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Clearing Your Cache and Cookies Job Aid

Overview

Occasionally, a user should clear their browser's cache, cookies and offline content, for example:

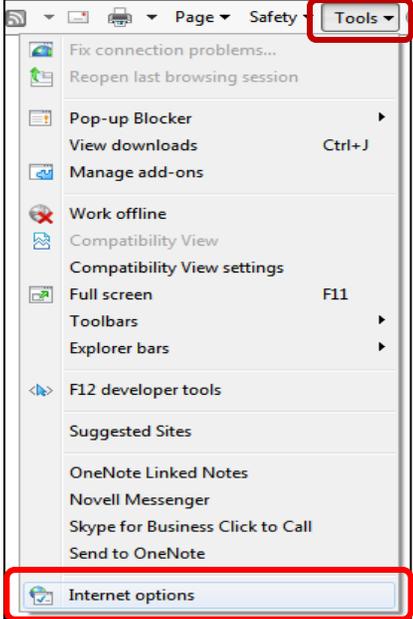
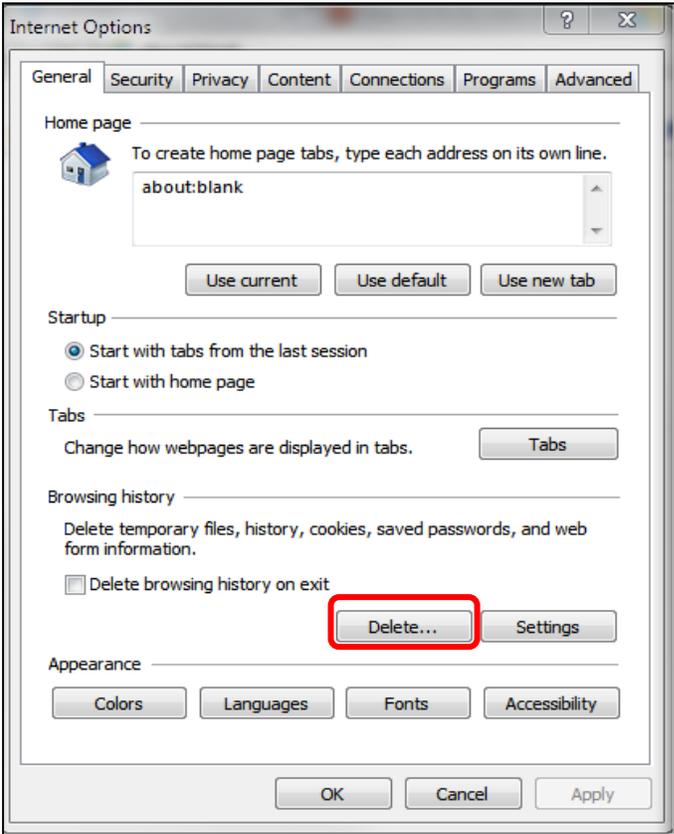
- When system changes or new functionalities in the UConn/Core-CT system have been communicated to the University community
- If you have been granted new security access in Core-CT that give you access to new pages or navigation
- If you do not have access to a page or navigation you believe you should, i.e. a colleague with the same job responsibilities has access to specific a page or navigation, or you previously had access to the page or navigation

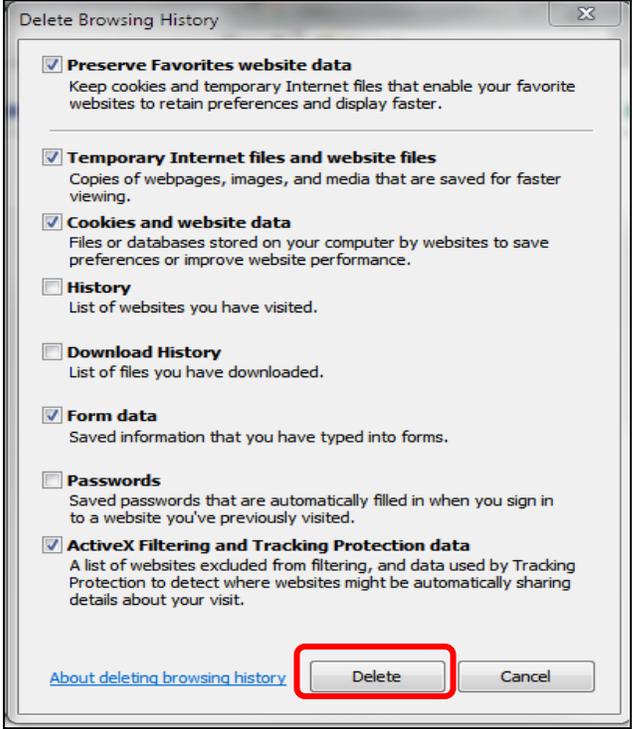
Note: This job aid demonstrates how to clear your cache and cookies using the **Internet Explorer** browser. The University recommends using Internet Explorer when in Core-CT, as the functionality is most compatible with this browser.

