Published on *University of Colorado* (https://www.cu.edu)

Experiencing access issues in HCM? You may need to clear your cache [1]

January 29, 2018 by Employee Services [2]

A commonly reported issue among HCM users is that they sometimes have problems accessing pages they've regularly accessed in the past. The solution? Clearing your web browser's cache.

This is an important task to complete because your browser retains information and over time can cause difficulties with logging into or loading websites. To prevent experiencing access issues within HCM, it's recommended that you clear your cache **at least one to two times a month**.

For step-by-step instructions on clearing your cache, click here [3].

Display Title:
Experiencing access issues in HCM? You may need to clear your cache
Send email when Published:
No

Source URL:https://www.cu.edu/blog/hcm-community/experiencing-access-issues-hcm-you-may-need-clear-your-cache

Links
[1] https://www.cu.edu/blog/hcm-community/experiencing-access-issues-hcm-you-may-need-clear-your-cache [2] https://www.cu.edu/blog/hcm-community/author/10695
[3] https://www.cu.edu/sites/default/files/uis_how_to_guide_clear_browser_cache_0.pdf