QUICK REFERENCE GUIDE

Clearing the Browsing History and Cache

4/4/2016

Clearing Browsing History and the Cache

If you experience difficulties trying to view data or access the log-in page for SWIFT, clearing or deleting your browsing history may help resolve these issues. This is commonly referred to as “clearing the cache” on your browser. Below are steps to delete your browser history (clear the cache) for Internet Explorer 8-11, Firefox, and Google Chrome browsers.

You may wish to clear your cache because:

- Compatibility issues with page views in SWIFT related to different versions of Internet Explorer
- Pages display an error also known as “404 Error”
- There are system issues and MN.IT or the SWIFT Help Desk suggest refreshing your browser

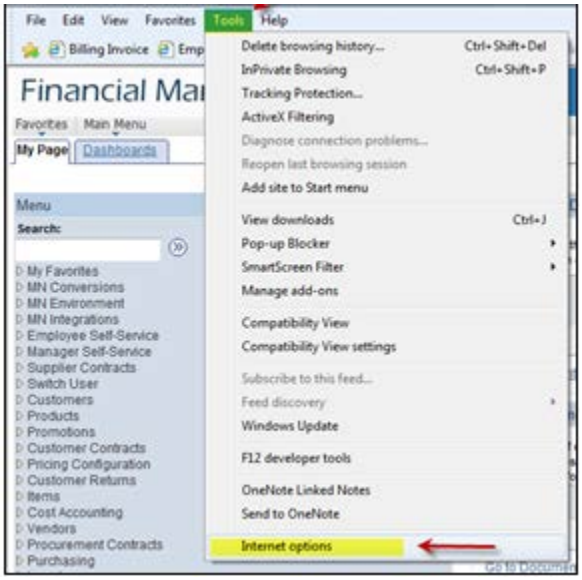
Internet Explorer Versions 8 - 11

How do you know what version you are using?

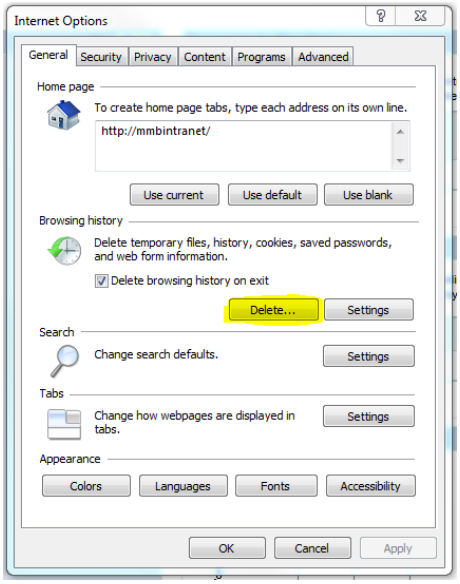
The easiest way to find out what browser you are using is to go to the browser menu. Click **Help** and then **About Internet Explorer.** Here you can see what version you are using. Follow the steps provided below. In this example, we are using Internet Explorer Version 9.

Follow these instructions to clear your browsing history and the cache:

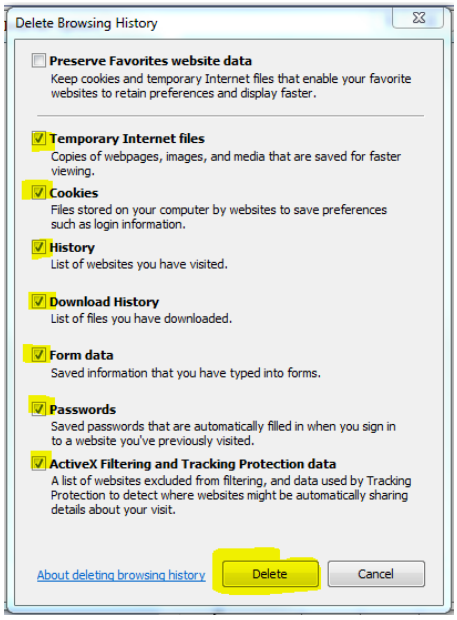
1. Close all browser windows. Open one Internet Explorer window.
2. On your browser menu, click **Tools** and then **Internet Options**.



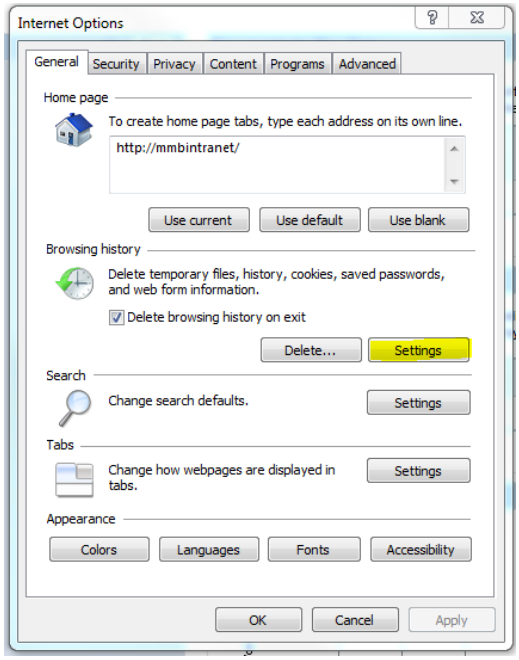
3. Look on the **Internet Options General** tab and find the *Browsing History* section. Click the **Delete…** button



