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:
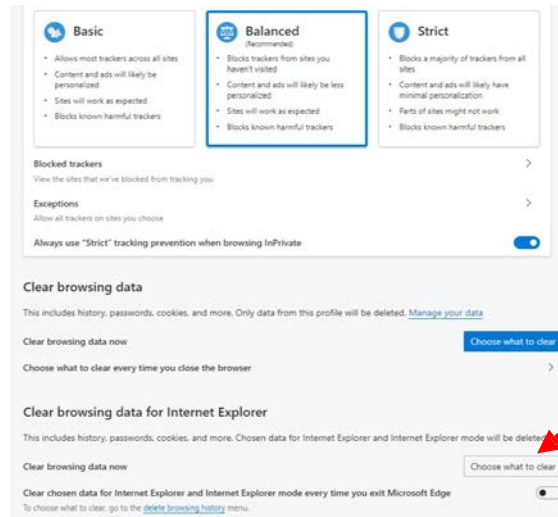
1. Open Microsoft Edge.

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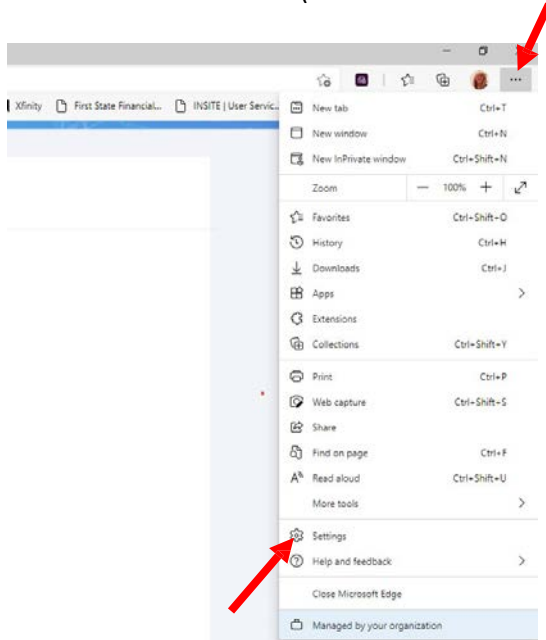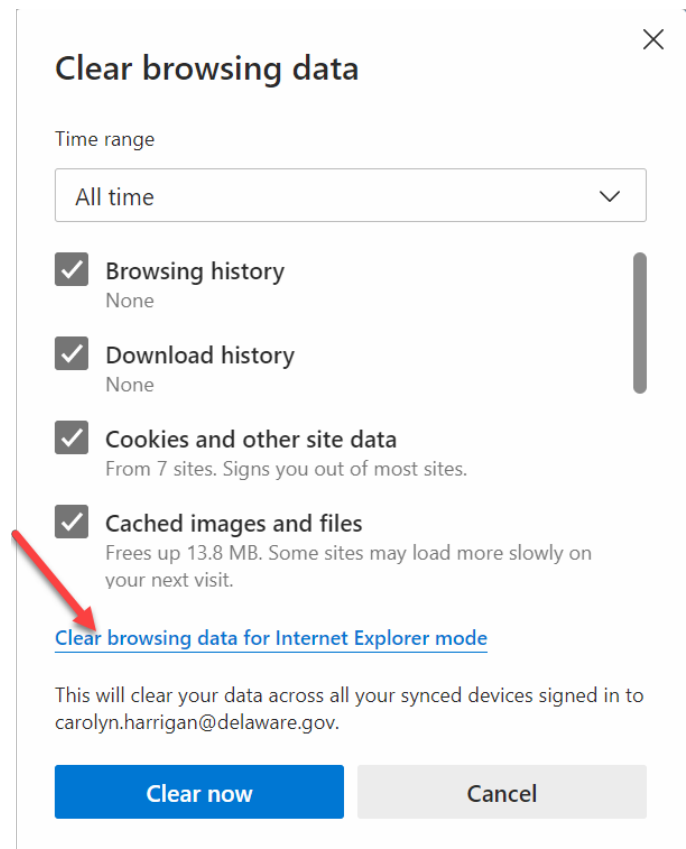

