

QUICK REFERENCE GUIDE

Updated January 02, 2019

Clearing Browsing History and Cache

If you experience difficulties trying to view data or access the log-in page for SWIFT, clearing your browsing history may help resolve these issues. This is commonly referred to as “clearing the cache.”

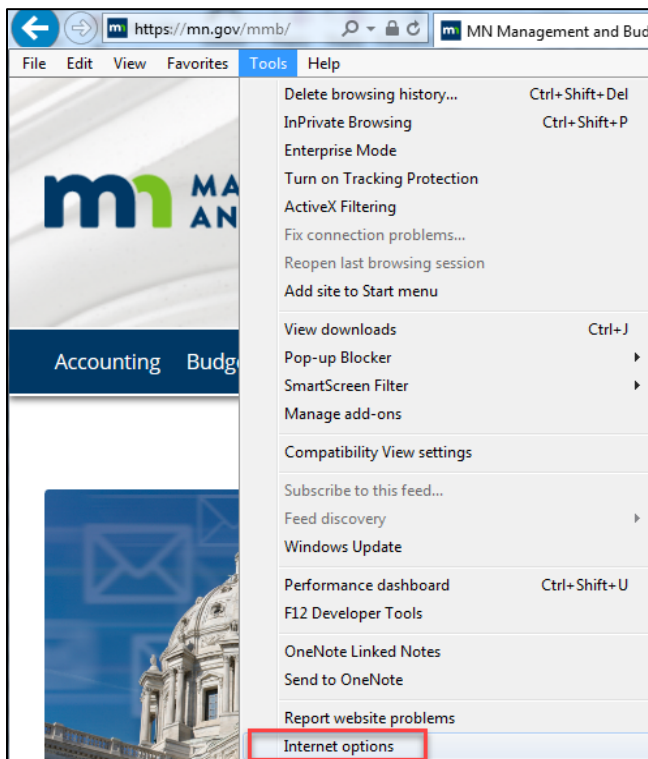
“Clearing the cache” means deleting browsing history. Clear the cache on your Internet browser when:

- SWIFT pages fail to load, do not load correctly, or display the “404 Error” message.
- There are financial management system upgrades or issues.
- MN.IT or SWIFT Help Desk recommends refreshing your Internet browser.

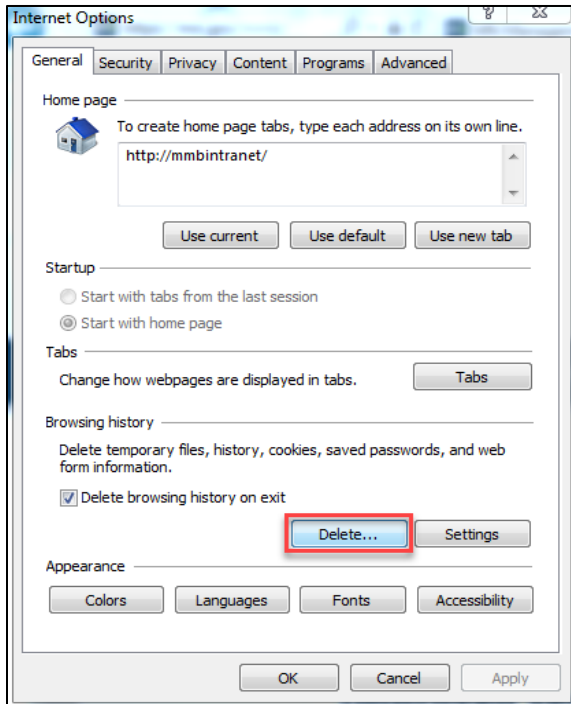
Your Internet browser may be Internet Explorer (IE), Google Chrome, or Mozilla Firefox. IE is the recommended Internet browser for accessing SWIFT. However, it is possible to use Google Chrome or Mozilla Firefox. Make sure to follow all the steps listed to clear the cache on your Internet browser.

