

Step-by-Step Guide

General: Clearing Cache

What is cache?

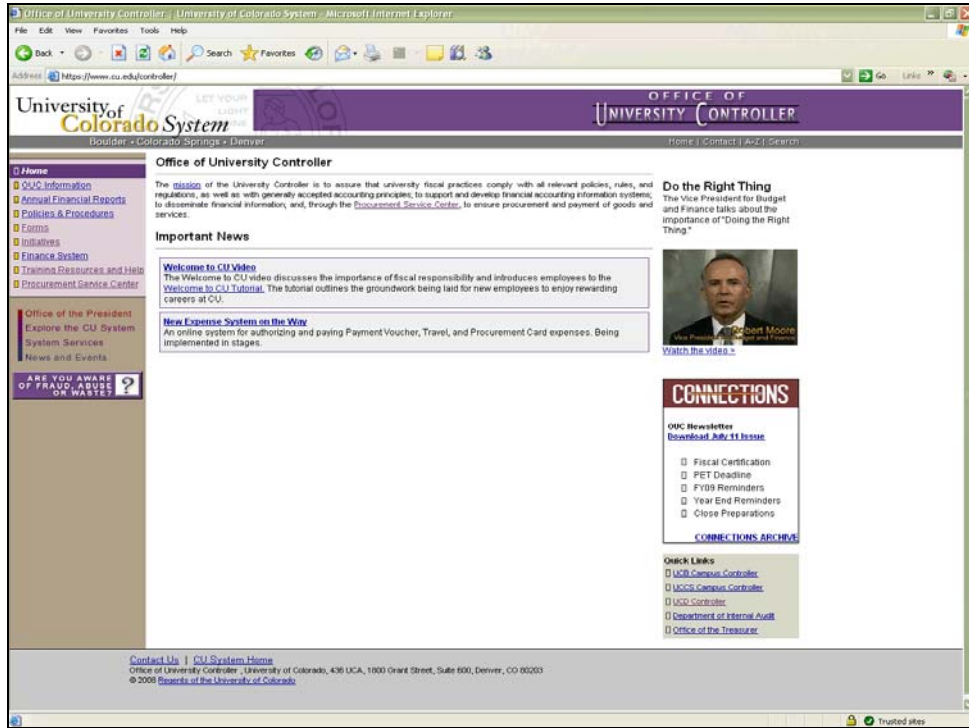
Cache is an area where data (webpages, images and cookies) is downloaded from recently accessed websites. Storing data in this manner speeds up the re-display of visited webpages since it takes less time to retrieve data from cache than downloading again.

Note: On some websites, not clearing the cache can prevent the display of current information and proper function of web based applications.

Step	Action
1.	<p>Decision: The process to clear cache depends on your browser:</p> <ul style="list-style-type: none">• Internet Explorer 6 Go to step 2 on page 1• Internet Explorer 7 Go to step 12 on page 3• Mozilla Firefox Go to step 20 on page 5• Mac -- Mozilla Firefox Go to step 25 on page 6• Mac -- Safari Go to step 33 on page 7• PC -- How to determine your browser Go to step 38 on page 8• Mac -- How to determine your browser Go to step 43 on page 9
2.	<p>To begin, open any website using Internet Explorer 6.</p> <p>This demonstration will use the Office of University Controller (OUC) website: www.cu.edu/controller.</p>

