

# Clearing Your PC's Cache

“Cache” is a term that applies to information stored on a personal computer (PC). As you access pages and screens on the Internet, the memory of these pages is written to the cache. There are several instances where it is recommended that you clear your PC's cache to ensure better performance and/or avoid processing errors. Following are some examples of when you should clear your cache:

- if you have multiple User IDs and are logging in with your other User ID
- if new security access or a new role has been applied to your User ID
- if new and/or updated software has been installed on your PC
- if you encounter unusual processing errors: i.e., a function you were able to perform previously is no longer working and you receive an unexpected error message.

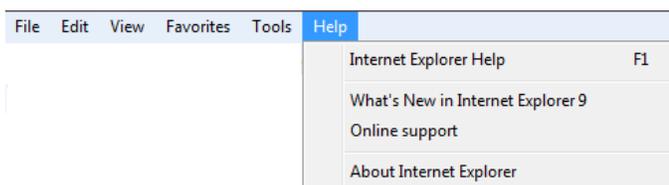
After you have cleared your cache you must exit out, log back in, and then attempt the function again to see if it works. You may want to consider clearing your cache daily upon logging in to avoid processing problems caused by the instances outlined above.

There are several internet browsers in use by PHRST End Users: Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, and Safari for Apple Macs. The first step to clearing your cache is to know the type of browser and version number you are using. Please use the information below for clearing cache if you are using Microsoft Internet Explorer. If you are using a browser other than Internet Explorer please contact your network administrator for more in-depth instructions on clearing your cache.

## ***Microsoft Internet Explorer (IE)***

### **DETERMINE THE VERSION YOU ARE USING**

1. From your internet browser click on the “Help” menu option located at the top of the page
2. Click on “About Internet Explorer”
3. An information box will appear →



***Example: IE Version 8***



## CLEARING CACHE FOR IE VERSION 7

1. From your internet browser click on the “Tools” menu option located at the top of the page (See Example 1)
2. Select “Delete browsing history...” (See Example 1)
3. Click on the “Delete all...” (See Example 2)
4. Click “Yes” (See Example 3)
5. Click “Close” (See Example 2)



Example 1



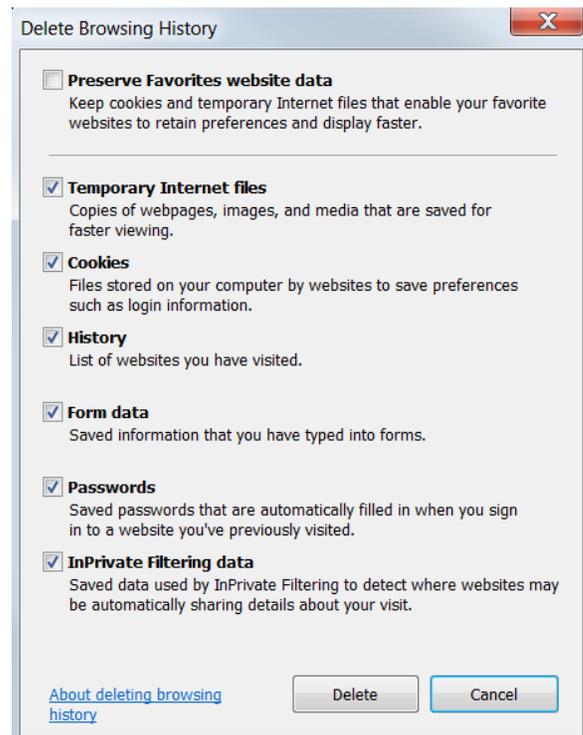
Example 2



Example 3

## CLEARING CACHE FOR IE VERSION 8

1. Repeat steps one and two above for IE7. **Note:** A shortcut to access the “Delete Browsing History” window is to select the **Ctrl+Shift+Delete** keys all at one time.
2. UNCHECK the “Preserve Favorites website data” and CHECK the remaining options (See Example 1)
3. Click on the “Delete” button (See Example 1)
4. Click “Yes” (See Example 2)



