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:**
  o From the **Safari** menu, choose **Reset Safari**
  o 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**