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Clearing Browsing History and Cache

If you experience difficulties trying to view data or access the log-in page for Self Service, 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 9-11, Firefox, and Google Chrome browsers.
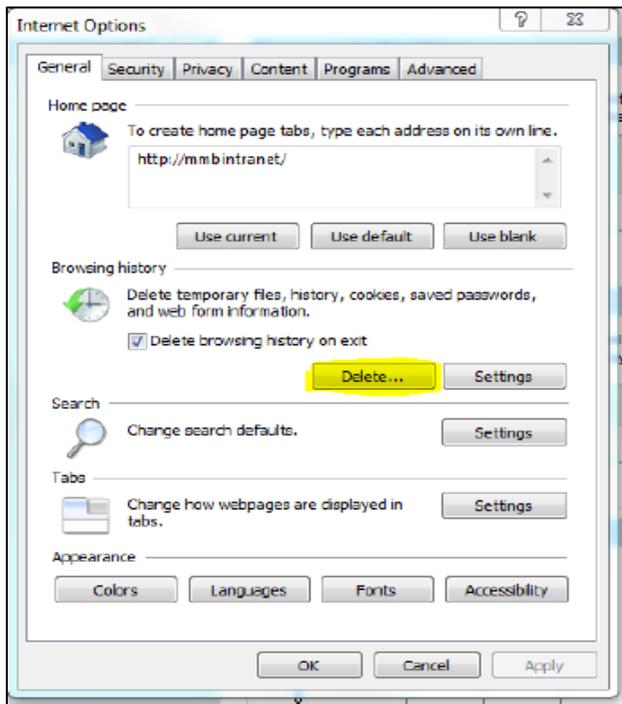
Follow these instructions to clear your browsing history and the cache:

### Instructions for Internet Explorer

1. Close all browser windows. Open one Internet Explorer window.

2. On your browser menu, click **Tools** and then **Internet Options**.
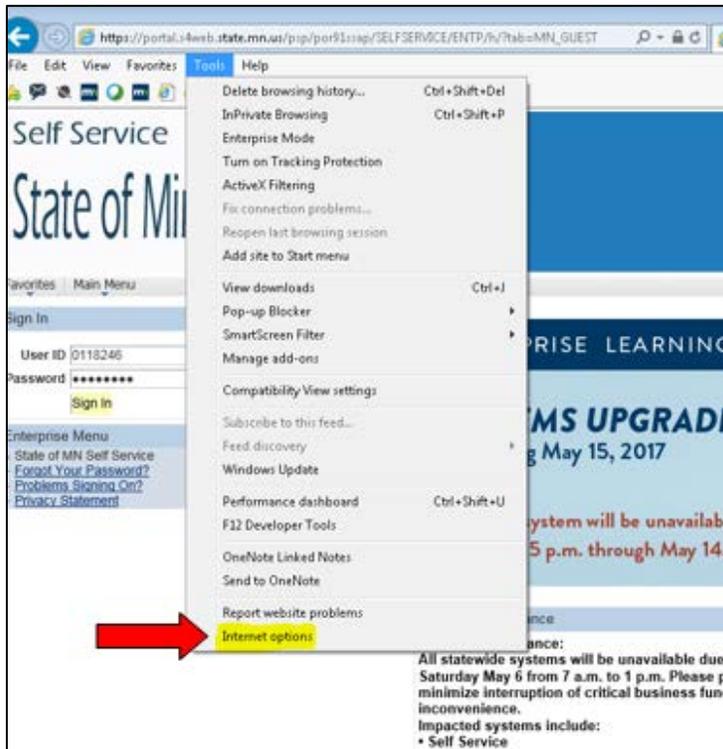
3. Look on the **Internet Options General** tab and find the *Browsing History* section. Click the **Delete...** button.