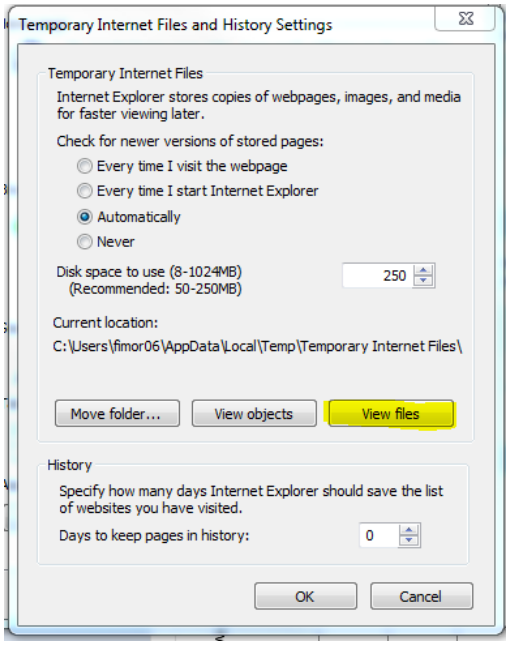
4. On the **Delete Browsing History** page, put checks in all the boxes except “Preserve Favorites website data.” Then, click **Delete**.



5. On the **Internet Options** window, look for the *Browsing History* section (midway down the page). Click the **Settings** button. The **Temporary Internet Files and History Settings** window opens.



6. On the **Temporary Internet Files and History Settings** window, click the **View Files** button.



7. The **Temporary Internet Files** window opens.

All files displayed here should be deleted. Select all of the files in the window and delete them using the **Delete** key on your keyboard.

Click **Yes** to the question, "Are you sure you want to delete the selected cookies?" You may need to delete some files twice or delete them one at a time.

8. Close the **Temporary Internet Files** window.

9. Click the **OK** button on the **Temporary Internet Files and History Settings** window.

10. Click **OK** on the **Internet Options** window.

11. Close the browser. (Be sure all browsers are closed).

12. Open new window and log-in to SWIFT again.

Instructions for Mozilla Firefox Version 9.0:

1. Close all browser windows. Open one Firefox window.

2. Go to **Tools** then **Clear Recent History**.

3. Check **Browsing & Download History, Cookies, and Cache**. Click **OK**.

4. Close the browser window.

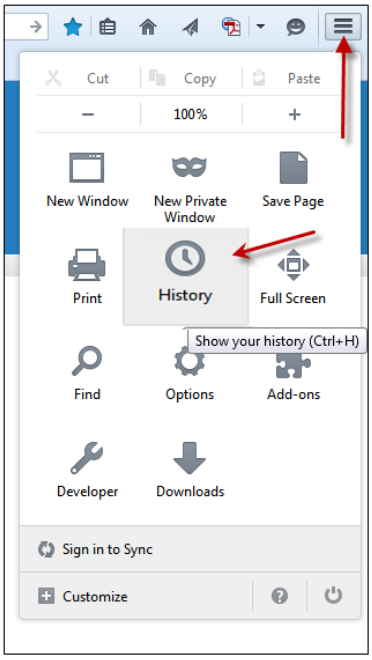
5. Open a new browser window and log-in to SWIFT again.

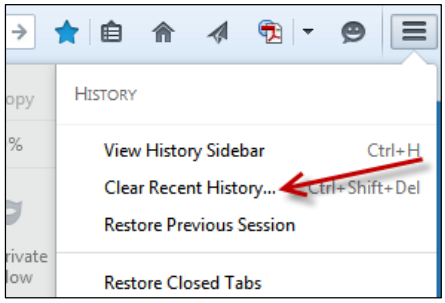
Mozilla Firefox Version 30 – 33 and Google Chrome:

Follow these instructions to clear your browser cache:

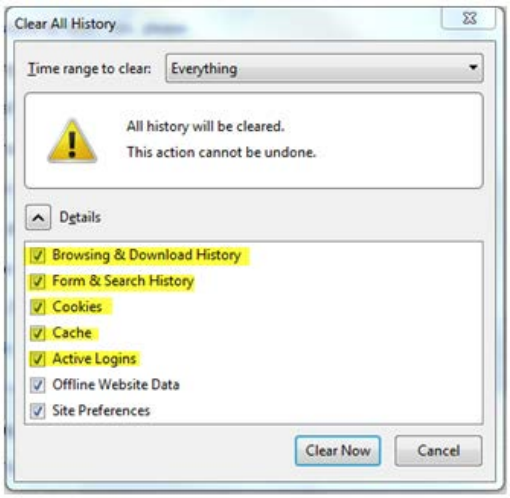
1. Close all browser windows. Open one Firefox window.

2. Click the **Menu** button located in the right top corner. Choose **History** and then **Clear Recent History**.





3. Click **Time range to clear** and select *Everything.*



4. Check the boxes for **Browsing & Download History**, **Form & Search History**, **Cookies**, **Cache** and **Active Logins**, (Active Logins is an optional selection). Click **Clear Now**.

5. Close the browser window.

6. Open new browser window and log-in to SWIFT again.

Still having problems?

- If you continue to have trouble clearing your cache, please contact your agency's technical support group.
- If you have successfully cleared your cache and continue to have trouble accessing SWIFT, contact the SWIFT Help Desk via email at SWIFTHelpDesk.MMB@state.mn.us or call us at 651-201-8100, option 2.
- You can also find this document and other resources on the SWIFT Training and Support website: www.mn.gov/mmb/accounting/swift/training-support/