

## <u>How To</u> Clear Your Browser's Cache

If you're running into odd errors or unable to log in, clearing your browser's cache may clear up the issue. Internet Explorer and Microsoft Edge do not run PeopleSoft/ePro well, please make sure to use either Chrome or Firefox. If you have any question, please submit a service request via <u>service.kennesaw.edu/</u><u>ofs</u>.

## **Chrome**

1. At the top right of your Chrome browser, click the three vertical dots and select Settings.



2. Search **Cache** in the settings search function. Under **Clear browsing data** you'll see **cache** highlighted, click that tab.

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Privacy and recurity	
Syn - and 6 ople services Mo <mark>e settings that relate to privacy, security, and data collection</mark>	•
Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome	-
Send a "Do Not Track" request with your browsing traffic	
Allow sites to check if you have payment methods saved	-
Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	-
Manage certificates Manage HTTPS/SSL certificates and settings	ß
Manage security keys Reset security keys and create PINs	•
Site Settings Control what information websites can use and what content they can show you	•
Clear browsing data Clear history, cookies, <b>cache</b> , and more	•



3. Select All time for the time range, check off Cached images and files, and click Clear data.

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es	Time	e range	All time	•		
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ng /h: w:						
to					Cancel	Clear data

## **Firefox**

1. At the top right of your Firefox browser, click the three horizontal lines and select Options.

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2. Search **Cache** in the settings search function. Cache will be notated on the **Clear Data...** button that pops up, click the button.

<sup>(1)</sup> Your browser is being managed by your organization.	ache 🛛 🔊	
Search Results		
Cookies and Site Data Your stored cookies, site data, and cache are current cusing 114 MB of	<mark>cache</mark> C <u>l</u> ear Data	
disk space. Learn more	<u>M</u> anage Data	
Delete <u>c</u> ookies and site data when Firefox is closed	Manage <u>P</u> ermissions	

3. Check off Cached Web Content only and click Clear.

Clear Data				
Clearing all cookies and site data stored by Firefox may remove offline web content. Clearing <mark>cache</mark> data will not	sign you out of w affect your logins	ebsites and		
Cookies and <u>Site</u> Data (48.0 KB) You may get signed out of websites if cleared				
Cached Web Content (114 MB) Will require websites to reload images and data				
	<u>C</u> ancel	Clear		