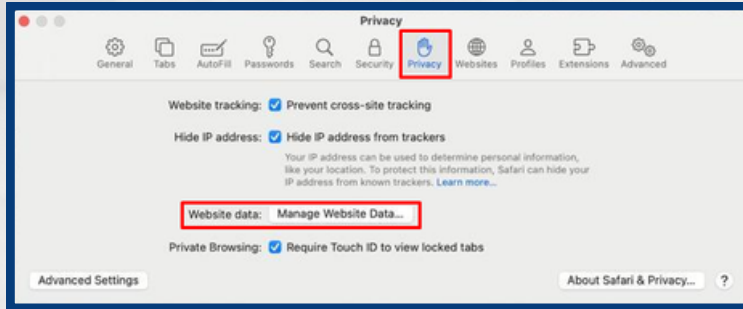- Close the tab, reopen it, and reload the site.

Safari (Mac)
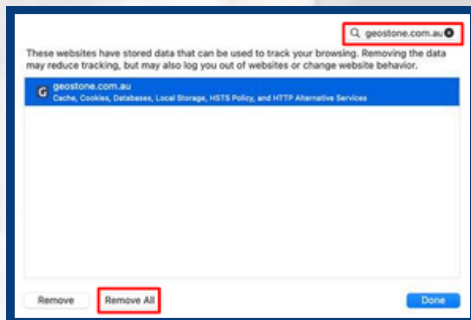- Go to **Safari** > **Settings** (or Preferences) > **Privacy**.
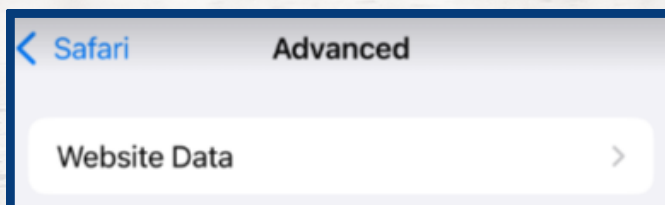
- Click **Manage Website Data**.

- Search for **geostone.com.au**, select it, then click **Remove All**.
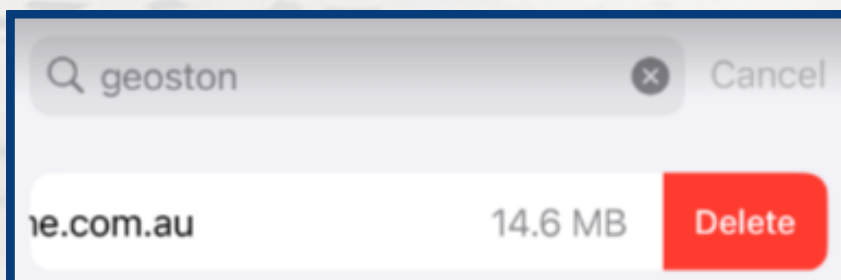

- Reload the page.

B. ON IPHONE (SAFARI)

- Go to **Settings** > search **Safari**.
- Scroll down and tap **Advanced** > **Website Data**.

- Search for **geostone.com.au**, swipe left and tap **Delete**.
  (Or tap Remove All Website Data to clear everything.)

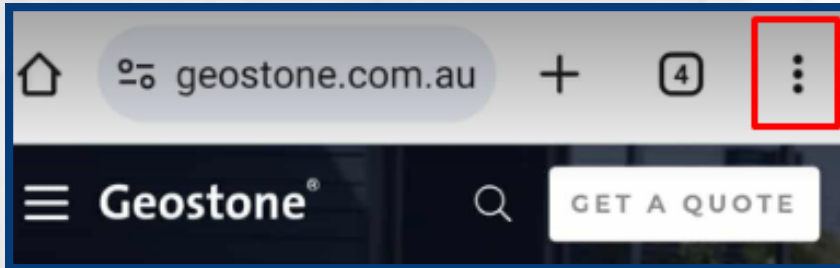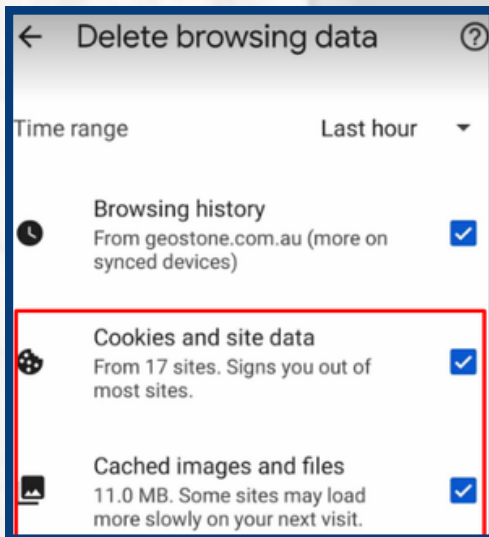

- Open Safari and revisit the site.

C. ON ANDROID (CHROME)

- Open **Chrome**.
- Tap the three dots (⋮) > **Settings** > **Privacy and security**.

- Tap **Delete browsing data**.
- Select **Cookies and site data** and **Cached images and files**.

- Tap **Delete data**.