Clearing Cache in Internet Explorer

VISION is a web based application that requires periodic maintenance to assist in the efficient running of the system. Clearing the computer's cache (also called deleting temporary Internet Explorer files) is a frequently used maintenance tool.

Your use of the web determines how often the cache should be cleared. A good practice is to clear cache at least once a week to avoid error messages such as "Page Cannot Be Displayed" when trying to log in or "invalid URL" when navigating. If either of these occur you should first follow these steps before calling Finance Support.

<u>Note</u>: The following step-by-step instructions are for Internet Explorer 7. The version of Internet Explorer on your computer may look different, but the concept is the same. Any questions about your computer should be directed to your desktop support staff.

Step 1 – Open or navigate to Internet Explorer



Step 2 – Click on Tools



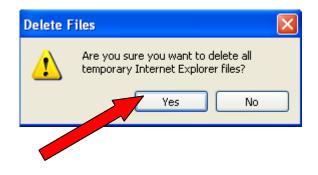
Step 4 – Under Browsing History, click **Delete**

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page To create home page tabs, type each address on its own line.
about:blank
Use current Use default Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete Settings
Search Charles Charles Charles Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

Step 5 – **Delete** Temporary Internet Files, Cookies, and History (Instead of deleting each section individually, you may also use 'Delete All')

elete Browsing History	×
Temporary Internet Files Copies of webpages, images, and media that Delete files are saved for faster viewing. Delete files	
Cookies Files stored on yte emputer by websites to save preferences such as login information.	
History List of websites you have visited. Delete history	
Form data Saved information that you have typed into Delete forms	
Passwords Passwords that are automatically filled in when you log on to a website you've previously visited.	
About deleting browsing history Delete all Close	

Step 6 – Confirm by clicking \boldsymbol{Yes}



Following these steps will clear the internet files and most often removes any cause of particular error messages. If this does not resolve the issue, contact VISION Finance Support at 828-0407, option 2.