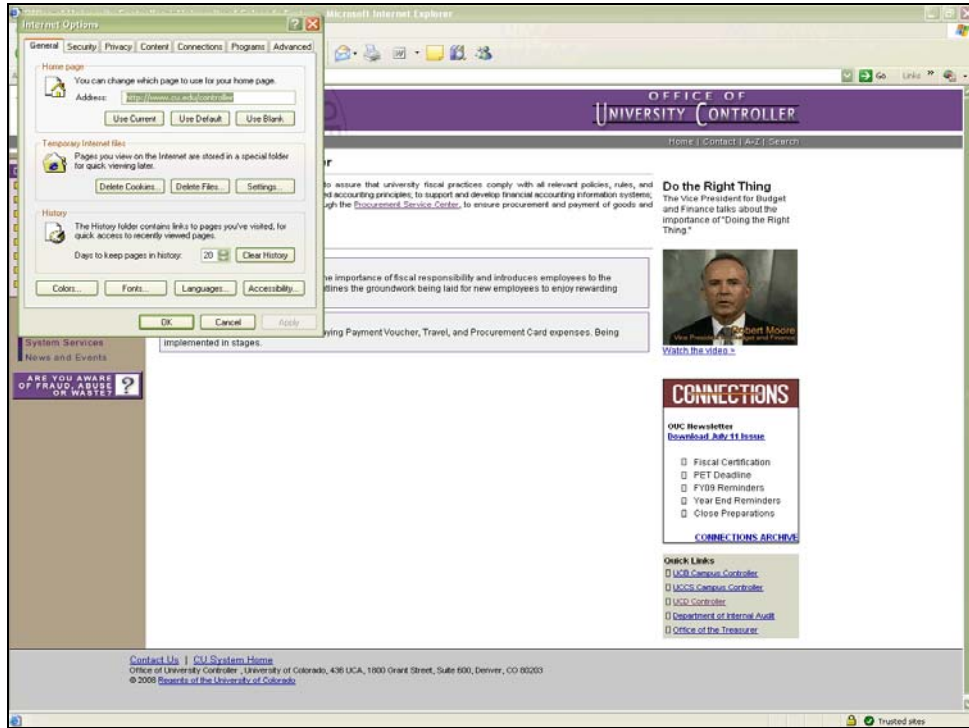
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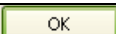




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
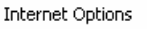
Step	Action
3.	Click Tools... <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 5px;">Tools</div>
4.	...then Internet Options... <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 5px;">Internet Options...</div>

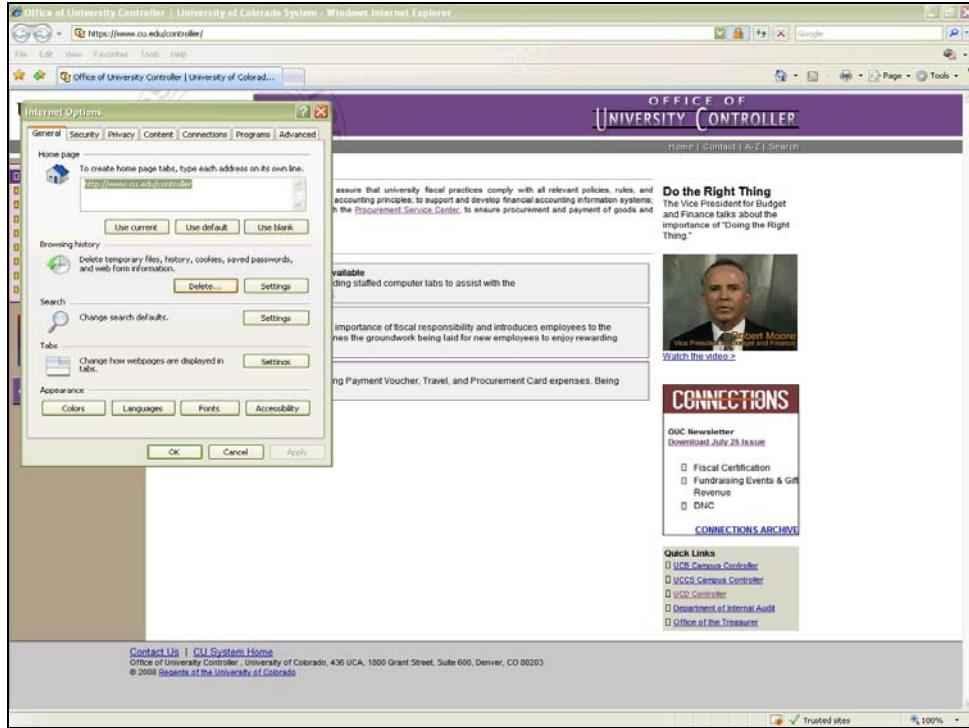
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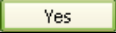
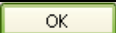