Clear the cache on Internet Explorer (IE)

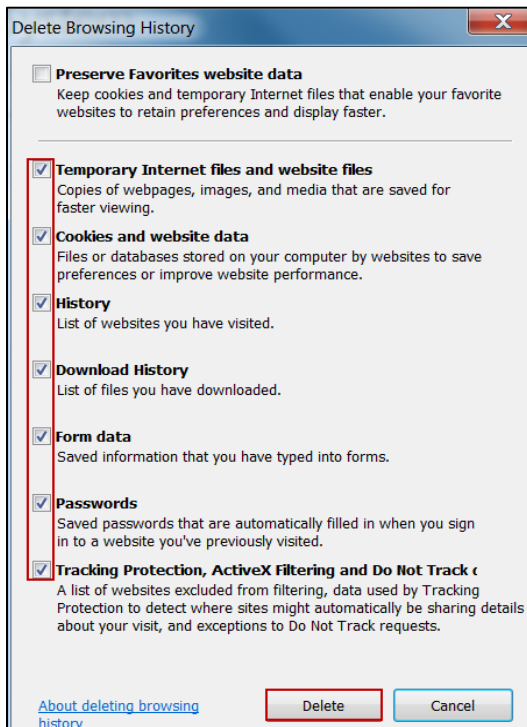
1. On IE, select **Tools** from the browser menu and then select **Internet Options**.



2. The *Internet Options* window will display. Under the *Browsing history* section, press **Delete...**

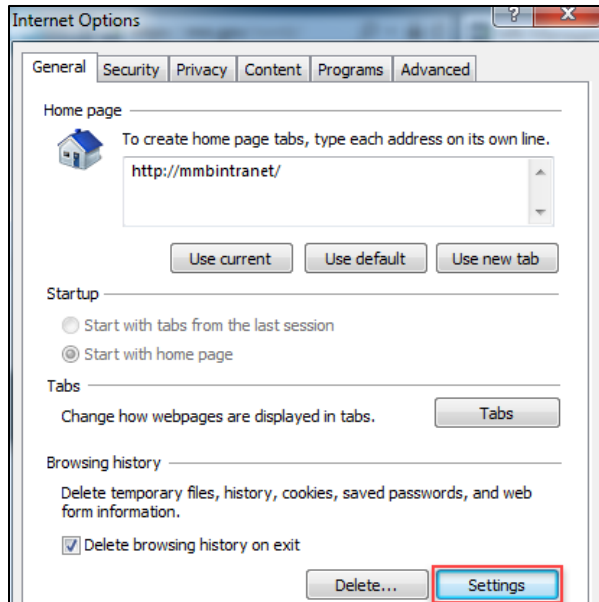


3. When the *Delete Browsing History* window displays, check mark all boxes, with the exception of the top box ("Preserve Favorites website data"). Then press the **Delete** button.

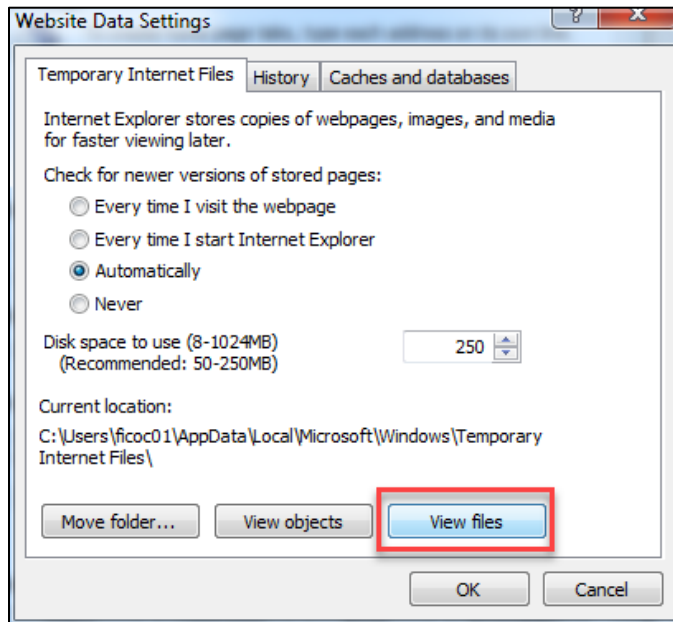


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4. Next, on the *Internet Options* window under the *Browsing history* section, press **Settings**.

