Clearing Browser Cache

Occasionally, when code or security changes are put into SFS, a user’s browser cache needs to be cleared in order to delete any previous “history” and force the browser to use the most current security or code. If an SFS support team member recommends that you “clear your cache”, the steps below detail that process.

For Internet Explorer Users:

1) Close all of your open web browser windows.
2) On your PC, navigate to: Start > Control Panel > Internet Options

3) On the ‘General’ tab, click Delete
4) The only checkboxes that need to be **checked** for this process are the first three: Temporary Internet Files, Cookies, and History. Make sure the Preserve Favorites website data is **unchecked**.

5) **Click**. This may take a minute to process. You will be returned to the Internet Options page.

6) **Click**

7) You can now attempt to log into SFS and access the page or process that you were unable to prior to clearing your cache. If this didn’t work, please contact uwsaproblemsolvers@maillist.uwsa.edu for further assistance.

**For Mozilla Firefox Users:**

**Click** on the link below and follow the instructions provided by Mozilla.

1) [https://support.mozilla.org/en-US/kb/how-clear-firefox-cache?esab=a&s=clear+cache&r=0&as=s#w_clear-the-cache](https://support.mozilla.org/en-US/kb/how-clear-firefox-cache?esab=a&s=clear+cache&r=0&as=s#w_clear-the-cache)

**For Google Chrome Users:**

**Click** on the link below and follow the instructions provided by Google.

1) [https://support.google.com/chrome/answer/95582?hl=en](https://support.google.com/chrome/answer/95582?hl=en)