



## Cayuse Browser Caching Issue– Fix

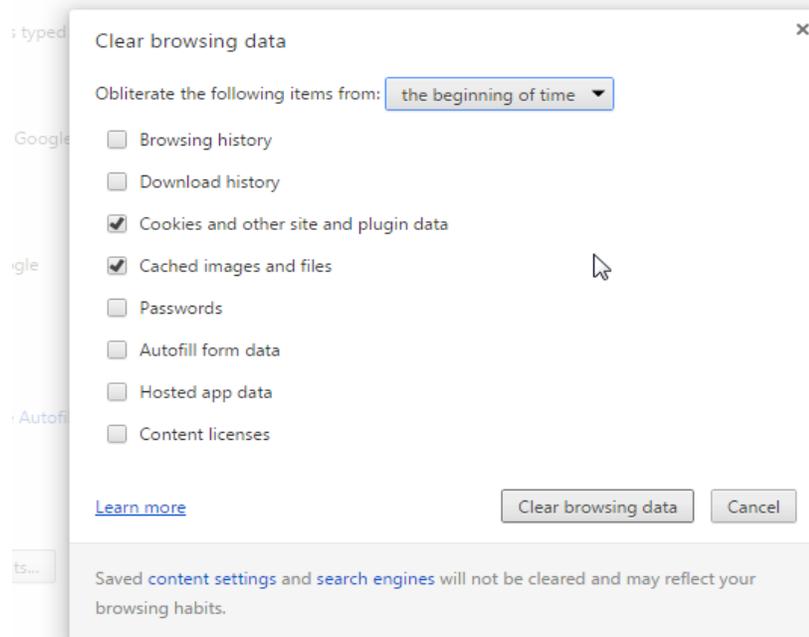
This sounds like it may have been a browser caching issue. Here are those cache clearing instructions:

### CHROME

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Chrome and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: CTRL + SHIFT + DELETE on a PC or CMD + SHIFT + DELETE on a Mac. This should open up this window:



Go ahead and match your selections to the ones you see here, with the "the beginning of time" date range selected, and "Cookies and other site and plugin data" and "Cached images and files" checkboxes checked.

Click "Clear Browsing Data"

Once that is done, close down Chrome again and restart your computer.

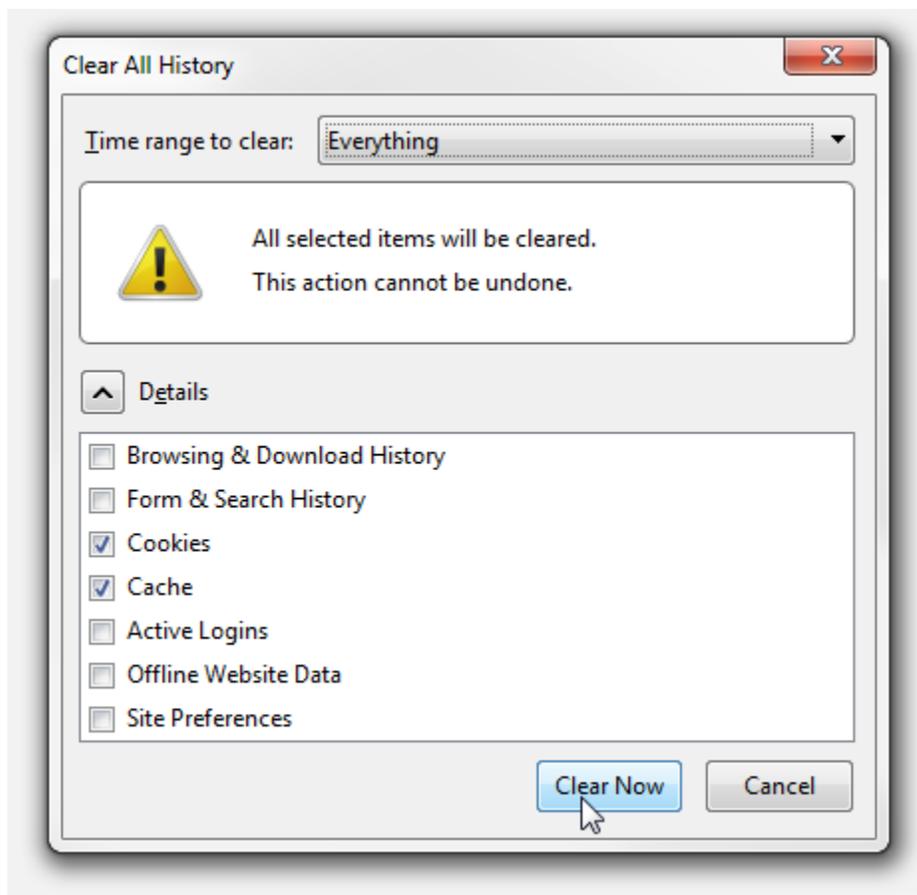
Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.

