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	=						
Active Logins							
Offline Website Data							
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	vay SFG x	
← → C fi	sfgov.org/sfc/employee-gateway	☆] 🔳
ŝ,	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 ④ History Ctrl+Shift+T ④ History Ctrl+Shift+T	Downloads Ctrl+J Bookmarks → Zoom - 100% + []]
	 Client Issues #5290: Performance Plan Documents My Performance Notes links should be visible to users with MRG EP Emp Regroup : Google History 	Print Ctrl+P Find Ctrl+F More tools ▶
	S 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.

- ⇒ C fi	Chrome://history	€ 5 [^]
Chrome	History	Search histor
History	Clear browsing data Remove selected items	
Settings	Today - Sunday, January 31, 2016	
	🔲 8:55 AM 😭 🎦 Regroup : www.regroup.com 🕑	
About	8:55 AM G Google www.google.com 🗉	
	🗌 8:55 AM 🛛 🚳 Employee Gateway SFGOV sfgov.org 🖃	

(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	t 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 plue the beginning of time						
Cached images and files – 1.5	MB					
Passwords – none						
🗹 Autofill form data – none						
🕑 Hosted app data						
Content licenses						
	Clear browsin	g 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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		19				Privac					
			B	Q				2/2			
General	Tabs	AutoFill	Passwords	Search	Security	Privacy	Notification	s Extension	s Advanced	k	
								_			
								L.	Q Search		
Tim	hese w ay red	ebsites uce trac	have store king, but n	d data t nay also	hat can log you	be used out of v	to track yo vebsites or	ur browsin change we	g. Removiı bsite beha	ng the data avior.	I
	S ado Cac	dtoany.c	om								
	S am Cac	azon-ad	system.co	m							
	S am Cac	azon.co he, Cookie	m es, Local Stor	age							
	é apr Cac	ole.com he, Cookie	es, Local Stor	age							
	S cas Cac	alemedi	a.com								
	S cdr	n-apple.	com								
	S cla Cac	ssg.com									
	Remo	ove	Remove	e All						Done	
tunities			Report Imp	oper Act	vities		-				-

5. Click the Remove All button.



6. Close the Safari Preferences window.