User Support Resource

Clearing Browser Cache

To optimize your experience in the MyUNLV system, it may be necessary to clear your browser cache. While it is not necessary to clear you cache every time you use the system, if you begin to experience performance issues, troubles navigating or strange error messages – the first step in troubleshooting the problem is to clear you cache. Follow the steps below to clear you cache in the various browsers.

If you clear you cache following the steps below and continue to experience problems, please contact the Help Desk at 895-0777 or send a message and screenshot of the error or problem to pstraining@unlv.edu
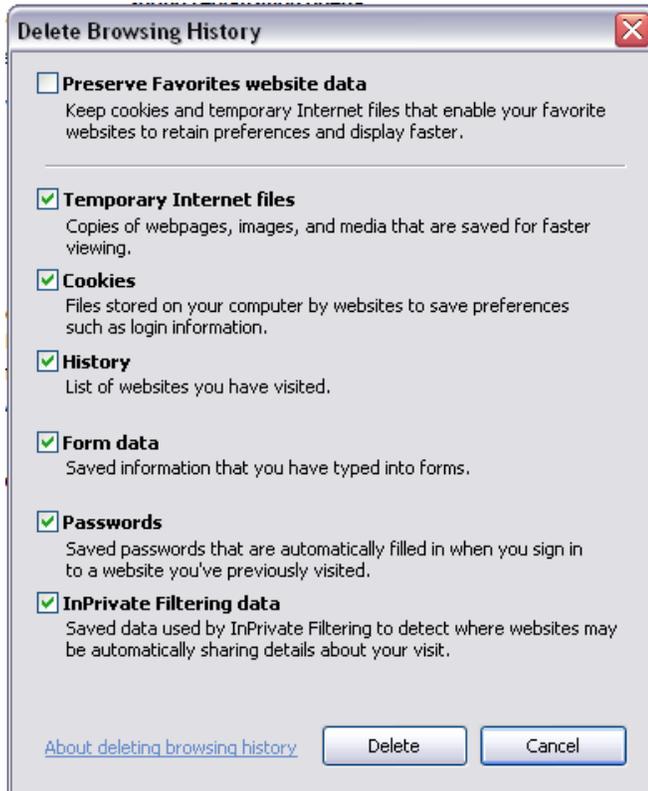
Internet Explorer

How do I determine my version?

✓ **In the Help menu, you can see the version by looking at About Internet Explorer**

