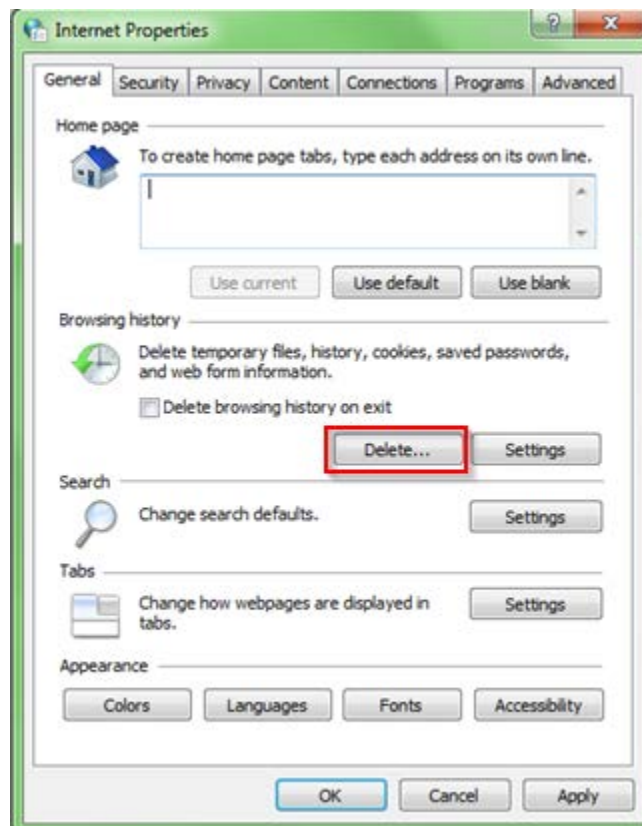



Clearing Browser Cache

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.

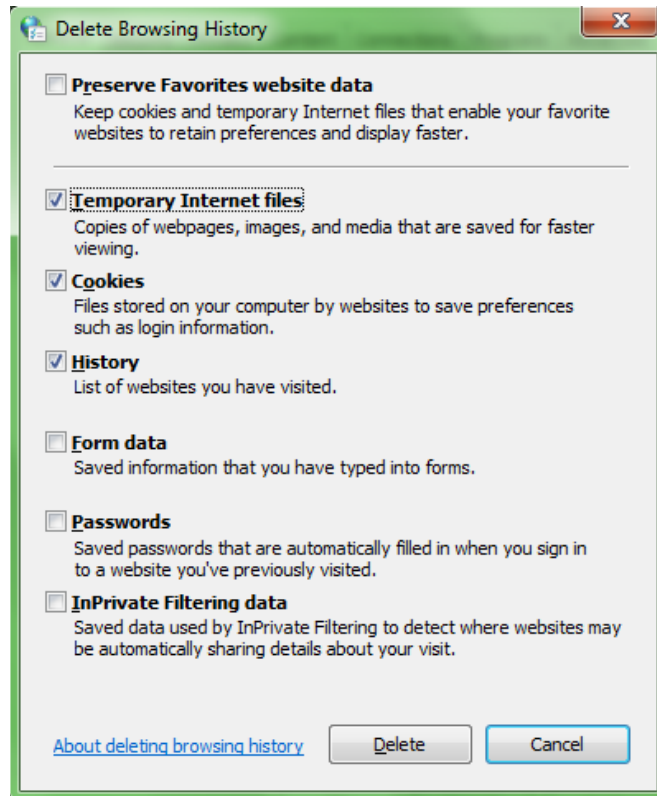
For Internet Explorer Users:


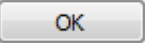
- 1) **Close** all of your open web browser windows.
- 2) On your PC, **navigate** to: Start > Control Panel > Internet Options



- 3) On the 'General' tab, **click** 

University of Wisconsin System SFS User Quick Help Documents Clearing Browser Cache



- 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

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>