4. On the **Delete Browsing History** page, put checks in all the boxes except "Preserve Favorites website data. Then, click **Delete**.
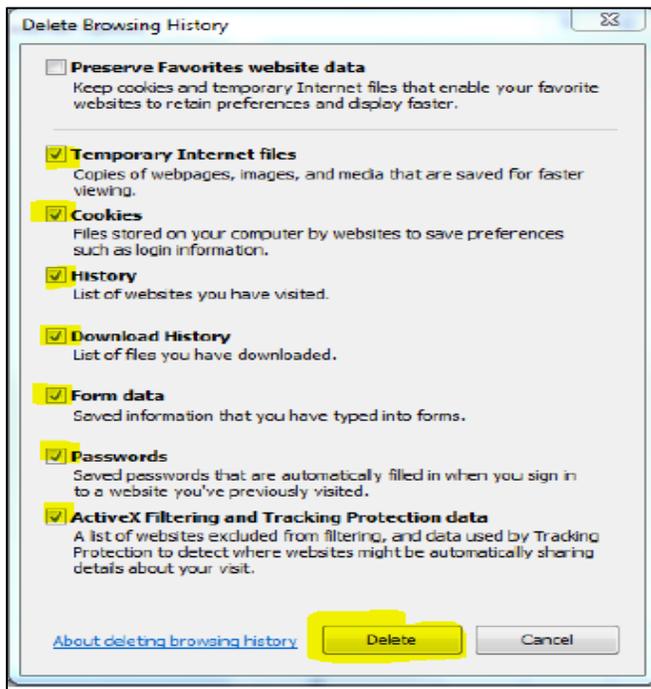
5. On the **Internet Options** window, look for the *Browsing History* section (midway down the page). Click the **Settings** button. The **Temporary Internet Files and History Settings** window opens.
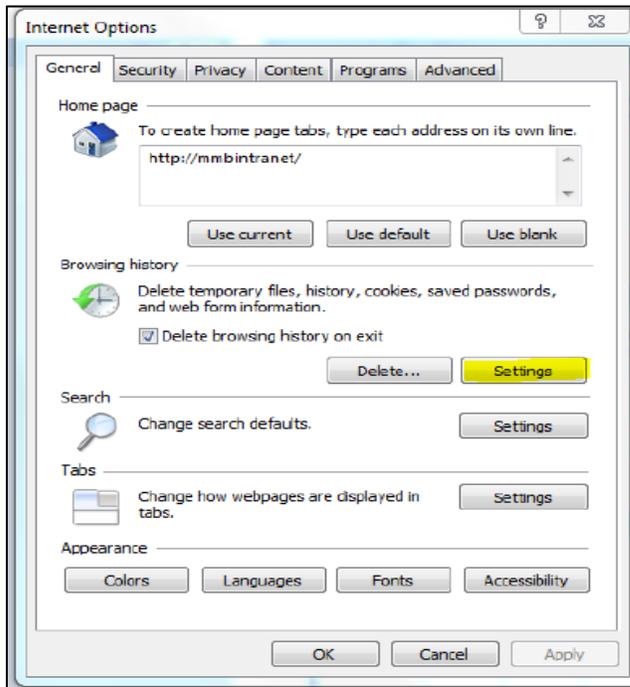

6. On the **Temporary Internet Files and History Settings** window, click the **View Files** button.
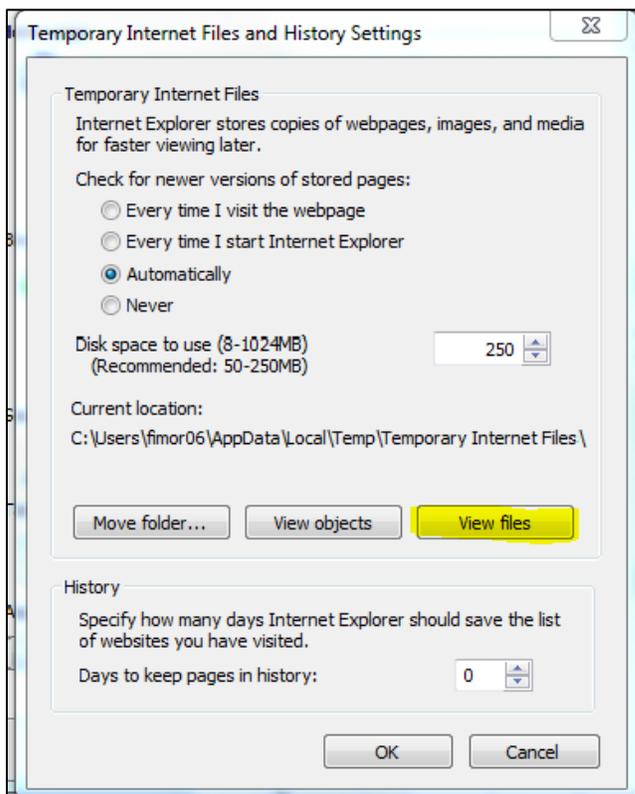
7. The **Temporary Internet Files** window opens.