    ○   **Navigation**: Help > About Internet Explorer
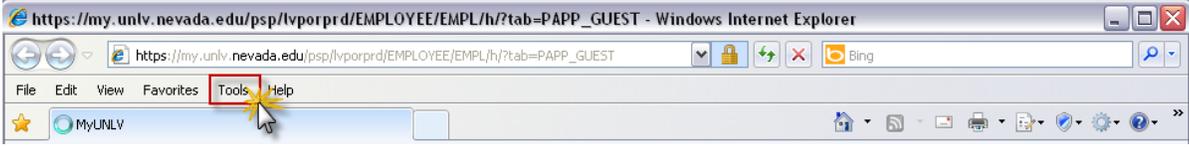
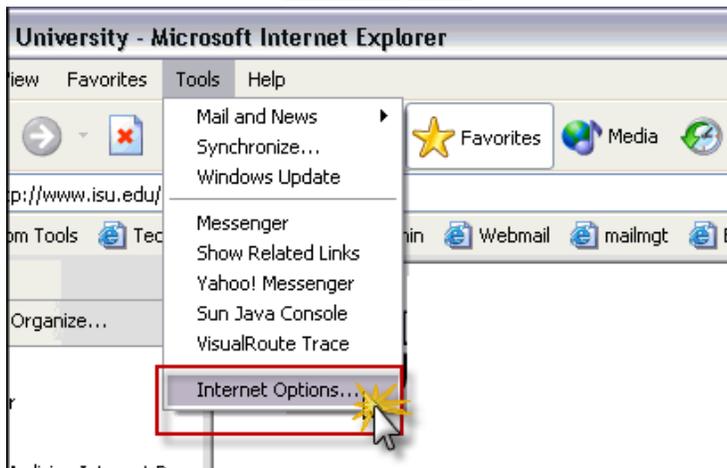| IE Version **8**	1. Select the *Tools* menu at the top of your browser window. 2. In the *Tools* menu, choose the Delete Browsing History option.
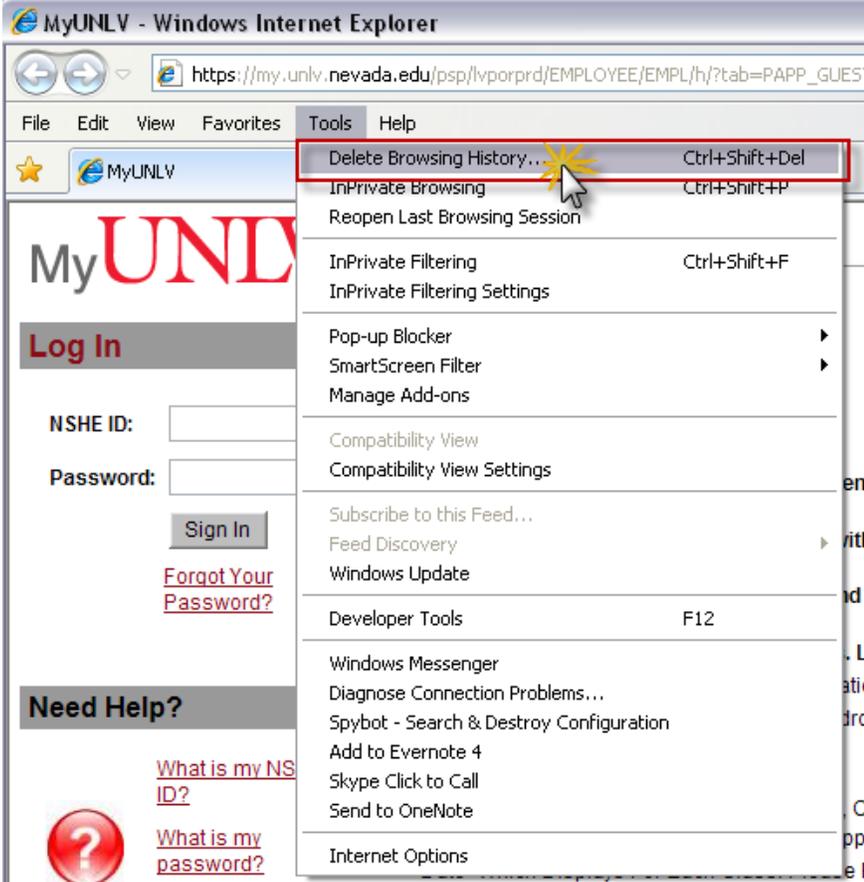
3. Set up your Delete History options. Ensure you check all options with the **exception** of Preserve Website Favorites data. It is essential to set your options exactly as show. If you do not set up your clear options in this way, your cache will not clear properly and you will continue to experience browser performance issues.

Delete Browsing History

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies**
Files stored on your computer by websites to save preferences such as login information.

☑ **History**
List of websites you have visited.

☑ **Form data**
Saved information that you have typed into forms.

☑ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☑ **InPrivate Filtering data**
Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.