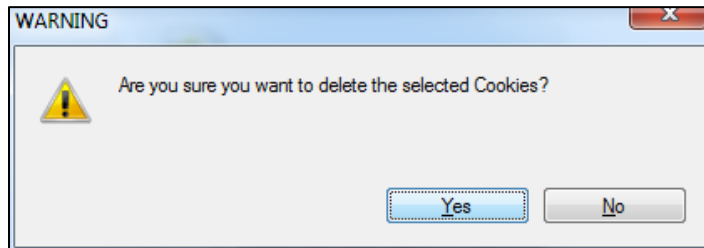


5. The *Website Data Settings* window will display. On the *Temporary Internet Files* tab, press **View files**.

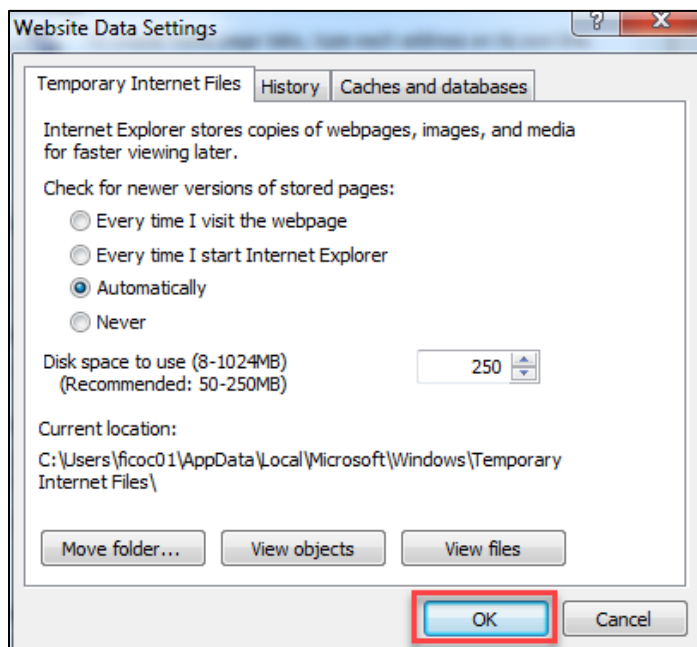


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6. The *Temporary Internet Files* window will open. Select all of the files displayed in this window, and press the **Delete** key on your keyboard. When the *Warning* message appears, press **Yes**.

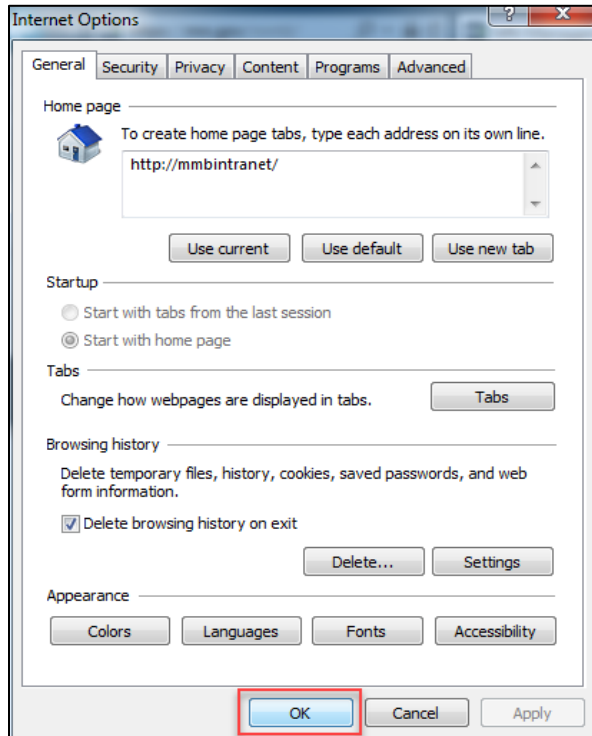


7. Close the *Temporary Internet Files* window.
8. Press **OK** on the *Website Data Settings* window.



9. Press **OK** on the *Internet Options* window.

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10. Close the IE.

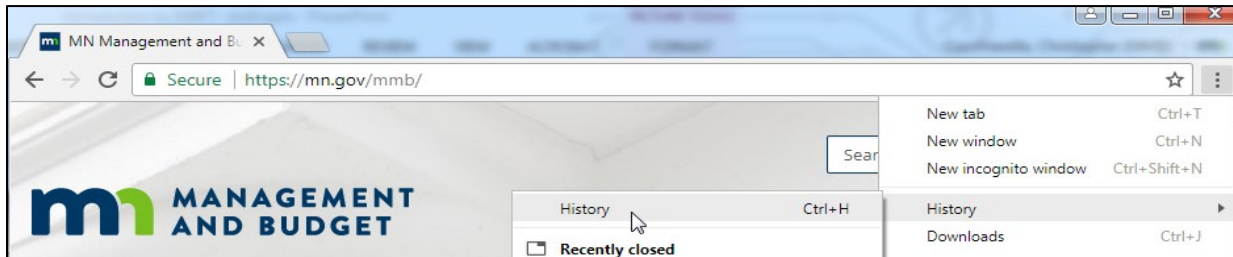
11. Open IE again and log back in to SWIFT.