   - 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 Self Service again.

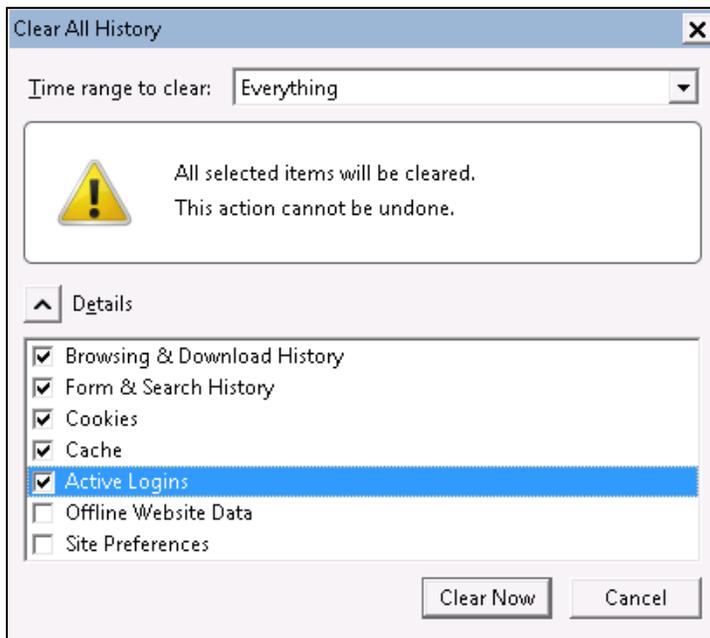## Instructions for Mozilla Firefox

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

2. Click on **Open Menu** button located on the upper right portion of the screen then choose **History**.
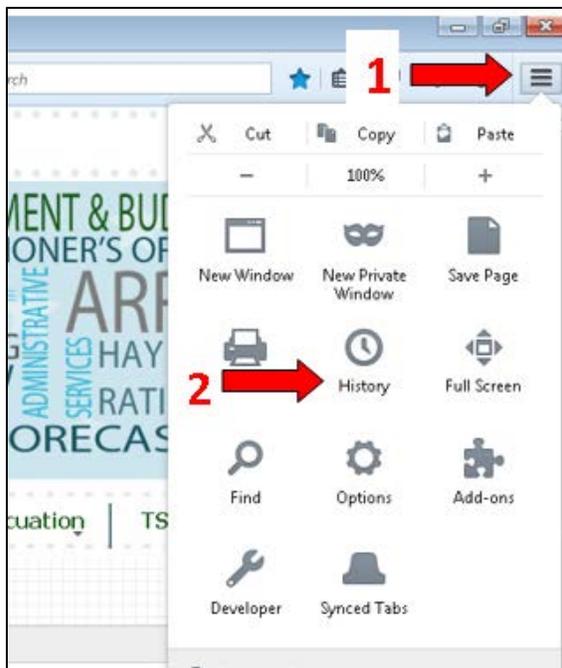
3. Click on **Clear Recent History**
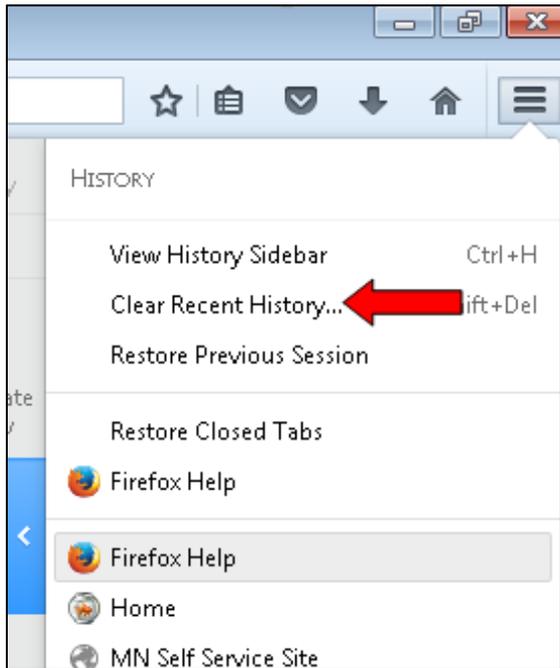
4. Click on **Time range to clear** and select *Everything.*