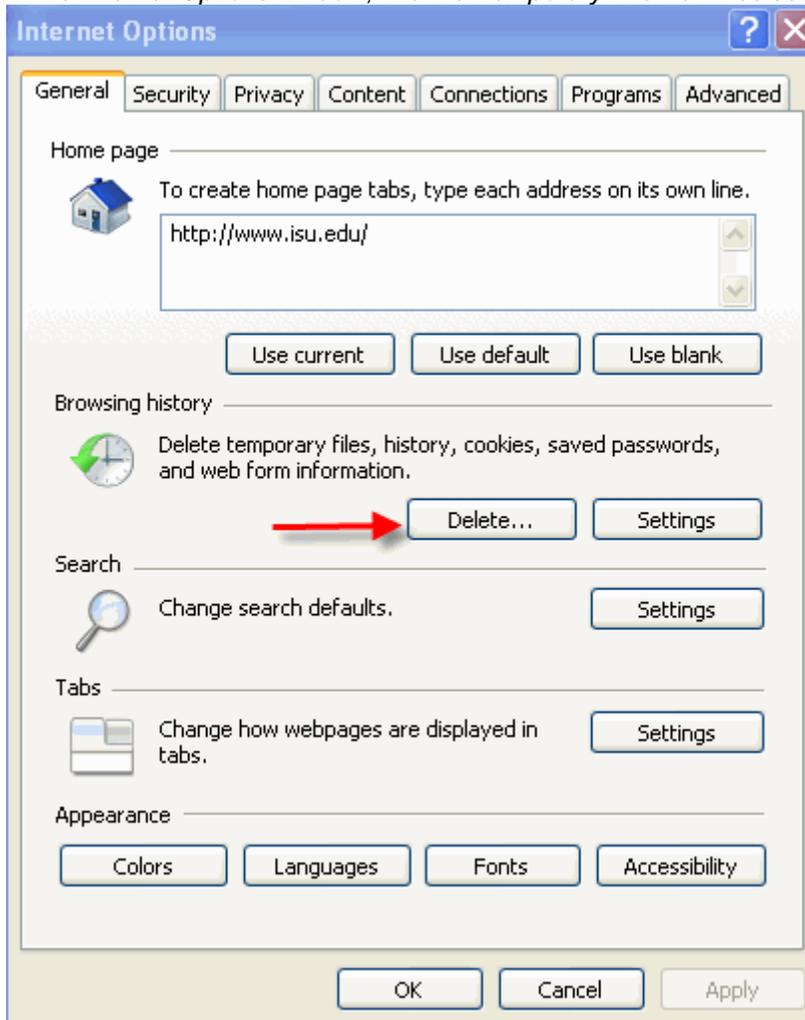About deleting browsing history   [Delete]   [Cancel]

4. Click **Delete**

5. You will see a Delete Dialog box open indicating the cache is being cleared. Once this box closes, the process is complete. It is recommended you close ALL Internet Explorer windows to finalize the process. When you reopen your Internet Explorer window and sign in to MyUNLV, your performance issues should be resolved.

Delete Browsing History

Please wait while the browsing history is deleted.
Deleting InPrivate Filtering data...

[Cancel]

IE Version **7**	1. Select the *Tools* menu at the top of your browser window.
	2. In the *Tools* menu, click on Internet Options
	3. In the *Internet Options* window, find the *Temporary Internet Files* section. Click on Delete.

