

Clearing your browser's cache

NOTE: As a form of preventive maintenance, you should periodically clear your cache on a regular basis. Once a month or once every two months has been recommended.

Synopsis:

It has been reported that users are experiencing error messages while using various web based applications or the application just isn't acting normally.

Solution:

Clear the cache on your computer by following these steps:

1. Log out of the application but leave the browser window open.
2. Clear your browser cache, using the instructions below.
3. Exit all open browser applications.
4. Open a new browser window and log back into the application.

Internet Explorer 7 and 8

- From the **Tools** menu, select **Internet Options**
- Select the **General** tab at the top of the window
- Under the *Browsing History* section, click the **Delete** button
- Under the *Temporary Internet Files* section, click the **Delete files** button
- Click **Close**, and then click **OK** to exit

Internet Explorer 6

- From the **Tools** menu, select **Internet Options**
- Choose the **General** tab at the top of the window
- In the *Temporary Internet Files* section, click **Delete files**
- Click **OK** to confirm the deletion
- Click to exit

Mozilla Firefox 1.5, 2.0 and 3.0

- From the **Tools** menu, select **Clear Private Data**
- Place a check in the box next to **Cache** clearing the check marks in any other boxes
- Click **Clear Private Data Now**

Mozilla Firefox 3.5

- From the **Tools** menu, select **Clear Recent History**
- Change the *Time range to clear* to **Everything**

- Place a check in the box next to **Cache** clearing the check marks in any other boxes
- Click **Clear Now**

Safari 3 and 4

- **On a Mac:**
 - From the **Safari** menu, choose **Reset Safari**
 - On a PC:
 - From the **Edit** menu, choose **Reset Safari**
 - Place a check next to **Empty the cache** clearing the check marks in any other boxes
 - Click **Reset**

Google Chrome

- From the **wrench** menu, select **Clear browsing history**
- Place a check next to **Empty the cache** clearing the check marks in any other boxes
- Changed the *Clear data from the period* to **Everything**