Step	Action
5.	Click the Delete Cookies... button. 
6.	Click the OK button in the DELETE COOKIES window. 
7.	Back in the INTERNET OPTIONS window, click the Delete Files... button. 
8.	Click the Delete all offline content checkbox. 
9.	Click the OK button in the DELETE FILES window. 
10.	Click the OK button in the INTERNET OPTIONS window. 
11.	End of Procedure. Remaining steps apply to other paths.
12.	To begin, open any website using Internet Explorer 7. This demonstration will use the Office of University Controller (OUC) website: www.cu.edu/controller .


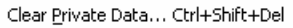
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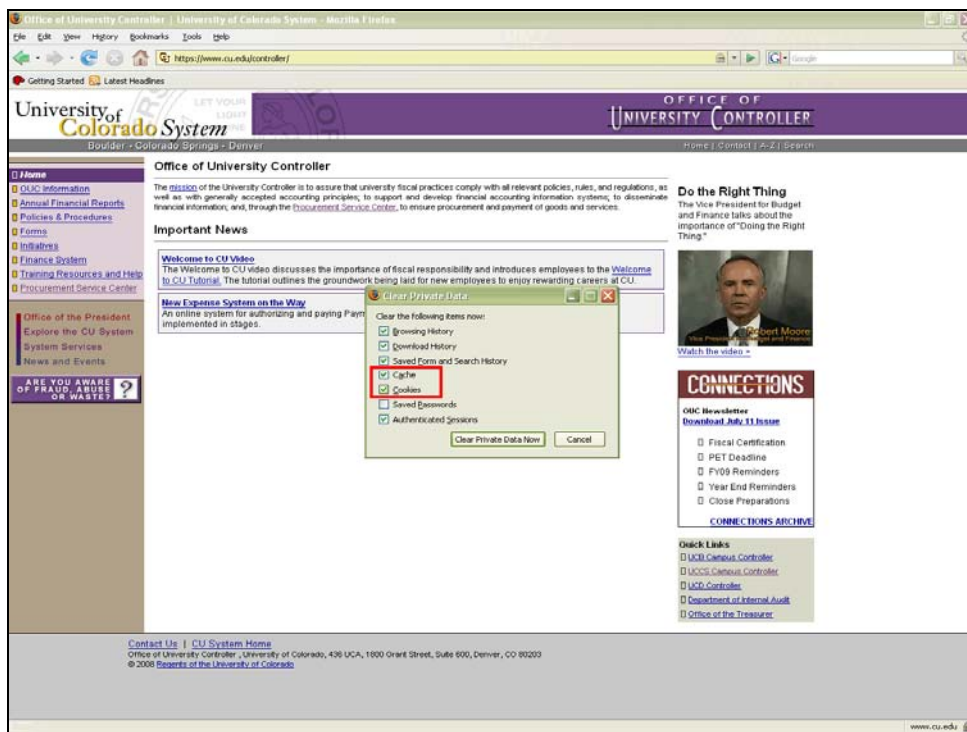
Step	Action
13.	Click Tools... 
14.	... then Internet Options. 




Step	Action
15.	Click Delete... under the <i>Browsing history</i> section of the GENERAL page. 
16.	Click Delete all...
17.	Click Yes. 
18.	In the INTERNET OPTIONS window, click OK. 
19.	End of Procedure. Remaining steps apply to other paths.

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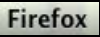
Step	Action
20.	To begin, open any website using Mozilla Firefox. This demonstration will use the Office of University Controller (OUC) website: www.cu.edu/controller .
21.	Click Tools... 
22.	... then Clear Private Data... 