Key

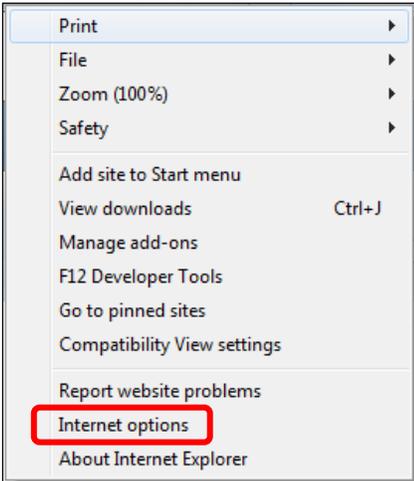
Term	Description
Cache	Software component that stores data so future requests for that data can be served faster.
Cookies	Pieces of data that are sent from a website and stored in the browser for use at a later time.
IE	Internet Explorer

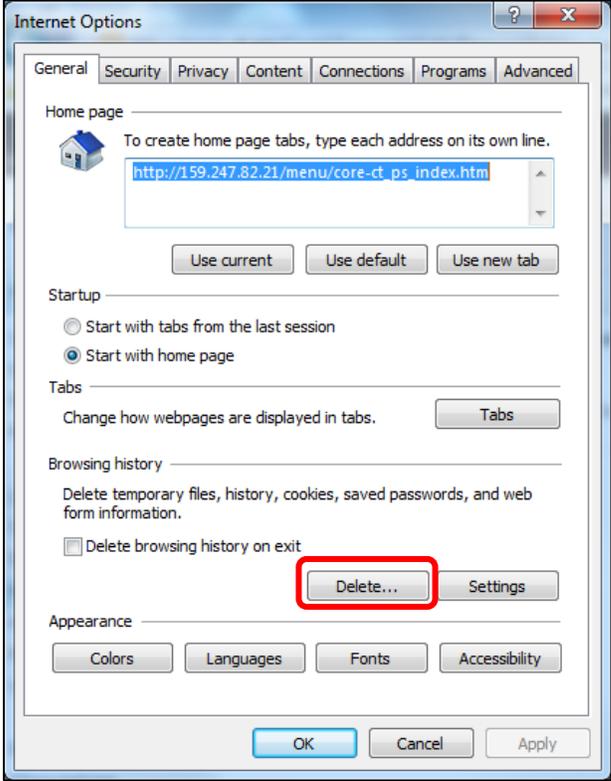
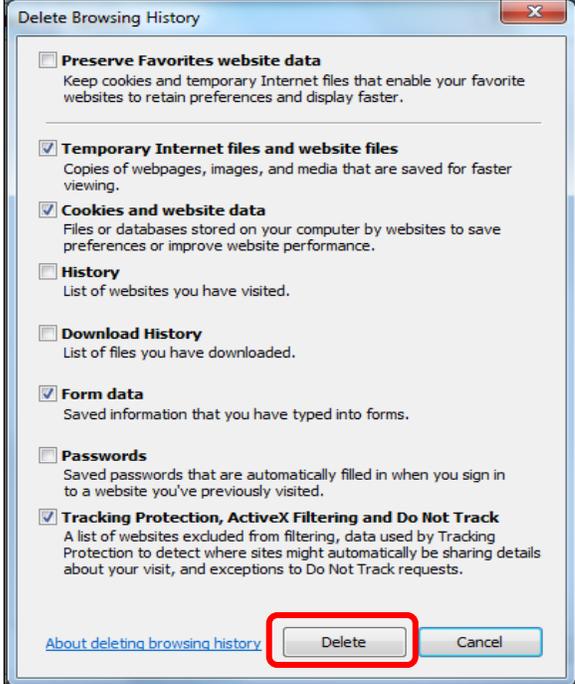
Process Steps: Steps for Internet Explorer, version 10

