

Flush your DNS cache

Clear outdated address information when websites or email services will not load correctly.

What this changes

Flushing DNS removes only locally stored address lookups. It does not delete files, emails or browser bookmarks.

Before you begin

- Restart the affected browser first.
- Make sure the problem is not affecting every device.
- Save open work before restarting the computer.

Windows 10 and Windows 11

1. Select Start and type Command Prompt.
2. Right-click Command Prompt and choose Run as administrator.
3. Type `ipconfig /flushdns` and press Enter.
4. When the success message appears, close the window and test the website or email again.

macOS

5. Open Finder, select Applications, then Utilities, and open Terminal.
6. Enter the DNS flush command appropriate to your macOS version: `sudo dscacheutil -flushcache; sudo killall -HUP mDNSResponder`
7. Press Return, enter the Mac administrator password when requested, then test again.

If the problem continues

- Restart the router once and allow several minutes for reconnection.
- Try a different browser or device.
- Record any error message and contact EdelNet support.