

## Clearing browser cache

**The first time you log into myHSC after the upgrade (estimated completion date 9/23/2019) you MUST clear your cache to ensure optimal system performance.**

It may be necessary to clear your browser cache (history). While it is not necessary to clear your 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 your cache. Follow the steps below to clear your cache in the various browsers.

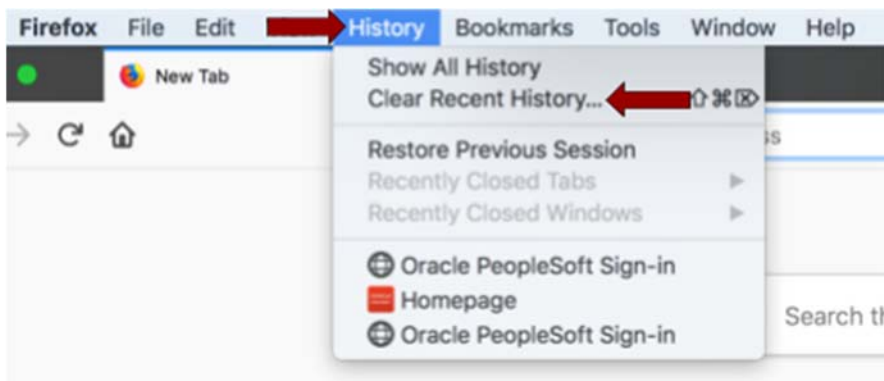
If you clear your cache following the steps below and continue to experience problems, please contact the Help Desk at 817-735-2192 or send a message and screenshot of the error or problem to [helpdesk@unthsc.edu](mailto:helpdesk@unthsc.edu).

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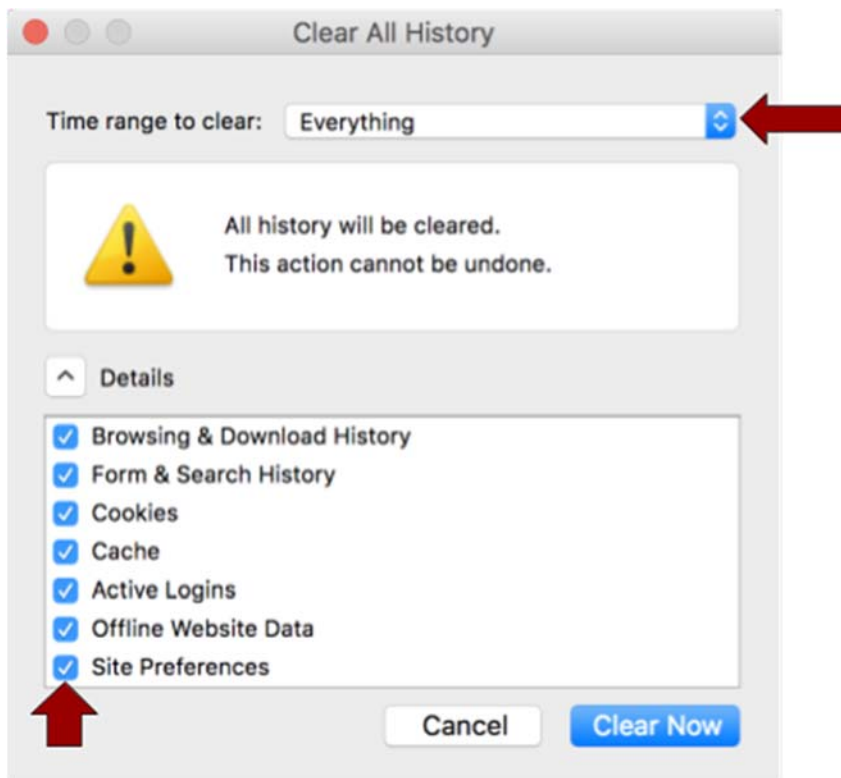
### Mozilla Firefox

1. Select **History > Clear Recent History**



2. This will open a window giving you options for your clearing process. It is recommended:
  - a. In the **Time range to clear** drop down, you select *Everything*
  - b. In the **Details** section, to be sure all information is cleared out, you can select *all* checkboxes. At a minimum you should clear your *Cache, Browsing, and Cookies*. But if you find that does not work - try clearing all.