Example 1



Example 2

## CLEARING CACHE FOR IE VERSION 9

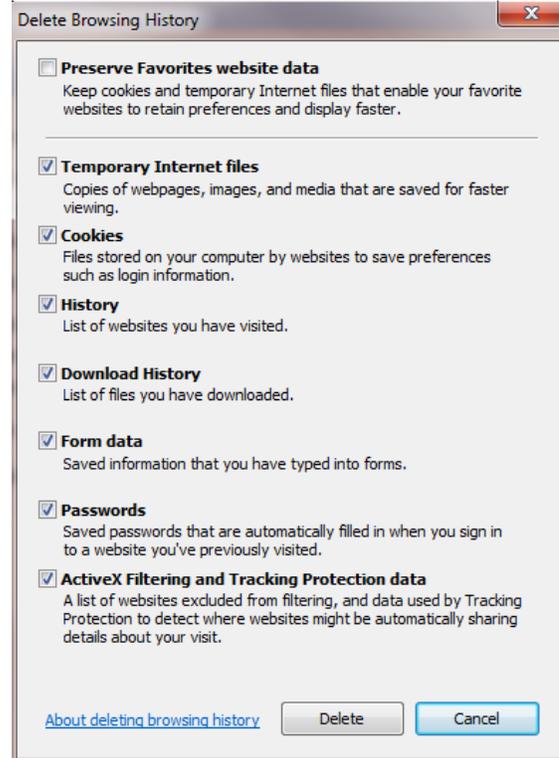
1. Repeat steps one and two above for IE7 or IE8. **Note:** A shortcut to access the “Delete Browsing History” window is to select the **Ctrl+Shift+Delete** keys all at one time.
2. UNCHECK the “Preserve Favorites website data” and CHECK the remaining options (See Example 1)
3. Click on the “Delete” button (See Example 1)
4. A message is displayed at the bottom of screen to confirm your browsing history has been deleted (See Example 2)

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Internet Explorer has finished deleting the selected browsing history.

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**Example 2**



**Example 1**

## CLEARING CACHE FOR IE VERSION 11

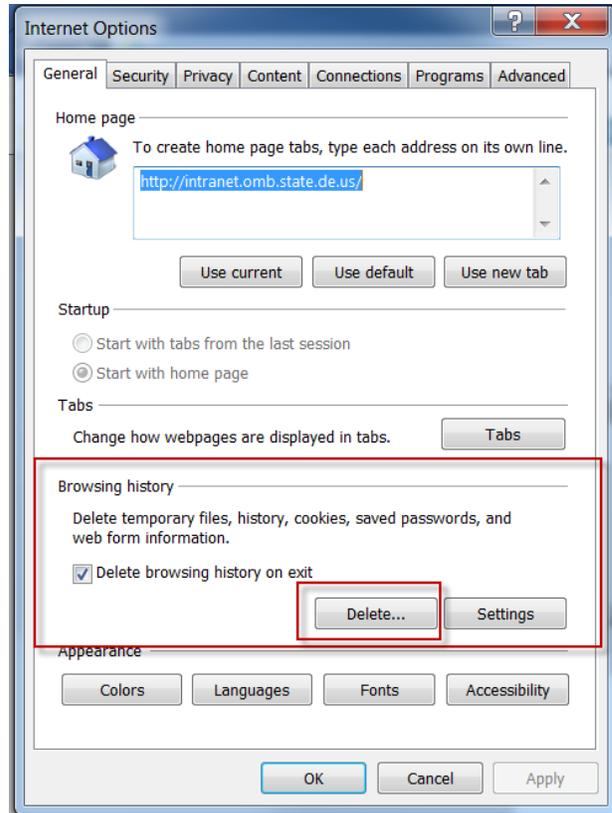
Select 'Tools' from menu located at the top of the page

Select Internet Options

Click on the "Delete" button under General > Browsing History

Ensure 'preserve Favorites website data' is unchecked.

Click 'Delete' and then 'OK'



**Please contact your IT Department for assistance**