

CLEARING BROWSER CACHE (Google Chrome and Safari)

1. DOCUMENT CONTROL

1.1 Change Record

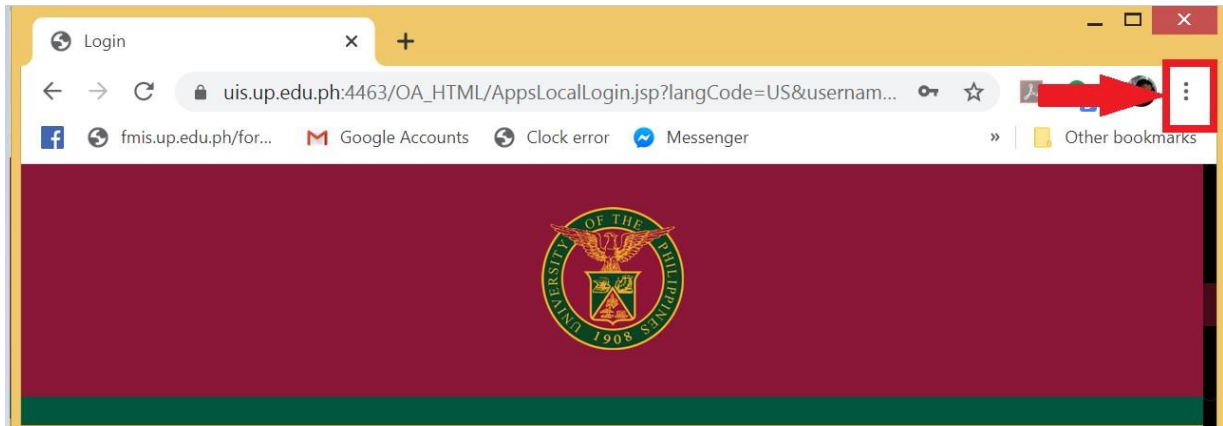
Date	Author	Version	Change Reference
29 May 2020	Reah Supnet & Gerran Simacon	1.0	Initial

1.2. Description

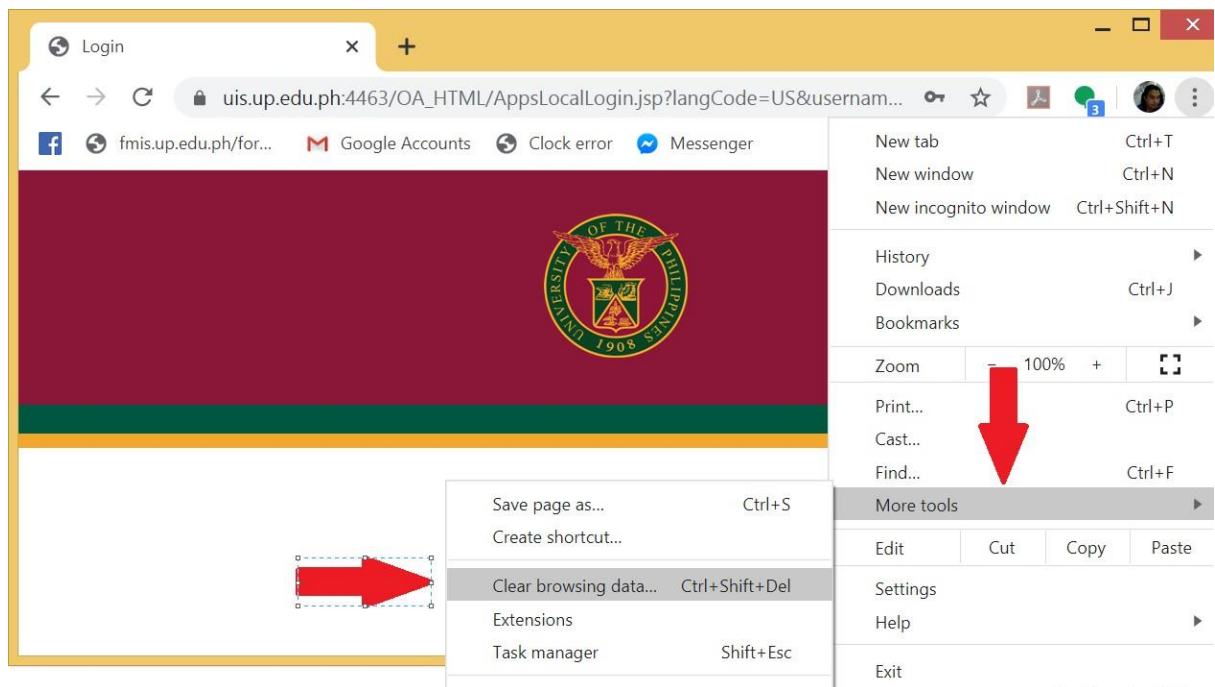
Manual Name	Clearing Browser Cache
Purpose	To clear browser cache and refresh browser window to address the login error page issue
Scenario	<p>Upon login the end-user is directed to an error page instead of the UIS homepage</p> <p>End-users who won't be using the JAVA applet in their transactions may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

