

If you could not add the item in your cart:

Please clear the Cache and Cookies in your Browser.

How to clear the cache and cookies?

Occasionally clearing your browser's cache and cookies may help to eliminate common problems. To clear your cache follow the steps below for your browser:

Internet Explorer:

1. Click the "**Gear/Tools**" drop-down at the top-right of your browser.
2. Click "**Safety**" > "**Delete browsing history.**"
3. Deselect the option "**Preserve Favorites website data**"
4. Select "**Temporary internet files and website files**" and "**Cookies and website data**" then click "**Delete**"
5. Close and re-open your browser before returning to Box.

Google Chrome:

1. Click the menu icon "≡" on the right end of the browser toolbar.
2. Select "**More Tools**" > "**Clear browsing data**"
3. Select the options for "**Cached images and files**" and "**Cookies**"
4. Use the menu at the top to select "**the beginning of time**"
5. Click "**Clear browsing data**"
6. Close and re-open your browser before returning to Box.

Firefox:

1. Once your browser is open click on "≡" located at the top right of the browser then click "**History**" and select "**Clear Recent History**".
2. Remove checks from everything except "**Cache**" and "**Cookies**" which should be left checked.
3. Click "**Details**" and choose "**Everything**" in the "**Time Range to clean**" dropdown.
4. Click the "**Clear Now**" button.
5. Close and re-open your browser before returning to Box.

Safari and Mac:

1. Click on the **Safari menu > Preferences**
2. Navigate to **Privacy**
3. Click "**Remove All Website Data**" under Cookies and other website data.

or

1. First you need to enable the **Develop Menu** in Safari. To do so, click on the **Safari menu > Preferences**.
2. Select the **Advanced** option and enable **Show develop menu in menu bar**.
3. The **Develop** drop down will now appear in the menu bar. **Select Develop > Empty Caches**.

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