4. A *Delete Browsing History* window will appear. Click on the <u>Delete All</u> button
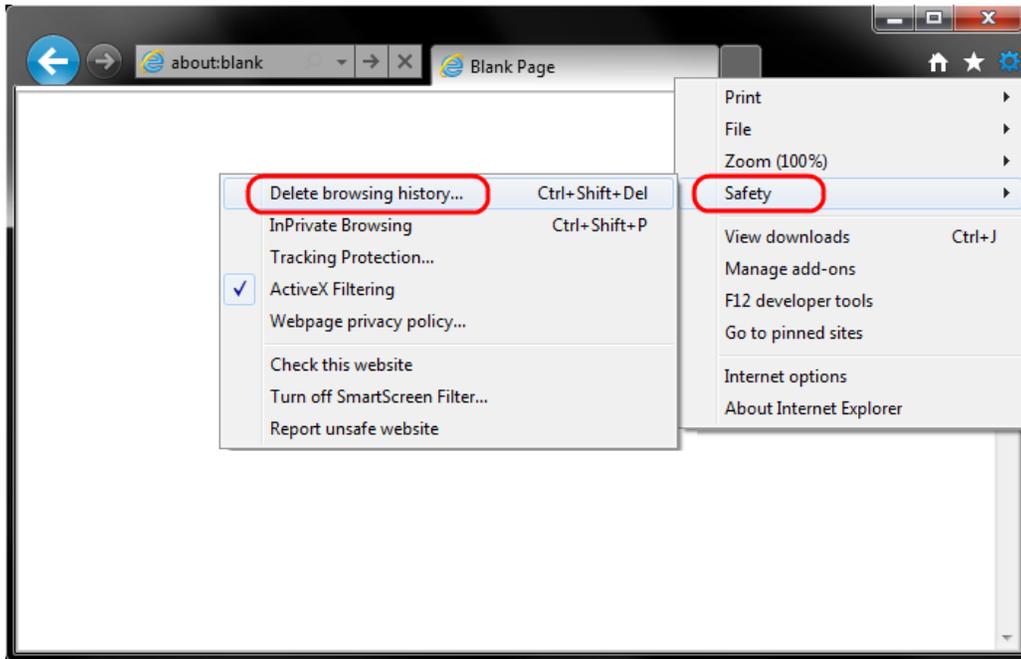
Delete Browsing History

Temporary Internet Files
Copies of webpages, images, and media that are saved for faster viewing.
[Delete files...]

Cookies
Files stored on your computer by websites to save preferences such as login information.
[Delete cookies...]

History
List of websites you have visited.
[Delete history...]

Form data
Saved information that you have typed into forms.
[Delete forms...]

Passwords
Passwords that are automatically filled in when you log on to a website you've previously visited.
[Delete passwords...]

About deleting browsing history   [Delete all...]   [Close]

5. A verification screen will then come up. Click <u>Yes </u>to delete the files.

Delete Files

⚠ Are you sure you want to delete all temporary Internet Explorer files?

[Yes]   [No]

6. You will see a Delete Dialog box open indicating the cache is being cleared. Once this box closes, the process is complete. It is recommended you close ALL Internet Explorer windows to finalize the process.   When you reopen your Internet Explorer window and sign in to MyUNLV, your performance issues should be resolved.