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

6. Close the browser window.

7. Open new browser window and log-in to Self Service again.

Instructions for Google Chrome

1. Close all browser windows. Open one Google Chrome window.
2. On your browser menu click on control button, select **History.**
3. Click on **Clear browsing data.**
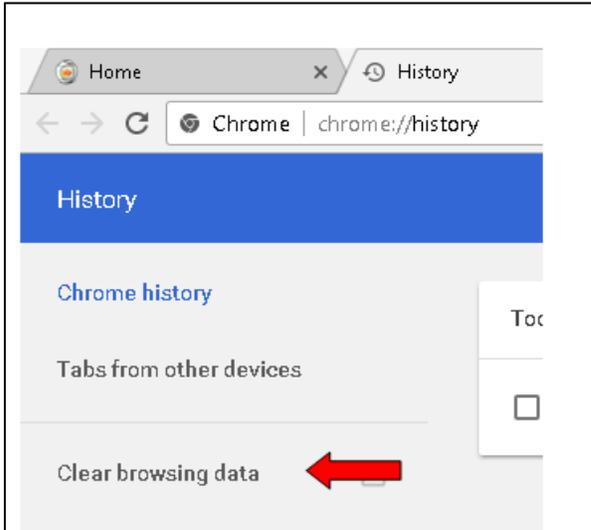
4. Make sure **Browsing history**, **Download history**, **Cookies and other site and plugin data**, **Cached images and files** and **Hosted app data** (Hosted app data is optional) are selected.
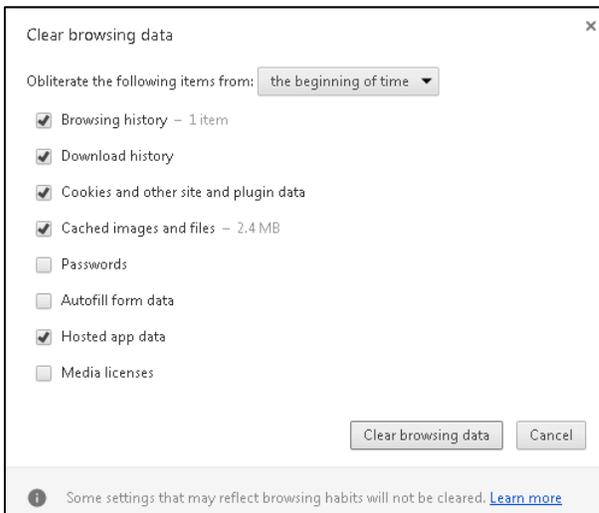
5. Click on **Clear browsing data**.
6. You will be directed to the settings page and now able to close the browser window.
7. Open new window and log-in to Self Service again.

Still having problems?

If you continue to have trouble clearing your cache, please contact your agency's technical support group.