Be aware, when you clear your entire history and stored passwords, site preferences and form history will be deleted. If you want to be selective about what to clear or are unsure what each checkbox represents, please visit the [Firefox help site](#) for details.



3. Click **Clear Now** and give the system a moment to clear the cache. You may want to close your browser and reopen just to be sure all the process is complete.

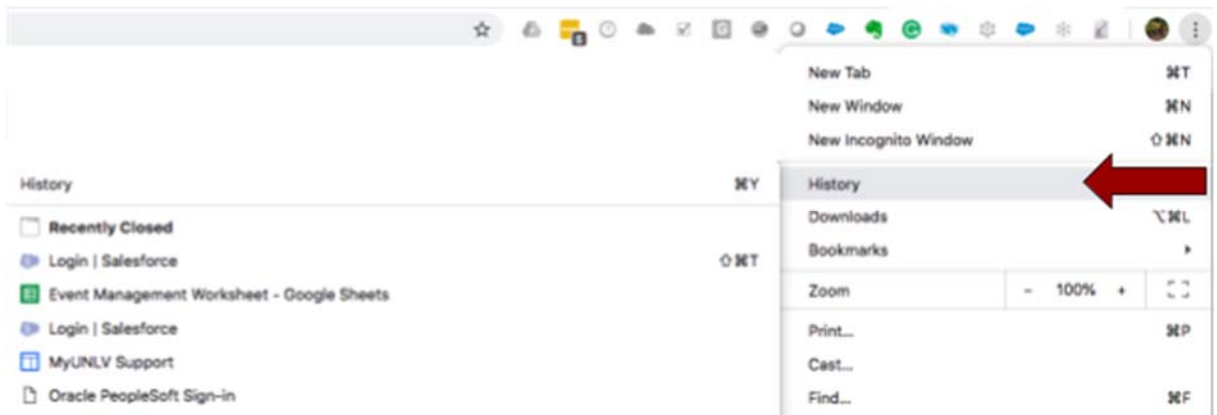
## Google Chrome

There are two ways to navigate to Clear History action, these two variations are noted in step 1a and 1b.

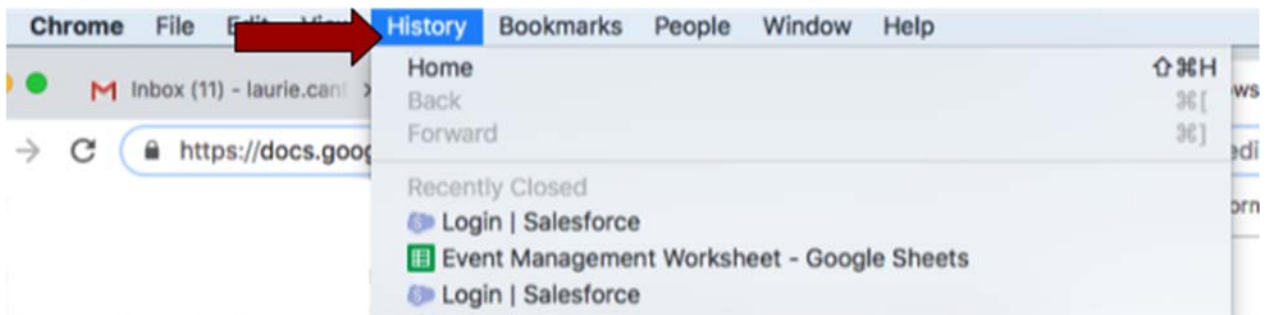
- 1a. Navigate to the Settings menu on the far right of the screen. It is three small dots aligned vertically.



And select the **History** option.



1b. Navigate to **History** in the main window menu.



