**Definition:**

Browser Errors – Clear Your Cache in **Internet Explorer, Mozilla Firefox, Safari and Chrome.**

**Description:**

*It is important to clear your browser Cache before logging into PeopleSoft.*

Every time you access a PeopleSoft page, your work PC is building temporary internet files which are also known as “cache” files. It is recommended that you delete your temporary internet files/cache files on a frequent basis.

**Audience:**

Everyone
How to clear cache in **Internet Explorer**

1. Open an Internet Explorer browser

2. Select Tools (via the Gear Icon), then **Safety**

   ![Internet Explorer safety settings](image)

   Click **Delete browsing history...**

3. Make sure to uncheck **Preserve Favorites website data** and check all boxes below.

   ![Delete browsing history options](image)

   Click **Delete**.

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*How To: Clear Your Cache: Mozilla Firefox, Internet Explorer, Chrome and Safari*
4. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Close out the browser and reopen another session. Be sure to close all windows associated with Internet Explorer.

Stop This completes the process for Internet Explorer
How to clear cache in **Mozilla Firefox**

1. Open the Firefox browser

2. At the top of the Firefox window, select the Firefox button.

   ![Firefox window with Options button highlighted]

   Click **Options**.

3. Select the **Advanced** panel.

   Select the **Network** tab.

   ![Options window with Network tab highlighted]

   Click **Clear Now** in the “Cached Web Content section; then Click **OK** to close the “Options” window.

   ![Clear Now button highlighted]

Close out the browser and restart another session. Note: Be sure to close all windows associated with Mozilla Firefox.

This completes the process for Mozilla Firefox.
How to clear cache in **Safari 9.0 (Mac)**

1. Open the Safari browser
2. Click Safari (menu – top left)
3. Click "Preferences" (new window will open)

3. Click on Privacy (in the new window)
   Click "Remove All Website Data"
4. Click on Remove Now.

5. Close out the browser and restart another session.  
   **Note:** Be sure to close all windows associated with Safari 9.0 (Mac).  
   FYI – if pop-ups blocker needs to be turned off momentarily, this can be done under security tab.

**STOP**

This completes the process for Safari 9.0 (Mac)
## How to clear cache in **CHROME**

1. Open the Chrome browser

2. **Click on three bars on right (#1)**  
   **Click on History and Recent Tabs (#2)**  
   **Click on History (#3)**

3. **Click on Clear browsing data…**
4. Click on Clear browsing data.

5. Close out the browser and restart another session.

Note: Be sure to close all windows associated with Chrome.

This completes the process for Chrome.

If you have any further questions about this document,

1) Submit a ticket: Go to UTShare Website: www.utsa.edu/utshare, and link to the SPOC icon.
2) Call (210) 458-SPOC (7762)