

Clearing Browser Cache

With the introduction of the upgraded PeopleSoft HCM 9.1 system, it is a recommended practice to clear the Internet Explorer browser's cache. (NOTE: the browser's cache helps to speed up your browsing experience by "remembering" the web pages that you have visited. However, that can sometimes cause a problem, particularly when the host application is upgraded, as was recently done with the PeopleSoft system, as the remembered pages may have changed or no longer exist. Clearing the browser's cache removes all the "remembered" pages from the browser's memory. The new cache will be "built" from scratch as you resume browsing. Initially after clearing the browser cache, the web pages may take longer to display than once they have been cached.)

Clearing the Cache:

1. Close all Internet Explorer windows or tabs except for one.
2. From within Internet Explorer, click on "Tools" option on the Menu bar on top of the browser's window.
3. From the drop-down menu, please select "Internet Options" at the bottom of the list.
4. From the "Pop-up" window select "Delete" in the center of the Window.



5. From the new pop-up window, click on either "Delete" or "Delete All" (if the Delete All option is available). This may take several moments to complete; when this task completes press OK to close the window.
6. Close Internet Explorer and restart it. Then try to access the desired application or web page again.

Resetting Internet Explorer Settings

Sometimes, simply clearing the browser's cache is not sufficient to resolve a problem between the application and Internet Explorer. In these instances, the only recourse may be to reset the Internet Explorer's defaults to their default condition or use a different web browser, such as Firefox.

1. As in the previous section, close all Internet Explorer windows or tabs except for one.
2. From within Internet Explorer, click on "Tools" option on the Menu bar on top of the browser's window.
3. From the drop-down menu, please select "Internet Options" at the bottom of the list.
4. From the Pop-up Window, select the tab at the top of the Pop-up labeled "Advanced"
5. From the Pop-up Window, select the button near the bottom labeled "Reset..."



6. Press "OK" to close the window
7. Close Internet Explorer and restart it. Then try to access the desired application or web page again.

If the problems you were experiencing persist and you are still unable to access the desired application or web page, please call the Helpdesk at 700-8151.