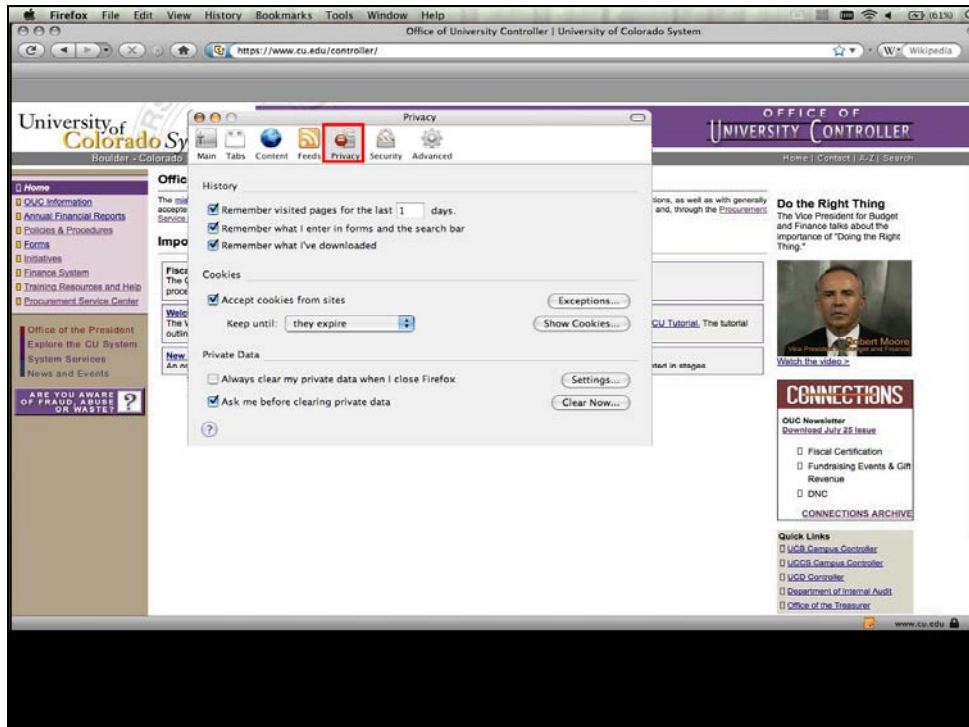



Step	Action
23.	At minimum, check the Cache and Cookies checkboxes; click the Clear Private Data Now button. 
24.	End of Procedure. Remaining steps apply to other paths.

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Step	Action
25.	To begin, open any website using Mozilla Firefox on your Mac computer. This demonstration will use the Office of University Controller (OUC) website: www.cu.edu/controller .
26.	Click Firefox... 
27.	... then Preferences...

