Why Clear Your Cache?

"Cache" is a term that applies to data 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. The following are some examples of when you should clear your cache:

- If you recently changed your password.
- If you received any kind of error message when logging in or using PIRS.

After you have cleared your cache you must exit out of the browser, 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 into PIRS.

Identify your web browser and locate the appropriate instructions below:

Clearing Microsoft Edge Cache

When Websites are not loaded with the latest data, it could be because you have to delete cached files, in order to let the browser download new data. To empty the cache you can follow one of the instructions below:

- 1. Open Microsoft Edge.
- 2. In the upper right corner, click the **Select Settings and More** menu button ... (icon that looks like 3 dots).



- 3. Click Settings from the drop down list.
- 4. In the Settings sidebar, select **Privacy, search and services**.



5. Click on the "Choose what to clear" button under the heading Clear browsing data for Internet Explorer mode.

C Basic	Balanced	Strict
Allows most trackers across all sites Content and ads will likely be	Blocks trackers from sites you haven't visited	 Blocks a majority of trackers from all sites
personalized • Sites will work as expected	 Content and ads will likely be less personalized 	 Content and ads will likely have minimal personalization
 Blocks known harmful trackers 	 Sites will work as expected 	 Farts of sites might not work
	 Blocks known harmful trackers 	 Blocks known harmful trackers
Blocked trackers		>
View the sites that we've blocked from tracking	à Xon	
Exceptions		>
Allow all trackers on sites you choose		
Always use "Strict" tracking prevention	when browsing InPrivate	
Jear browsing data his includes history, passwords, cockies, i lear browsing data now	and more. Only data from this profile will b	se deleted. <u>Manage your data</u> Choose what to clear
Clear browsing data his includes history passwords, cookies, lear browsing data now hoose what to clear every time you doo	and more. Only data from this profile will b	e deleted. <u>Manage your data</u> Choose what to clear 2
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6. Click the blue hyperlink "Clear browsing data for Internet Explorer mode".

Clear browsing data					
Time range					
All time	\sim				
Browsing history					
Download history					
Cookies and other site data From 7 sites. Signs you out of most sites.					
Cached images and files Frees up 13.8 MB. Some sites may load more slowl your next visit.	y on				
Clear browsing data for Internet Explorer mode					
This will clear your data across all your synced devices si carolyn.harrigan@delaware.gov.	gned in to				
Clear now Cancel					

(Continued on next page.)

7. Click on Delete



- 11. Under **Clear browsing data**, select the check box for **each type of data**, such as browsing history, cookies, and passwords, you want to clear. (Time Range should be all time.)
- 12. Then click the **Clear Now** button.



13. Close your browser and open a new Edge Session. Log into the ERP Portal.

- 8. Close Browser down and reopen it.
- 9. Follow steps 1-4 then skip to step 10
- 10. Click on the blue "Choose what to clear" button under the heading Clear browsing data.



Clearing Google Chrome Browser Cache

1. First click on the 3 vertical dots in the upper righthand corner. The select 'History', and then 'History' again.

				، 🕲	New tab New window New incognit	to windov	v Ctri+St	trl+T trl+N ift+N
٦		History		Ctrl+H	History			
		Recently	closed	Ctrl+Shift+T	Downloads Bookmarks			Ctrl+J
	۵	Settings			Zoom	- 1	00% +	20
		No tabs fr	om other device	6	Print			trl+P
	4-	Low	progress	ESE Purchasing	Cast Find			Ctrl+E
		Work			More tools			
e	4 -	Low	progress	ESE 1099	Edit	Cut	Сору	Paste
	4 -	Low	Work in progress	ESE Purchasing	Settings Help			10
					Exit		Ctrl+St	ift+O

2. Then select 'Clear browsing data'



3. Make sure that the 'Time range' is set for 'All Time'. Then select 'CLEAR DATA'.



4. Close the browser and open a new Google Chrome session. Log into the ERP Portal.



Clearing Firefox Cache

- 1. Click the menu button \equiv and select **Options**.
- 2. Select the **Privacy & Security** panel.

3. In the **Cookies and Site Data** section, click Clear Data....

4. In the **Popup Window**, remove the check mark in front of **Cookies and Site Data**. For more information about managing site data, see <u>Manage local site storage settings</u>.



5. With *Cached Web Content* check marked, click the **Clear** button.

6. Close the *about:preferences* page. Any changes you've made will automatically be saved.

Tip: Here's another way to clear the Firefox cache:

Click the Library button M, click History and click Clear Recent History.... Next to **Time range to clear**, choose **Everything** from the drop-down menu, select **Cache** in the items list, make sure other items you want to keep are not selected and then click the OK button. See <u>this</u> <u>article</u> for details.

Automatically clear the cache

You can set Firefox to automatically clear the cache when Firefox closes:

1. Click the menu button \equiv and select Options.

2. Select the Privacy & Security panel and go to the **History** section.

3. In the drop-down menu next to **Firefox will**, choose Use custom settings for history.

🗘 General				
Home	History			
O Search	Firefox will	Remember history	-	
	Firefox will r		m and search history.	Clear History
A Privacy & Security		Never remember history		
C Firefox Account	Address B	Use custom settings for history		

4. Select the check box for **Clear history when Firefox closes**.

Firefox <u>w</u> ill	Use custom settings for history	•	
Always	use private browsing mode		Clear History
✓ Ren	nember my browsing and download	history	
🗸 Ren	nember search and form history		
	v history when Firefey sloses	Settings	

5. Beside *Clear history when Firefox closes,* click the Settings... button. The Settings for Clearing History window will open.

6. In the Settings for Clearing History window, put a check mark next to **Cache**.

Settings for Clo	earing History ×
When I quit Firefox, it should automa History	atically clear all:
Browsing & Download History	Cookies
Active Logins	✓ C <u>a</u> che
Eorm & Search History	
Data Site Preferences	Offline Website Data
	OK Cancel Help

• For more information on the other options, see <u>Delete browsing, search and download history on</u> <u>Firefox</u>.

7. Click OK to close the Settings for Clearing History window.

8. Close the *about:preferences* page. Any changes you've made will automatically be saved.

Tip: There are several add-ons available that will allow you to clear the cache using an icon on your toolbar. Go to the <u>Mozilla Add-ons Web Page</u> to do a search. The Mozilla community is not responsible for maintaining and supporting third-party add-ons. Please contact the add-on developer directly if you need assistance with an add-on.

9. Close your browser and open a new Firefox session. Log into the ERP Portal.