

PeopleSoft Support

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How to clear your cache

posted Jun 20, 2017, 12:20 PM by Peyri Herrera

This is an excerpt from the [Introduction to PeopleSoft Guide](#) (v2.0). When you use PeopleSoft, you should periodically clear your cache to allow your browser to function more efficiently.

Directions: Find your browser in the grid below and follow the directions to clear your cache. If you don't see your specific version or browser, search your browser's Help menu for "clear cache." If you're unsure what browser version you're using, from the Help menu, select About [browser name]. In Internet Explorer and Firefox, if you don't see the menu bar, press Alt.

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| <p style="text-align: center;">Internet Explorer 7</p> <ul style="list-style-type: none"> ▪ From the Tools menu in the upper right, select Delete Browsing History... <ul style="list-style-type: none"> - To delete your cache, click Delete files... - To delete your cookies, click Delete cookies... - To delete your history, click Delete history... ▪ Click Close, then click OK to exit. | <p style="text-align: center;">Internet Explorer 8 and higher</p> <ul style="list-style-type: none"> ▪ From the Tools or Safety menu, select Delete browsing history... NOTE: If the menu bar is hidden, press Alt to make it visible. ▪ Deselect Preserve Favorites website data, and select: <ul style="list-style-type: none"> - Temporary Internet files or Temporary Internet files and website files - Cookies or Cookies and website data - History ▪ Click Delete. |
| <p style="text-align: center;">Chrome</p> <ul style="list-style-type: none"> ▪ In the browser bar, enter: <i>chrome://settings/clearBrowserData</i> ▪ Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data). ▪ From the Obliterate the following items from menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time. ▪ Click Clear browsing data. | <p style="text-align: center;">Firefox</p> <ul style="list-style-type: none"> ▪ From the Tools or History menu, select Clear Recent History. NOTE: If the menu bar is hidden, press Alt to make it visible. ▪ From the Time range to clear: menu, select the desired range; to clear your entire cache, select Everything. ▪ Click the down arrow next to "Details" to choose which elements of the history to clear. Click Clear Now. |
| <p style="text-align: center;">Opera</p> <ul style="list-style-type: none"> ▪ From the Opera menu, select Settings, and then Delete Private Data... ▪ In the dialog box that opens, select the items you want to clear, and then click Delete. | <p style="text-align: center;">Safari</p> <ul style="list-style-type: none"> ▪ From the Safari menu, select Reset Safari... ▪ From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache. |

Still experiencing odd behavior?

- Try a different browser.
- Or try opening a **New incognito window** (Chrome), **New private window** (Firefox), or **New session** (Internet Explorer).