GOOGLE CHROME

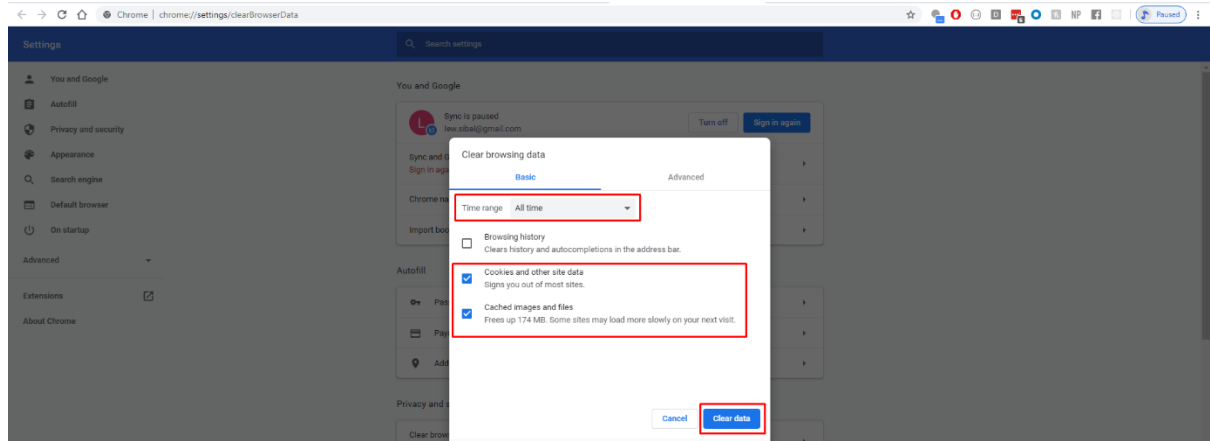
1. Click on the **Menu icon** (⋮)



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



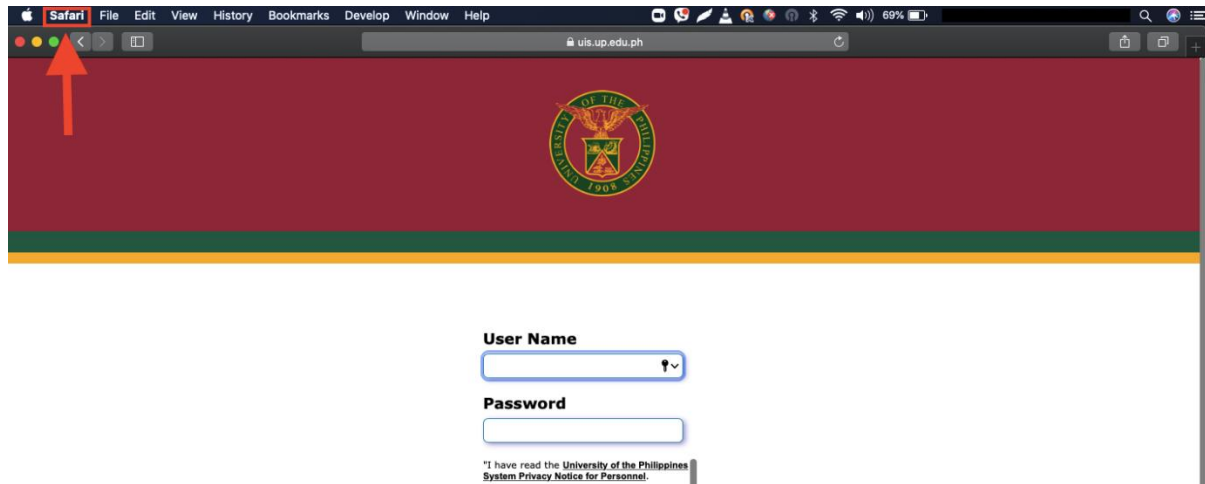
3. Set **Time range** to clear to **All time**
 - Tick **Cookies and other site data**
 - Tick **Cache images and files**
 - Click **Clear data**



