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# Clear Your Cache [1]

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Are you experiencing any of the following issues?

- When attempting to launch CU-Data, an error occurs.
- When attempting to run an m-Fin report, some prompt value boxes appear to be missing.
- When attempting to run an m-Fin report, the Finish/Next button remains inactive (grey) after entering required prompt values.

You may need to clear your browser cache.

Browser caching (saving data from the websites you visit, to your device locally) generally speeds up the loading process when visiting those sites again. However, your web browser's cache can cause slow loading times and formatting problems if those sites have been updated since your last visit. Regularly clearing cache helps your browser process and load website data more efficiently. This can often resolve site issues and performance slowdowns.

**To clear cache in most Windows browsers**

- Ctrl + Shift + Del
- Select the options to clear cache and cookies … and set the time range to “All-Time” or “Everything”
- After clearing the cache and cookies, close/quit and restart the browser. The clearing process won’t be complete until all browser windows are closed.

**To clear cache in Safari (Apple browser)**
Refer to these instructions [3] from CU Boulder’s Office of Information Technology.

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Yes

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