Clear the cache on Google Chrome

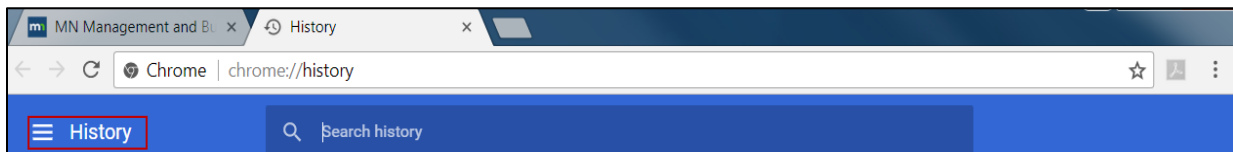
1. Select the **Customize and control Google Chrome** icon (indicated by the three horizontal dots).



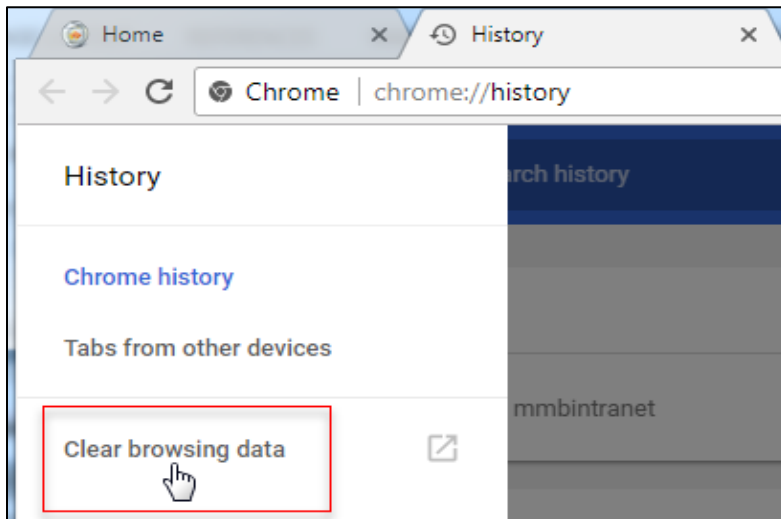
2. From the drop-down menu options, hover your cursor over **History** and then select **History**.



3. When the *History* window displays, select the **History** icon (indicated by the three horizontal lines).

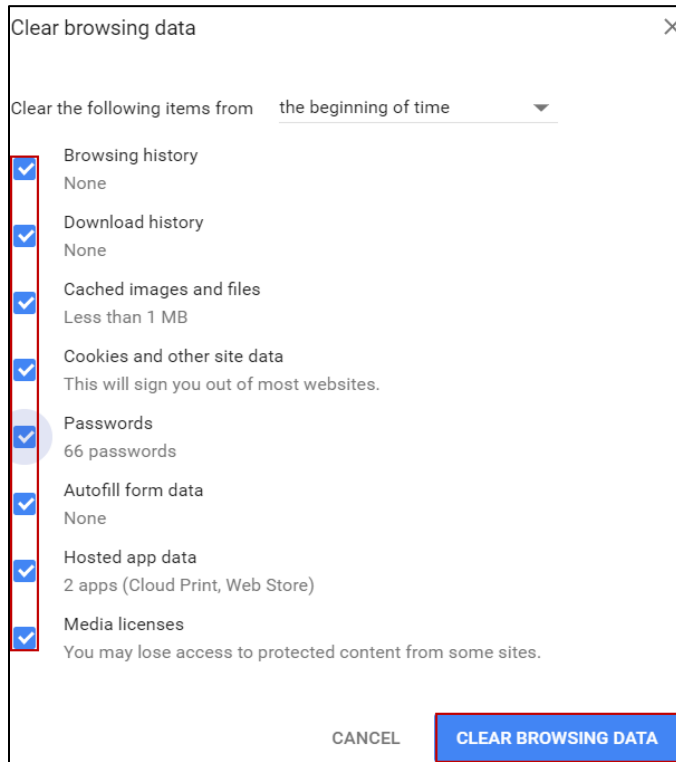


4. When the *History* menu options display, press **Clear browsing data**.



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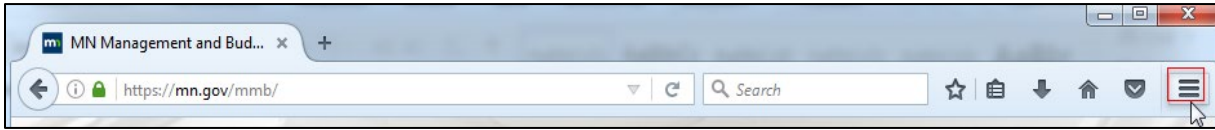
5. When the *Clear browsing data* window displays, check mark all boxes.
6. Press the **CLEAR BROWSING DATA** button.



