### How to Clear your Cache in Web Browsers

In order to improve performance and security, it is recommended that all eMerge PeopleSoft users clear their cache (browsing history) frequently. Ideally, users will configure their browser to clear cache at the end of each session.

Below are instructions on how to clear cache in Firefox and Chrome. After clearing cache, please close and restart your browser.

**Note:** Different version of these browsers may have different locations for this function. Please contact your departmental IT staff for assistance in clearing cache and configuring your browser to automatically clear cache.

## **Mozilla Firefox**

- 1. Open Mozilla Firefox browser.
  - a. Type **Ctrl + Shift + Delete** keys all at once.
- 2. The 'Clear All History' page, shown below, appears.



2. Select **Everything** from the dropdown box, as shown below.

Clear All History	×
Time range to clear:	Everything 🔹
All sel This a	Last Hour Last Two Hours Last Four Hours Today
▲ D <u>e</u> tails	Everything
👿 Browsing & Down	load History
Form & Search Hi	story
Cookies	
🔽 Cache	Ξ.
Active Logins	
📄 Offline Website Da	ita 📃
Site Preferences	-
	Clear Now Cancel

- 3. Select or unselect all the items EXACTLY as shown above.
- 4. Click the **Clear Now** button.

5. Close your browser and Re-open it. Then Log into eMerge PeopleSoft from www.sfgov.org/sfemployee.

# Google Chrome

- 1. Open up your Chrome browser.
  - a. Type **Ctrl + H** to go to your History.
    - OR
  - b. Click the Menu and go to **History** > **History**, as shown below.

🐵 Employee Gate	ay   SFGC 🗙 🔽	
← ⇒ C fi	sfgov.org/sfc/employee-gateway	☆ 🔳
	y and County of N FRANCISCO	New tab Ctrl+T New window Ctrl+N New incognito window Ctrl+Shift+N
	History Ctrl+H	History •
	Recently closed       Isitory       Ctrl+Shift+T       History	Downloads     Ctrl+J       Bookmarks     ▶       Zoom     -     100%     +     □ □
	<ul> <li>Client Issues #5290: Performance Plan Documents My Performance Notes links should be visible to users with MRG EP Emp</li> <li>Regroup :</li> <li>Google</li> <li>History</li> </ul>	Print         Ctrl+ P           Find         Ctrl+ F           More tools         ▶
	5 tabs	Edit Cut Copy Paste
	No tabs from other devices SF Employee Gateway	Settings Help Exit Ctrl+Shift+Q

2. Click the **Clear browsing data** button.

History Extensions Today - Sunday January 31, 2016	⇒ C' <b>fi</b>	chrome://history	<b>Q</b>
Clear browsing data     Remove selected items       Extensions     Today - Sunday, January 31, 2016	Chrome	History	Search history
Settings Today - Sunday, January 31, 2016	History	Clear browsing data Remove selected items	
🗌 8:55 AM 😭 🗋 Regroup : www.regroup.com 🖃	Extensions Settings	Today - Sunday, January 31, 2016	
		📄 8:55 AM 😭 🎦 Regroup : www.regroup.com 🖃	

(continued below)

3. Be sure your window looks EXACTLY like the one show below. Make any necessary changes in the dropdown box and the checkboxes.

Clear browsing data								
Psst! Incognito mode (Ctrl+Shift	+N) may come in handy next time.							
Obliterate the following items from:	the beginning of time							
Browsing history – 3 items	the past hour the past day							
Download history	the past week the last 4 weeks							
Cookies and other site and plu	the beginning of time							
Cached images and files – 1.5	MB							
Passwords – none								
Autofill form data – none								
🕑 Hosted app data								
Content licenses								
	Clear browsing data	Cancel						

- 4. Click the **Clear browsing data** button.
- 5. Close your browser and Re-open it. Then Log into eMerge PeopleSoft from <u>www.sfgov.org/sfemployee</u>.

### **Google Chrome**

1. Safari, choose Safari > Preferences.



2. Click the Privacy icon to view Privacy settings.

3. Click the Details button (or Manage Website Data button) that appears under the Remove All Website Data button.



4. Search for the name of the website that you are trying to view.

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						Privac					
			P	Q				2/2			
General	Tabs	AutoFill	Passwords	Search	Security	Privacy	Notification	s Extensions	Advanced		
								<u> </u>	Search		
								ur browsing change web			
		l <b>dtoany.c</b>	om								
		nazon-ad	lsystem.co	m							
		nazon.co che, Cookie	<b>m</b> es, Local Stor	age							
		ple.com che, Cookie	es, Local Stor	age							
		salemed	ia.com								
		I <b>n-apple.</b>	com								
		assg.com	1								
	Rem	iove	Remove	e All						Done	
rtunities			Report Imp	oper Act	vities		-				_

#### 5. Click the Remove All button.



6. Close the Safari Preferences window.