



When TPx releases a service update or patch, sometimes it is necessary to clear your Internet browser's cached information.

This quick reference guide explains how to clear the cache and cookies in three common browsers, as well as how to clear the Java cache. If you have any questions or concerns, contact Customer Care at **877-344-7441**.

Google Chrome

- From any Chrome browser window, click the menu button in the upper right corner. Select Settings from the drop-down menu.
- The Chrome Settings page opens. Select *History* on the left menu. Then, click the Clear browsing data... button.

| Chrome | History | | | | | |
|------------|----------------------|------------------------------------|--|--|--|--|
| History | Clear browsing data | Remove selected items | | | | |
| Extensions | Today - Wednesday, A | Today - Wednesday, August 20, 2014 | | | | |

3. On the *Clear browsing data* page, ensure that **Cookies** and other site and plug-in data and **Cached images** and files are checked. Then, click the **Clear browsing** data button.



4. Chrome's cache and cookies are now cleared.

Mozilla Firefox

- From any Firefox browser window, click the menu button [■] in the upper right corner. Select Options ^O from the drop-down menu.
- The Options window opens. Click on the Privacy tab. Then, click on clear your recent history (highlighted in blue).

| otions | | | | | | | — X |
|------------------------------|---------------------------|---------------------------|-----------------------------|---------------|-------------|-------------|---------------|
| General | Tabs | 页 Content | Applications | Privacy | Security | Sync (| ان Advance |
| Tracking | | | | |) | | |
| Tell sit | tes that I d | lo not want f | to be tracked | | | | |
| Tell sit | tes that I v | ant to be tr | acked | | | | |
| O Do no | t tell sites | anything ab | out my tracki | ng preference | 5 | | |
| Learn Mo | re | | | | | | |
| History | | | | | | | |
| Firefox wil | l. Reme | mher histon | , | • | | | |
| Firefo keep | x will rem cookies fre | ember your om websites | browsing, dov you visit. | vnload, form | and search | history, an | ıd |
| You n | nay want t | clear your | recent history | , or remove i | ndividual c | ookies. | |
| Location E | lar | | | | | | |
| When <u>u</u> sir | ng the loca | ation bar, su | ggest: Histo | ry and Bookr | narks 🔻 | | |
| | | | (| ОК | Canc | el | <u>H</u> elp |

 The Clear All History window opens. In the Time range to clear dropdown, select Everything. Ensure that Cookies and Cache are checked. Then, click the Clear Now button.

Clear All History

4. Firefox's cache and cookies are now cleared.



Internet Explorer

- 1. From any Internet Explorer browser window, click the gear icon ⁽²⁾ in the upper right corner. Select *Internet options* from the drop-down menu.
- 2. The *Internet Options* window opens. In the *Browsing history* section, click the **Delete...** button.



3. The *Delete Browsing History* window opens. Ensure that **Temporary Internet Files** and **Cookies** are checked. Click the **Delete** button.



4. Internet Explorer's cache and cookies are now cleared.

Java

It may also be necessary to clear the Java cache on your PC. To do this, you will need access to the Java Control Panel. Contact your IT administrator if you are not sure how to do this.

 From the *General* tab of the Java Control Panel, in the *Temporary Internet Files* section, click the **Settings...**

| button. |
|--|
| 📓 Java Control Panel |
| General Java Security Advanced |
| About |
| View version information about Java Control Panel. |
| About |
| Network Settings |
| Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings. |
| Network Settings |
| Temporary Internet Files |
| Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings. |
| Java in the browser is enabled. See the Security tab |
| |
| |
| |
| |
| |
| |
| |
| |
| OK Cancel Apply |

2. The *Temporary Files Settings* window opens. Click the **Delete Files...** button.



3. The *Delete Files and Applications* window opens. Ensure that **Trace and Log Files** and **Cached Applications and Applets** are checked. Click **OK**.



4. The Java cache is now cleared.