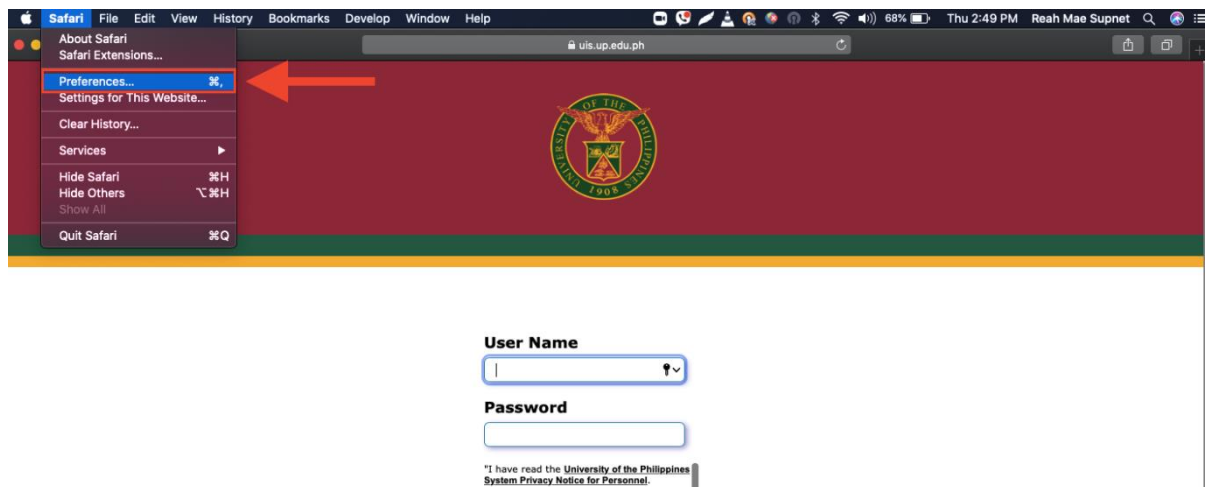
Note: To refresh and apply necessary changes to the browser, close all Google Chrome windows and re-open a new window.

SAFARI

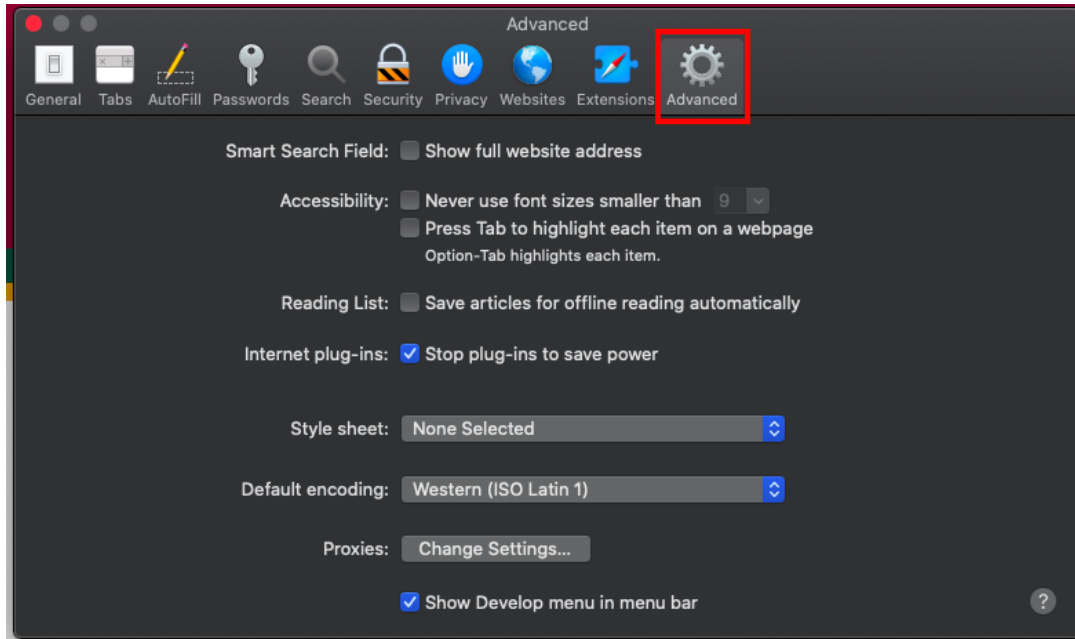
1. In the top menu, choose **Safari**.