3. Click **Settings** from the drop down list.

4. In the Settings sidebar, select **Privacy, search and services**.
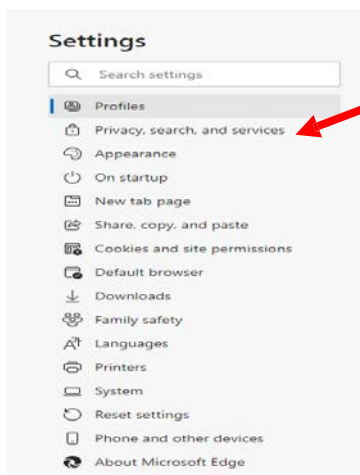
5. Click on the "Choose what to clear" button under the heading Clear browsing data for Internet Explorer mode.
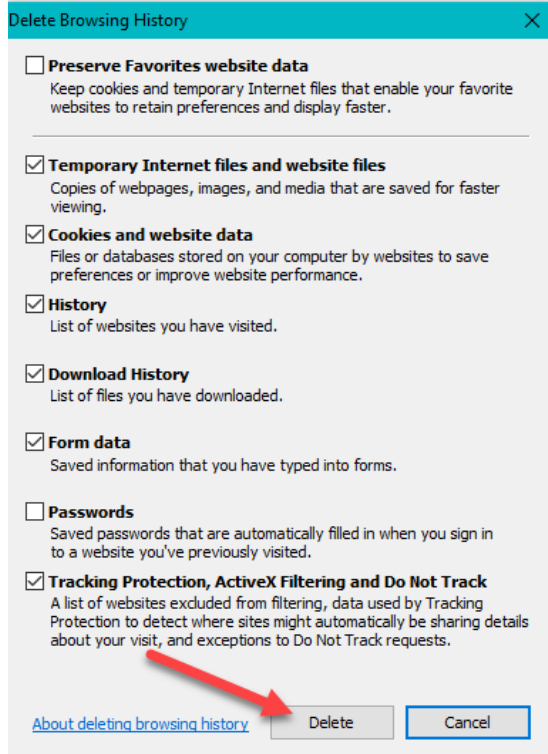

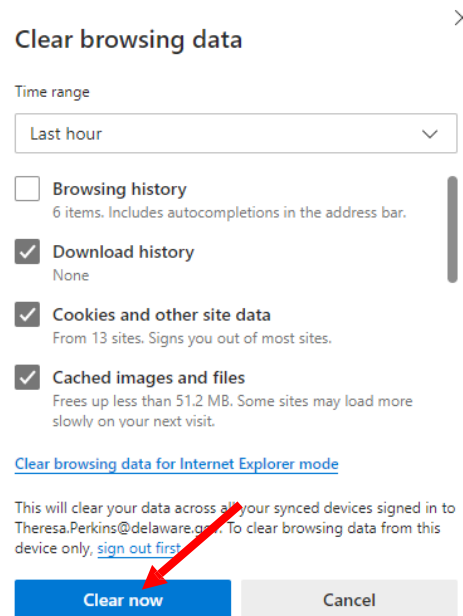6. Click the blue hyperlink "Clear browsing data for Internet Explorer mode".

(Continued on next page.)

7. Click on Delete

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.

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.)
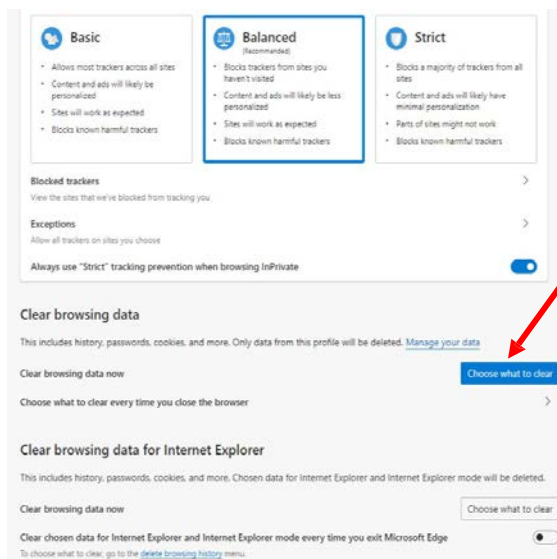12. Then click the **Clear Now** button.

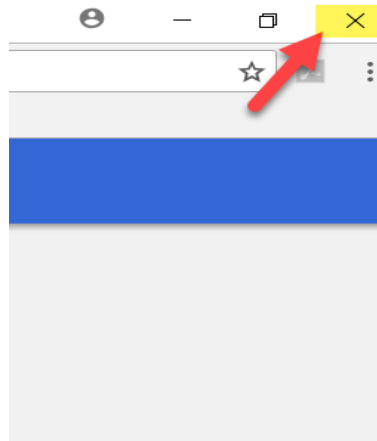13. Close your browser and open a new Edge Session. Log into the ERP Portal.
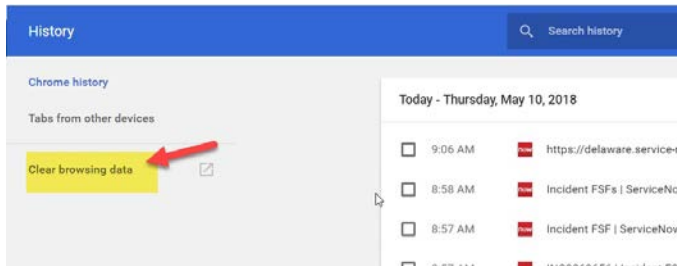
Clearing Google Chrome Browser Cache