Step	Action	Screenshot
1	From the Gear icon or the Tools menu, select Internet Options .	 A screenshot of the Internet Explorer Tools menu. The 'Tools' menu item at the top right is highlighted with a red box. At the bottom of the menu, the 'Internet options' item is also highlighted with a red box. Other visible items include 'Fix connection problems...', 'Reopen last browsing session', 'Pop-up Blocker', 'View downloads', 'Manage add-ons', 'Work offline', 'Compatibility View', 'Full screen', 'Toolbars', 'Explorer bars', 'F12 developer tools', 'Suggested Sites', 'OneNote Linked Notes', 'Novell Messenger', and 'Skype for Business Click to Call'.
2	On the General tab, under the Browsing history section, click Delete . The Delete Browsing History window opens.	 A screenshot of the 'Internet Options' dialog box, General tab. The 'Delete...' button in the 'Browsing history' section is highlighted with a red box. The 'Delete browsing history on exit' checkbox is unchecked. Other visible options include 'Home page', 'Startup', 'Tabs', and 'Appearance'.

Step	Action	Screenshot
3	<p>On the Delete Browsing History page, complete the following:</p> <ul style="list-style-type: none"> • Uncheck Preserve Favorites website data • Uncheck History • Uncheck Download History • Uncheck Passwords <p>• Select Temporary Internet Files</p> <p>• Select Cookies</p> <p>• Select Form data</p> <p>• Select ActiveX Filtering and Tracking Protection Data</p> <p>Then, click Delete.</p> <p>Once deleted, close your browser.</p>	 <p>The screenshot shows the 'Delete Browsing History' dialog box with the following options checked: Preserve Favorites website data, Temporary Internet files and website files, Cookies and website data, Form data, and ActiveX Filtering and Tracking Protection data. The 'Delete' button at the bottom right is circled in red.</p>

Steps for Internet Explorer, version 11

Step	Action	Screenshot
1	<p>From the Gear icon or the Tools menu, select Internet Options</p>	 <p>The screenshot shows the Tools menu in Internet Explorer. The 'Internet options' item is highlighted with a red rectangle.</p>

Step	Action	Screenshot
2	<p>On the General tab, under the Browsing history section, click Delete. The Delete Browsing History window opens.</p>	 <p>The screenshot shows the 'Internet Options' dialog box with the 'General' tab selected. Under the 'Browsing history' section, the 'Delete...' button is highlighted with a red rectangle. Other visible options include 'Delete browsing history on exit' (unchecked), 'Settings', 'Colors', 'Languages', 'Fonts', and 'Accessibility'.</p>
3	<p>On the Delete Browsing History page, complete the following:</p> <ul style="list-style-type: none"> • Uncheck Preserve Favorites website data • Uncheck History • Uncheck Download History • Uncheck Passwords <ul style="list-style-type: none"> • Select Temporary Internet Files and website files • Select Cookies and website data • Select Form data • Select Tracking Protection, ActiveX Filtering and Do Not Track. <p>Then, click Delete.</p> <p>Once deleted, close your browser.</p>	 <p>The screenshot shows the 'Delete Browsing History' dialog box. The 'Delete' button at the bottom is highlighted with a red rectangle. The dialog lists several categories with checkboxes: 'Preserve Favorites website data' (unchecked), 'Temporary Internet files and website files' (checked), 'Cookies and website data' (checked), 'History' (unchecked), 'Download History' (unchecked), 'Form data' (checked), 'Passwords' (unchecked), and 'Tracking Protection, ActiveX Filtering and Do Not Track' (checked).</p>