IE Version **9** Windows 7	1. Select the icon at the top of your browser window ⚙ 2. In the *Tools* menu, click on <u>Safety</u> and then choose **Delete Browsing History** 1. Make sure to uncheck *Preserve Favorites website data* and check both **Temporary Internet Files** and **Cookies** then click **Delete**.
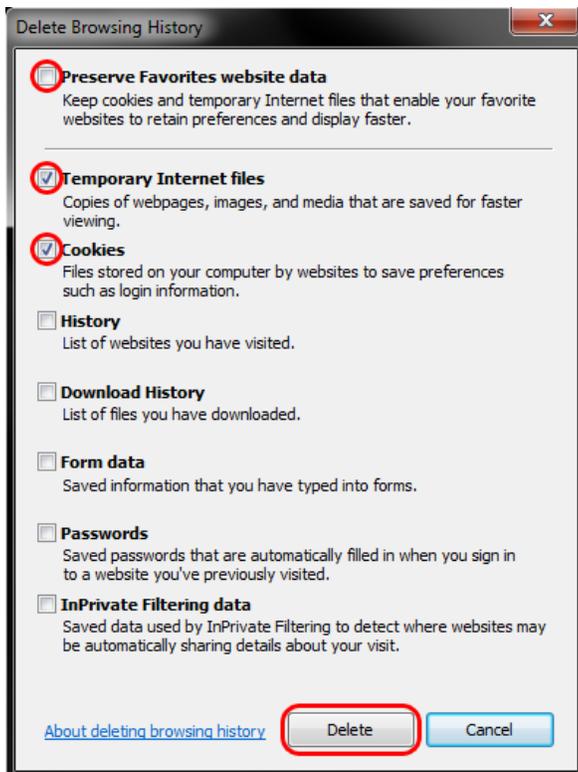
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.
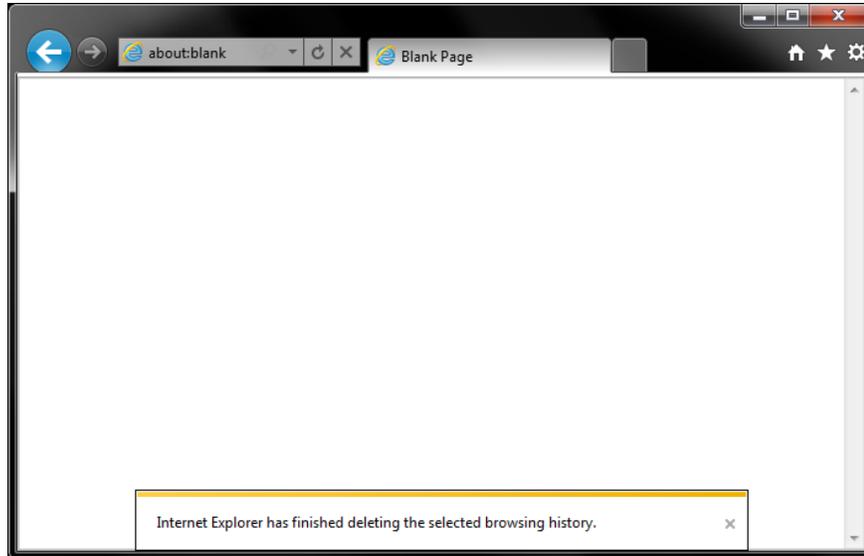
Firefox

How do I determine my version?
- ✓ **In the Help menu, you can see the version by looking at About Mozilla Firefox**
 - ○ **Navigation**: Help > About Mozilla Firefox

