CLEARING BROWSER CACHE (Google Chrome and Safari)

1. DOCUMENT CONTROL

1.1 Change Record

Date	Author	Version	Change Reference
29 May 2020	Reah Supnet & Gerran Simacon	1.0	Initial

1.2. Description

Manual Name	Clearing Browser Cache
Purpose	To clear browser cache and refresh browser window to
	address the login error page issue
Scenario	Upon login the end-user is directed to an error page
	instead of the UIS homepage
	End-users who won't be using the JAVA applet in their
	transactions may use Google Chrome or Safari
	(e.g. Approvers, PR, PPMP and PO originators)
Author	Reah Supnet & Gerran Simacon

GOOGLE CHROME

1. Click on the Menu icon (:)



2. Click More tools on the drop down then choose Clear browsing data...

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0	Create shortcut	Edit Cut Copy Paste
	Clear browsing data Ctrl+Shift+Del	Settings
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	Task manager Shift+Esc	Exit

- 3. Set Time range to clear to All time
 - Tick Cookies and other site data
 - Tick Cache images and files
 - Click Clear data



Note: To refresh and apply necessary changes to the browser, close all Google Chrome windows and re-open a new window.

SAFARI

1. In the top menu, choose Safari.

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2. Click Preferences.

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Reading List: 📃 Save articles for offline reading automatically	
Internet plug-ins: 🗹 Stop plug-ins to save power	
Style sheet: None Selected	
Default encoding: Western (ISO Latin 1)	
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Show Develop menu in menu bar	?

3. Choose the *Advanced* tab.

4. Enable Show Develop menu in menu bar.

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5. Click *Develop* in menu bar then choose *Empty caches*.

Note: To refresh and apply necessary changes to the browser, close all Safari windows and re-open a new window.