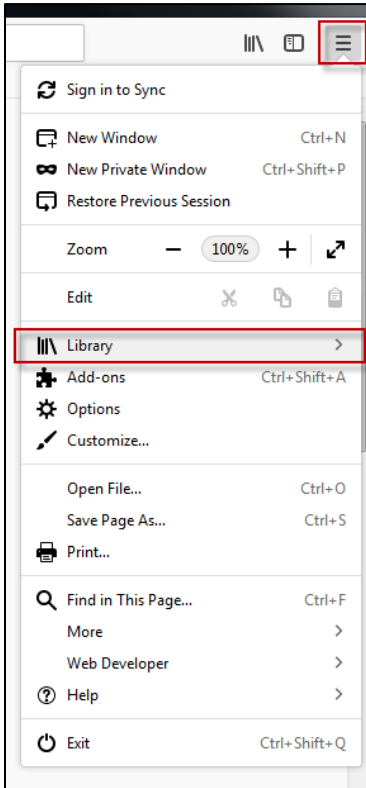
7. Close Google Chrome.
8. Open Google Chrome again and log in to SWIFT.

Clear the cache on Mozilla Firefox

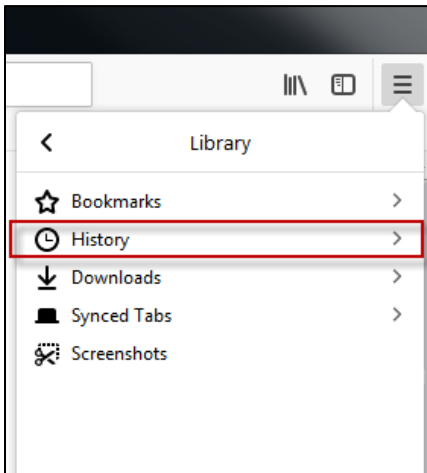
1. Select the **Open Menu** icon (indicated by three horizontal lines).



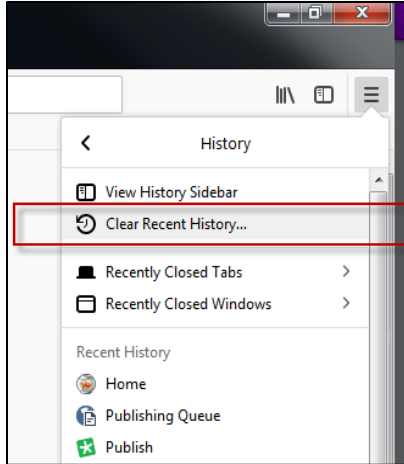
2. From the drop-down menu options, select **Library**.



3. When the History menu displays, select **History**.



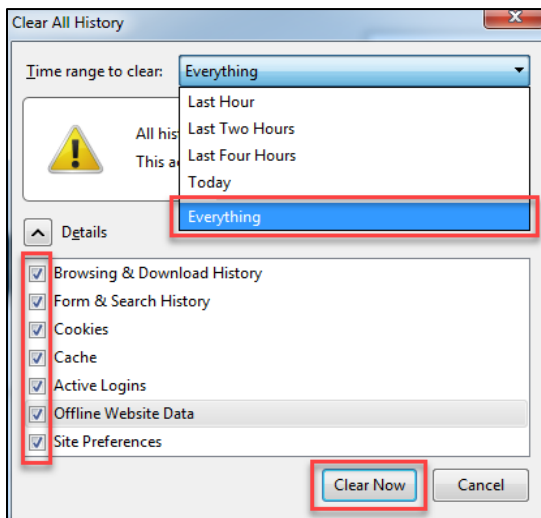
4. Select **Clear Recent History...**



5. When the *Clear All History* window displays, select “Everything” from the drop-down list of the *Time range to clear* field.

6. Check mark all the *Details* boxes.

7. Press the **Clear Now** button.



8. Close Mozilla Firefox.

9. Open Mozilla Firefox again and log in to SWIFT.

Still having problems?

- If you continue to have trouble clearing your cache, contact your agency’s technical support group.
- If you cleared your cache but still have trouble with SWIFT, contact the SWIFT Help Desk via email (SWIFTHelpDesk.MMB@state.mn.us) or phone (651-201-8100, option 2).
- You can find this document and other resources on [the SWIFT Training and Support website](#).