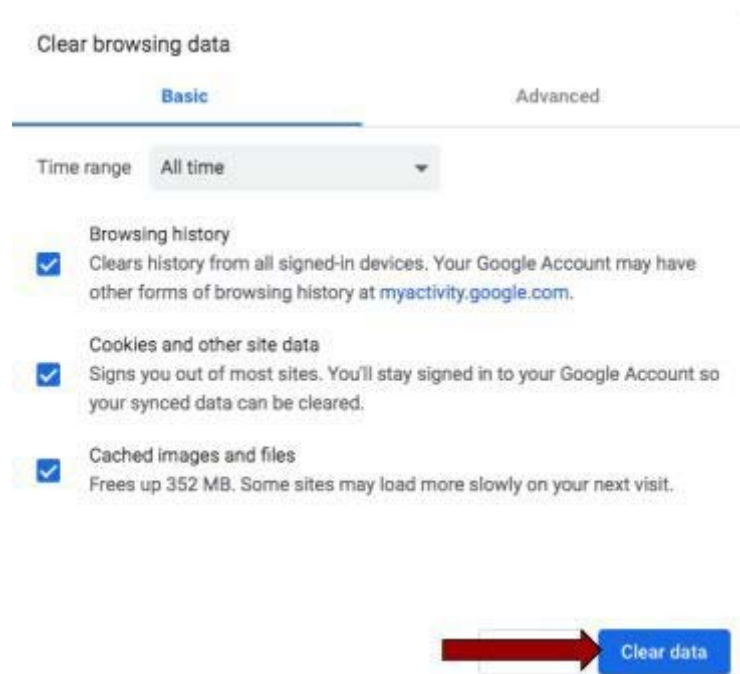
2. From either navigation, simply click the History option, which will take you to the History page. Choose the **Clear browsing data** from the left hand menu.



3. This will open a window giving you options for your clearing process. It is recommended:

- In the **Time range** drop down, you select *All time*
- For the checkboxes, be sure all information is cleared out, you can select *all* checkboxes on the Basic tab. You should clear all three of these at a minimum - *Cache, Browsing, and Cookies*. But if you find that does not work - try clearing all options on the Advanced tab.

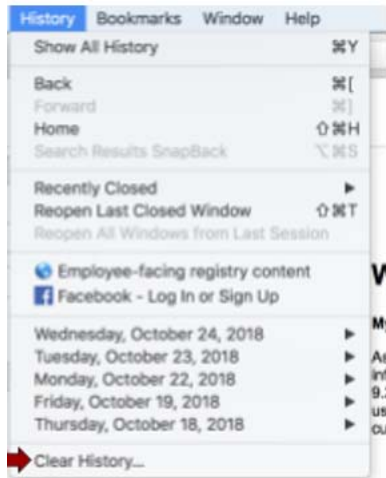
Be aware, when you clear your entire history and stored passwords, site preferences and form history will be deleted. If you want to be selective about what to clear or are unsure what each checkbox represents, please visit the [Google help site](#) for details.



4. Click **Clear data** and give the system a moment to clear the cache. You may want to close your browser and reopen just to be sure all the process is complete.