Firefox Version **3.6**	1. Select the *Tools* menu at the top of your browser window. 2. In the *Tools* menu, choose the Clear Recent History option.
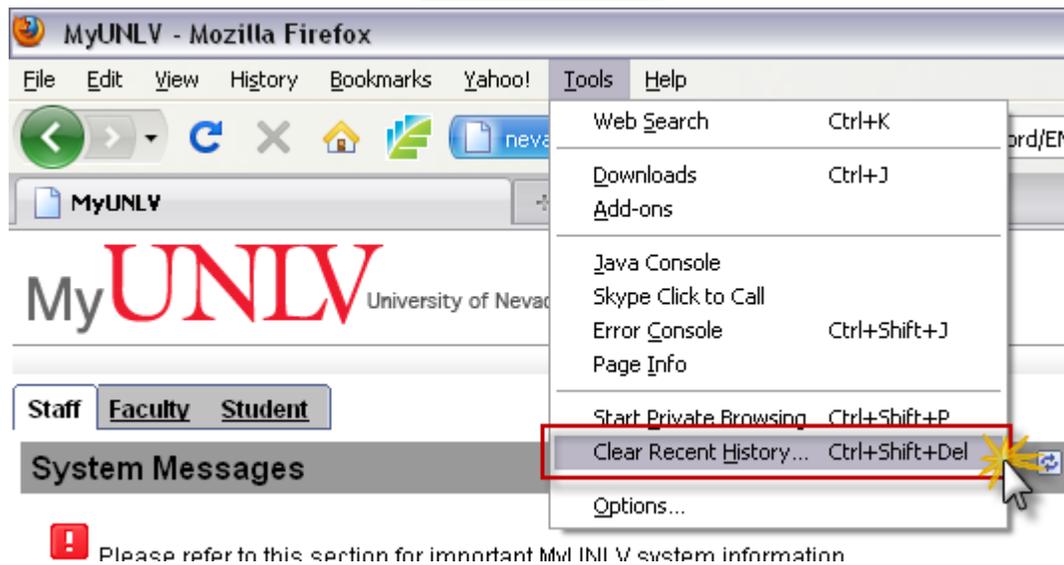
3. Set up your Clear History options. Select <u>Everything</u> from the *time range to clear* drop down menu and ensure all the check boxes in the *details* section are checked. It is essential to set your options exactly as show. If you do not set up your clear options in this way, your cache will not clear properly and you will continue to experience browser performance issues.
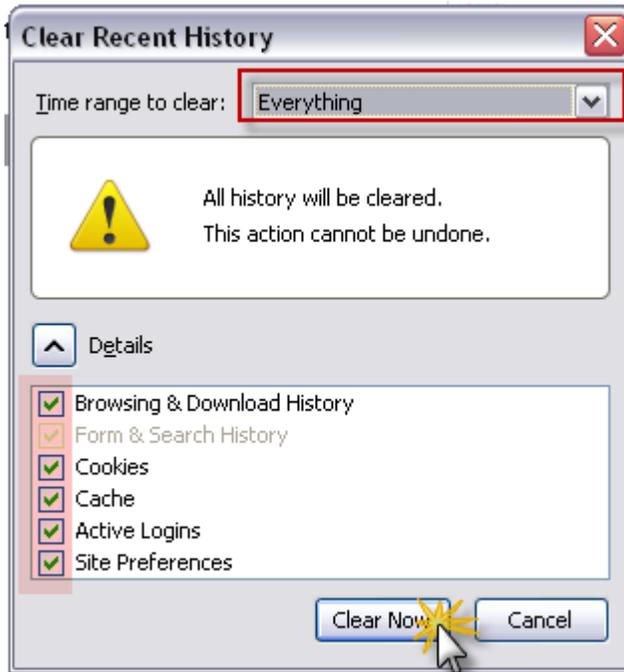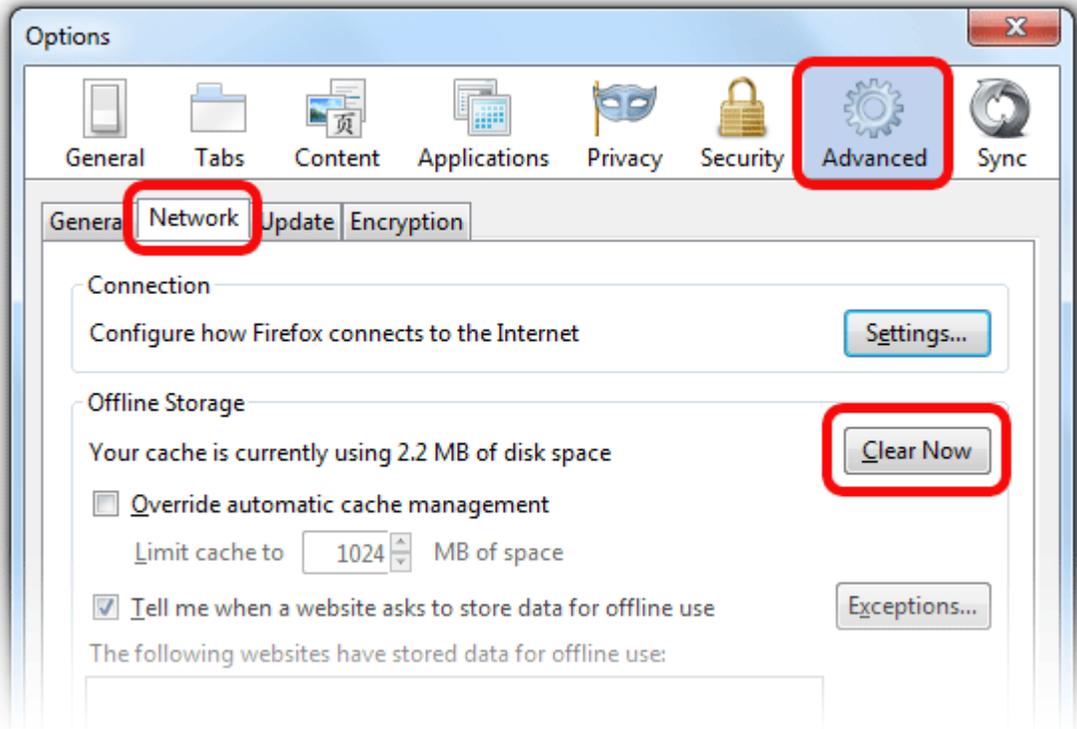