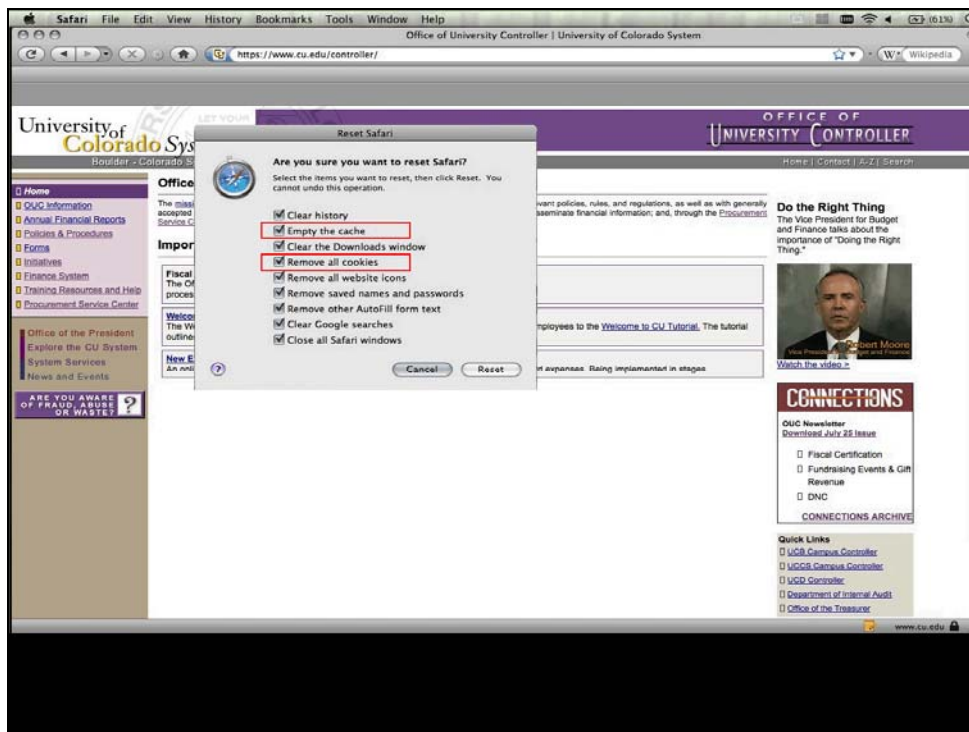


Step	Action
28.	On the PRIVACY page, click Clear Now... in the Private Data section. 
29.	Now click Show Cookies... 
30.	Click Remove All Cookies. 

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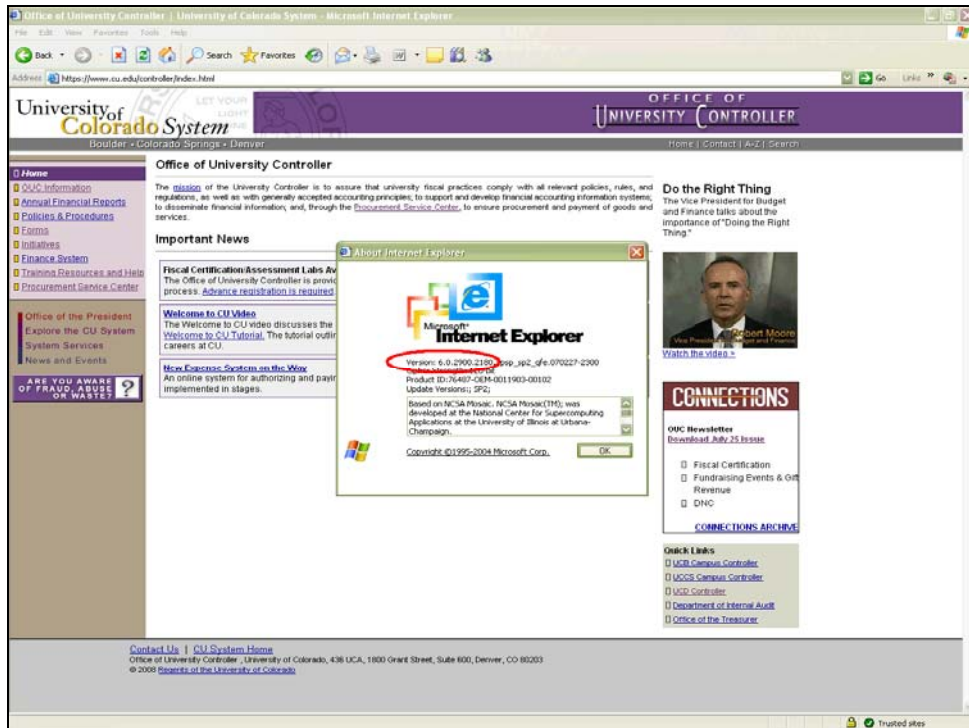
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Step	Action
31.	Click Close (red circle in upper left corner of the COOKIES window).
32.	End of Procedure. Remaining steps apply to other paths.
33.	To begin, open any website using Safari on your Mac computer. This demonstration will use the Office of University Controller (OUC) website: www.cu.edu/controller .
34.	Click Safari...
35.	... then Reset Safari...