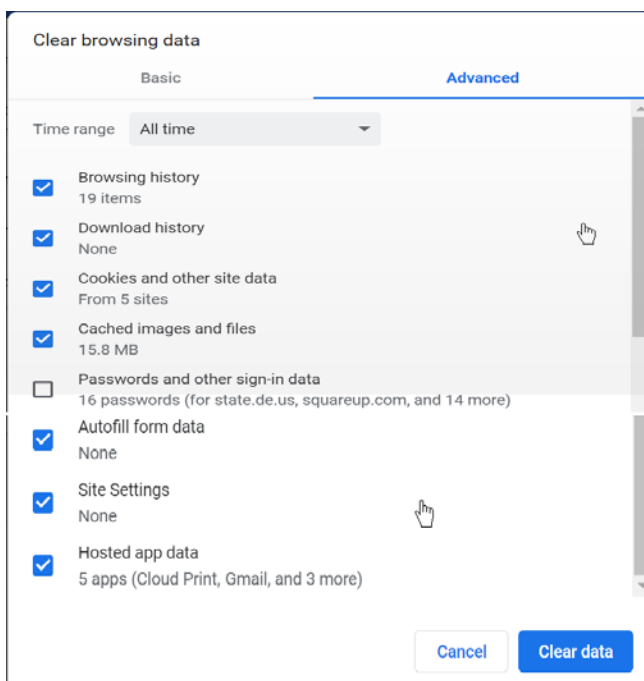1. First click on the 3 vertical dots in the upper right-hand corner. The select 'History', and then 'History' again.

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 ☰ 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 Manage local site storage settings.
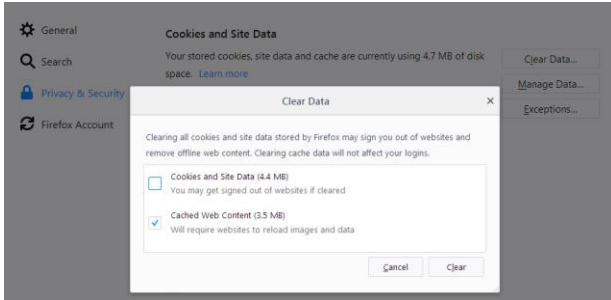
5. With *Cached Web Content* check marked, click the **Clear** button.
6. Close the *about:preferences* page. Any changes you've made will automatically be saved.

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

Click the Library button ||\\, 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 this article for details.
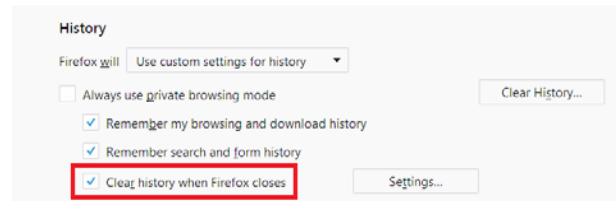
Automatically clear the cache

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

1. Click the menu button ☰ 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.
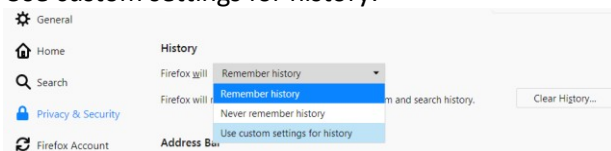
4. Select the check box for **Clear history when Firefox closes**.

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**.
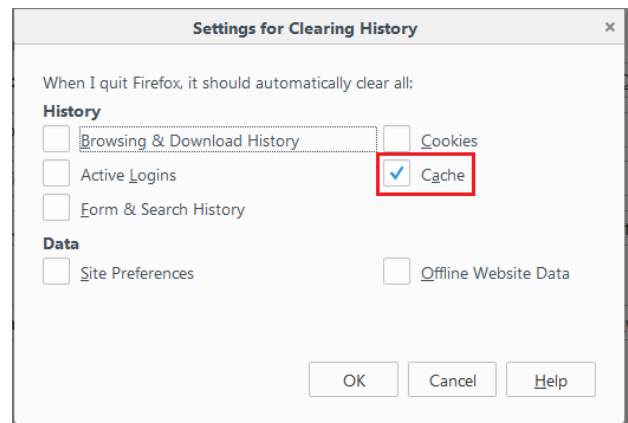
o For more information on the other options, see Delete browsing, search and download history on Firefox.
7. Click OK to close the Settings for Clearing History window.
8. Close the *about:preferences* page. Any changes you've made will automatically be saved.

Tip: There are several add-ons available that will allow you to clear the cache using an icon on your toolbar. Go to the Mozilla Add-ons Web Page 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.