

## FOLLOW THESE STEPS:

1. Log out of PeopleSoft
2. Clear your browser cache, using the instructions below.
3. Exit all open browser applications.
4. Open a new browser window and log into PeopleSoft.

## INSTRUCTIONS TO CLEAR YOUR BROWSER CACHE:

In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac). If this doesn't work, follow the appropriate instructions below.

## MOBILE BROWSERS

### Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

1. Go to **Settings** and choose **Apps** and then tap **Application Manager**.
2. Select **All apps**.
3. In the list of installed apps, find and tap your web browser. Tap **Storage** or **Clear Data** and then **Clear Cache**.
4. Exit/quit all browser windows and re-open the browser.

### Chrome for Android

1. Touch **Chrome menu > Settings**.
2. Touch **(Advanced) Privacy**.
3. Touch **Clear browsing data**.
4. Exit/quit all browser windows and re-open the browser.

### Safari (Apple iOS)

1. Open your Settings app.
2. Tap **Safari**.

3. Tap **Advanced**.
4. Tap **Website Data** and **Remove all Website Data**.
5. Confirm action.
6. Exit/quit all browser windows and re-open the browser.

## Chrome for iOS

1. Touch **Chrome menu > Settings**.
2. Touch **Privacy**.
3. Choose the data type you want to clear (cookies and site data are recommended).
4. Touch **Clear Browsing Data**.
5. Confirm action.
6. Exit/quit all browser windows and re-open the browser.

## DESKTOP BROWSERS

### Chrome

1. In the browser bar, enter: `chrome://settings/clearBrowserData`. An alternate way to access the cache is to click the Customize and Control button near the top right of the Chrome window and select **Settings** and then scroll down and click on **Clear Browsing Data**.
2. Select the following:
  - **Browsing history**
  - **Download history**
  - **Cached images and files**
  - **Cookies and other site and plug-in data**

From the **Clear the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **beginning of time**.

3. Click **Clear browsing data**.
4. Exit/quit all browser windows and re-open the browser.

### Firefox

1. From the **History** menu, select **Clear Recent History**. If the menu bar is hidden, press **Alt** to make it visible.

2. From the **Time range to clear**: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

## Microsoft Edge

1. In the top right, click the Hub icon (looks like three horizontal lines).
2. Click the History icon, and then select **Clear all history**.
3. Select **Browsing history**, then **Cookies and saved website data**, and then **Cached data and files**. Click **Clear**.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

## Internet Explorer 9 and higher

Note:

As of January 12, 2016, Microsoft has ended support for Internet Explorer versions prior to version 11. We strongly recommend that you upgrade to the most up to date Internet Explorer version.

1. Select **Tools** (via the Gear Icon) > **Safety > Delete browsing history....**If the menu bar is hidden, press **Alt** to make it visible.
2. Make sure there is no check-mark next to **Preserve Favorites website data**.
3. Add a check-mark if not already present for:
  - **Temporary Internet files or Temporary Internet files and website files**
  - **Cookies or Cookies and website data**
  - **History**
3. Click **Delete**. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

## Opera

1. From the **Opera** menu, select **Settings**, and then **Delete Private Data....**

2. In the dialog box that opens, select the items you want to clear, and then click **Delete**.
3. Exit/quit all browser windows and re-open the browser.

## **Safari**

### *Safari 8*

1. From the Safari menu, select **Clear History and Website Data....**
2. Select the desired time range, and then click **Clear History**.
3. Go to **Safari > Quit Safari** or press **Command-Q** to exit the browser completely.

### *Safari 7 and below*

1. From the Safari menu, select **Reset Safari....**
2. Select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** includes both cookies and cache.
3. Go to **Safari > Quit Safari** or press **Command-Q** to exit the browser completely.