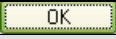

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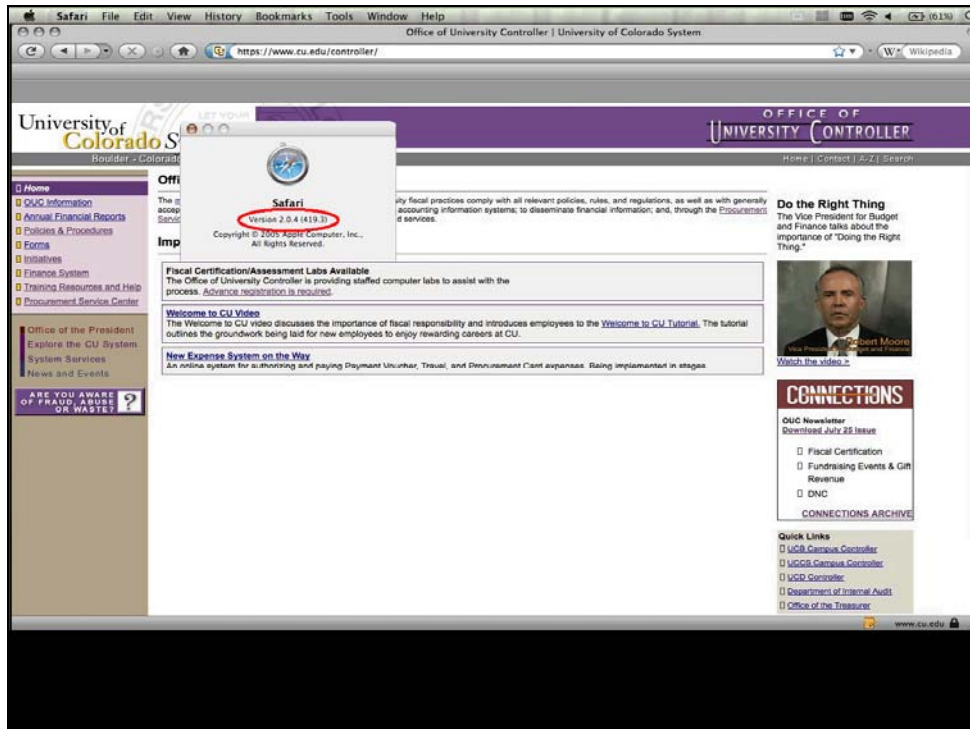
Step	Action
36.	<p>At minimum, check the Empty the cache and Remove all cookies checkboxes; click Reset.</p> <p>The RESET SAFARI window will close and you will be returned to your home page.</p> <div style="border: 1px solid gray; padding: 2px; display: inline-block;">Reset</div>
37.	End of Procedure. Remaining steps apply to other paths.
38.	<p>To begin, open any website.</p> <p>This demonstration will use Internet Explorer 6 to open the Office of University Controller (OUC) website: www.cu.edu/controller.</p>
39.	Click Help...
40.	<p>... then About Internet Explorer.</p> <p><i>Note: This selection will change based on your browser. If you are using Mozilla Firefox, for example, About Mozilla Firefox will appear instead.</i></p> <div style="border: 1px solid gray; padding: 2px; display: inline-block;">About Internet Explorer</div>




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Step	Action
41.	The version is one of the first pieces of information included on the ABOUT INTERNET EXPLORER window.
42.	Click OK to close this window and return to the web page.  Go to step 1 on page 1
43.	To begin, open any website. This demonstration will use Safari to open the Office of University Controller (OUC) website: www.cu.edu/controller.
44.	Click Safari... <i>Note: This selection will change based on your browser. If you are using Mozilla Firefox, for example, Firefox will appear instead.</i>
45.	... then About Safari. 



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46.	The version is one of the first pieces of information included.
47.	Click Close (red circle in upper left corner of the COOKIES window) to return to the web page.  Go to step 1 on page 1