## Safari

1. Select **History > Clear History**



2. This will open a window with clear settings. In the **Clear** drop down menu, click *all history*.

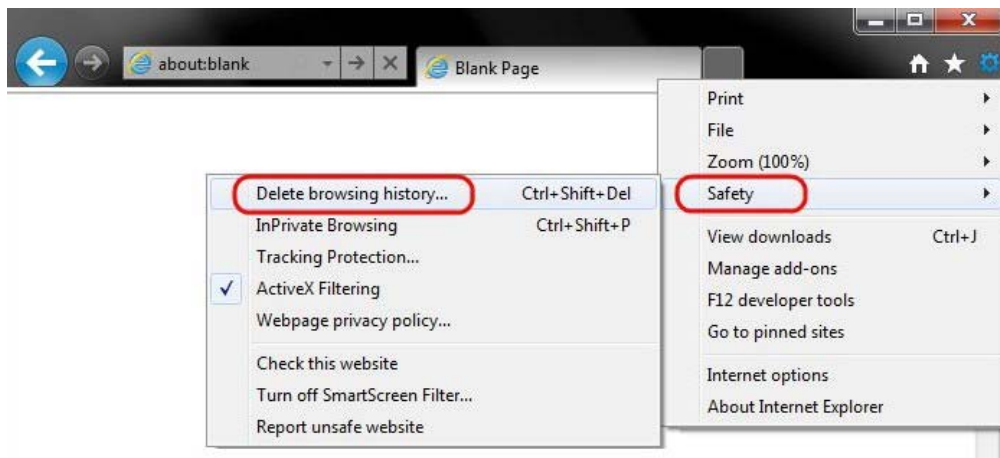


Be aware, when you clear your entire history and stored passwords, site preferences and form history will be deleted. If you want more information about the process, please visit the [Apple Safari help site](#) for details.

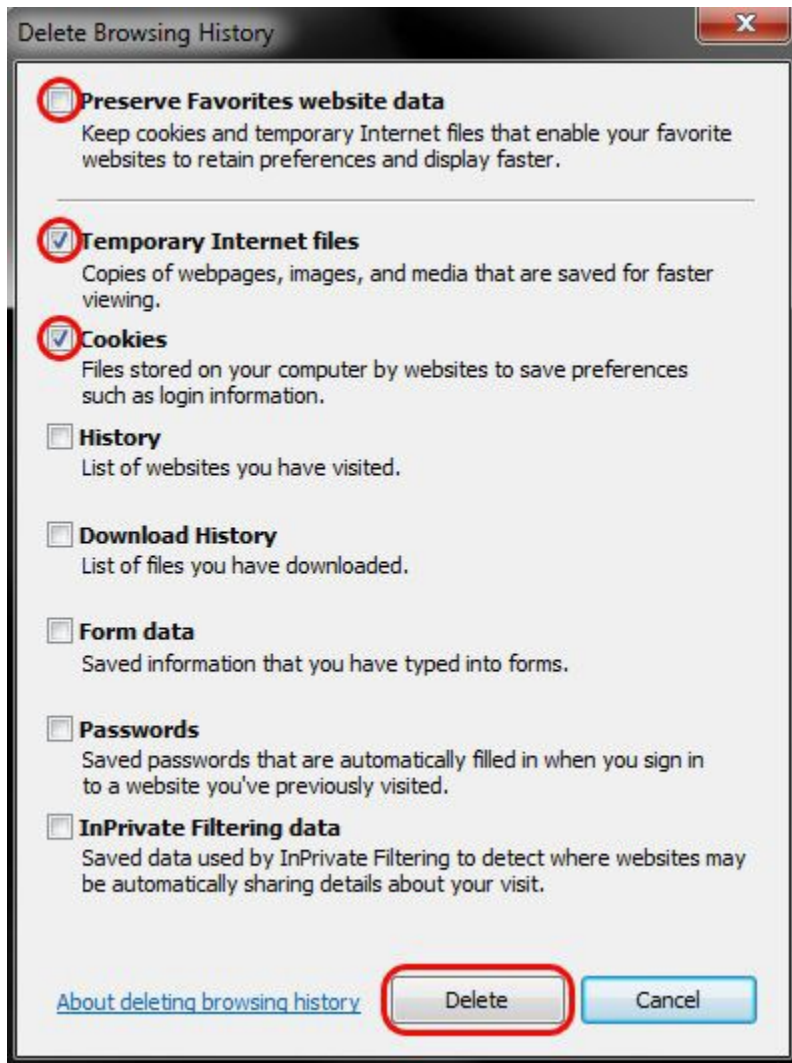
3. Click **Clear History**

## Internet Explorer (version 9, 10 & 11)

1. Select **Tools (via the gear icon) > Safety > Delete browsing history**



2. This will open a window with delete browsing history settings, it is recommended you clear all settings by checking all the boxes. However, at a minimum you should select
  - a. Temporary Internet files
  - b. Cookies
  - c. HistoryAnd DESELECT (uncheck)
  - d . Preserve Favorites website data



Be aware, when you clear your entire history and stored passwords, site preferences and form history will be deleted. If you want more information about the process, click the [About deleting browsing history](#) link in the window for details.

3. Click **Delete**. You will get a confirmation at the bottom of the window once it has completed.