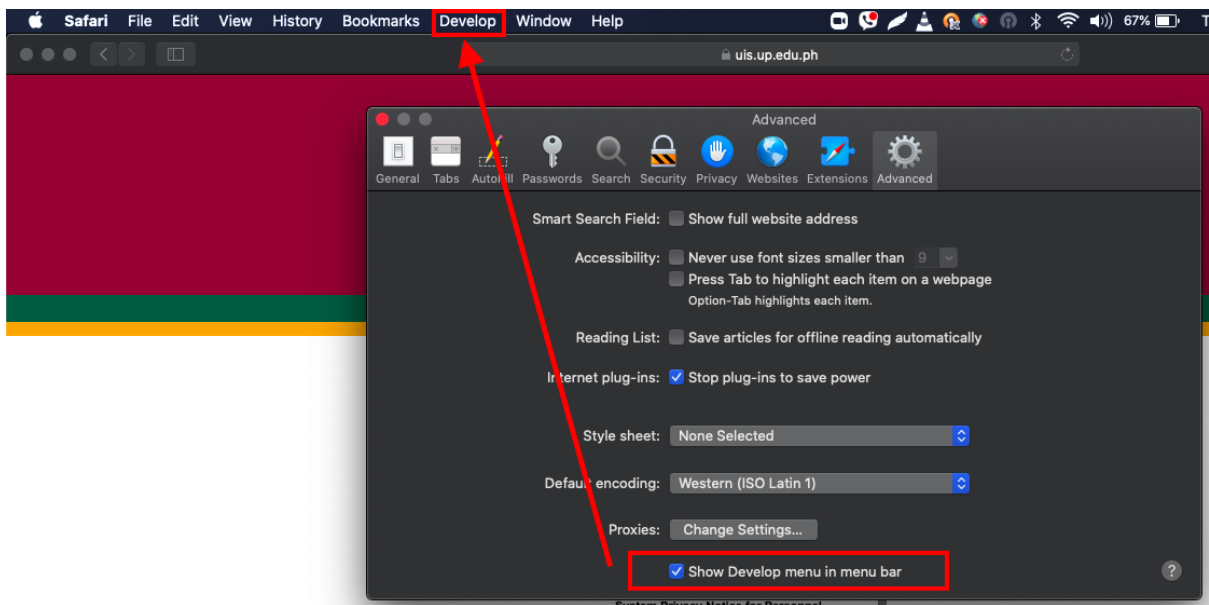
2. Click **Preferences**.



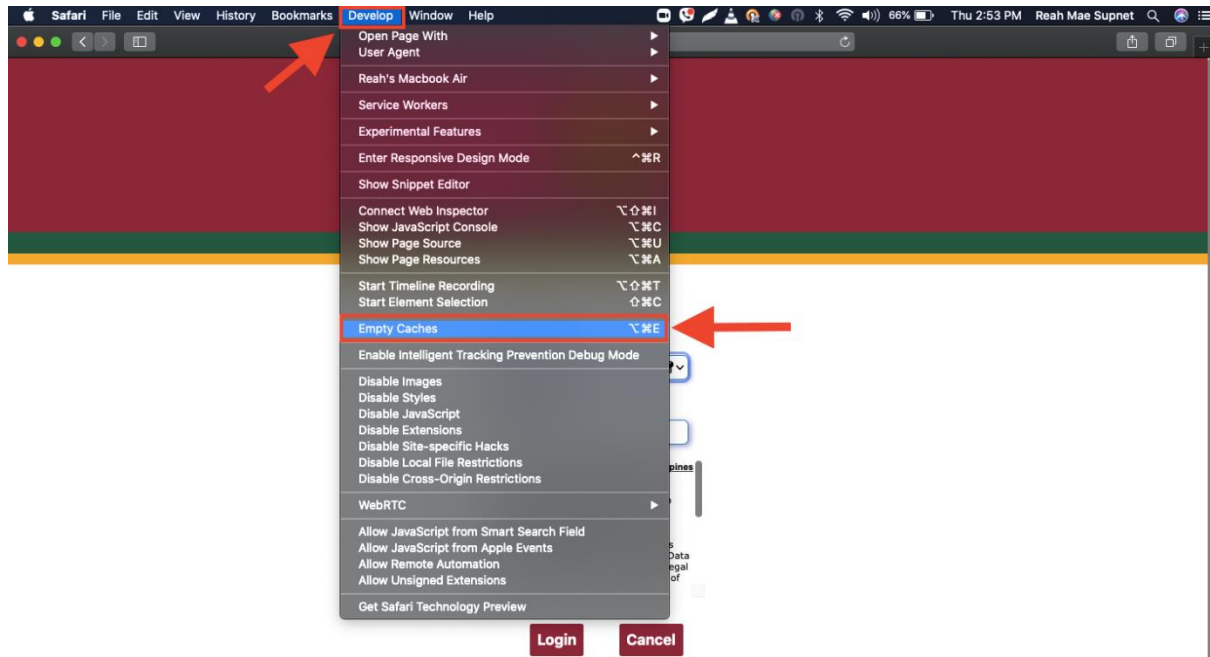
3. Choose the **Advanced** tab.



4. Enable **Show Develop menu in menu bar**.



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.