4. Click **Clear Now**
5. Once the Clear Recent History box closes the process is complete. It is recommended you close ALL Firefox windows to finalize the process.   When you reopen your Firefox window and sign in to MyUNLV, your performance issues should be resolved.

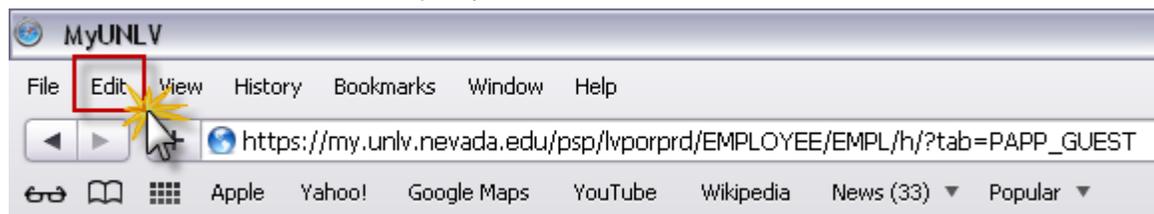|	
Firefox Version **4**	1. At the top of the Firefox window, click on the Firefox button (Tools menu in Windows XP) and then click Options. 2. Select the Advanced panel. 3. Click on the **Network** tab. 4. In the **Offline Storage** section, click Clear Now. 5. Click **OK** to close the Options window.
Safari	
Safari Version **4** **& up**	1. Select the *Edit* menu at the top of your browser window.

2. In the *Edit* menu, choose the Reset Safari option.
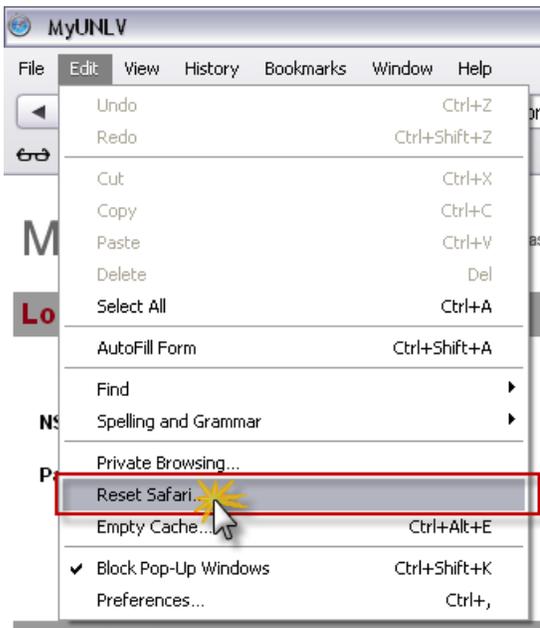
3. Set up your Reset options. Ensure all the check boxes in the set up box checked. It is essential to set your options exactly as show. If you do not set up your clear options in this way, your cache will not clear properly and you will continue to experience browser performance issues.

4. Click **Reset**
5. The page will blank out once the reset is complete. It is recommended you close ALL Safari windows to finalize the process.   When you reopen your Safari window and sign in to MyUNLV, your performance issues should be resolved.