### FIREFOX:

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Firefox and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: CTRL + SHIFT + DELETE on a PC or CMD + SHIFT + DELETE on a Mac. This should open up this window:



Go ahead and match your selections to the ones you see here, with the "Everything" time range selected, and "Cookies" and "Cache" checkboxes checked.

Click "Clear Now"

Once that is done, close down Firefox again and restart your computer.

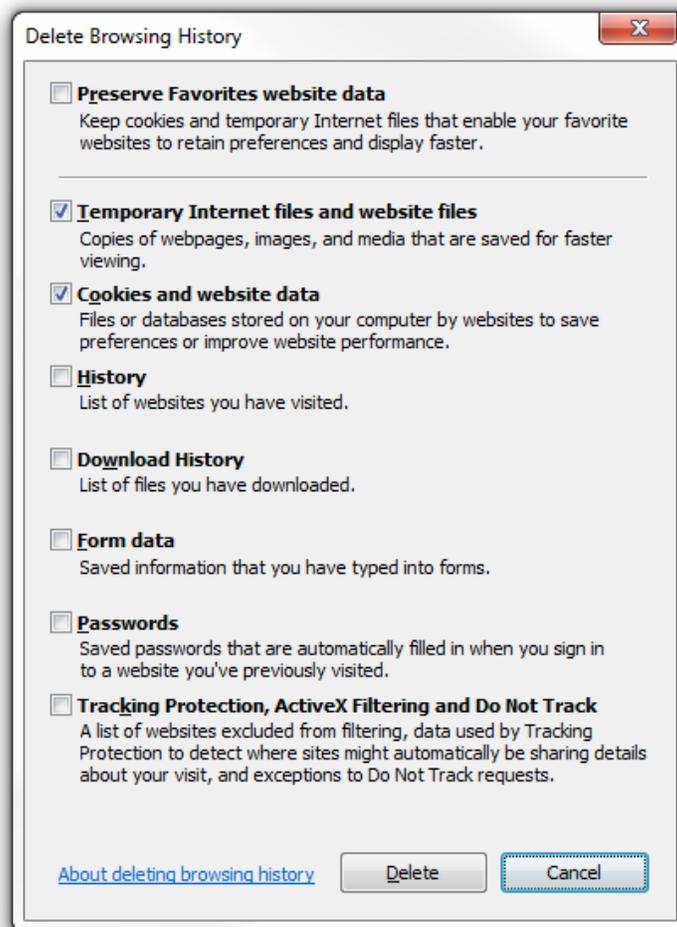
Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.

## INTERNET EXPLORER

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Internet Explorer and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: CTRL + SHIFT + DELETE on a PC or CMD + SHIFT + DELETE on a Mac. This should open up this window:



Go ahead and match your selections to the ones you see here, with the "Cookies and website data" and "Temporary Internet files and website files" checkboxes checked.

Click "Delete"

Once that is done, close down Internet Explorer again and restart your computer. Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.

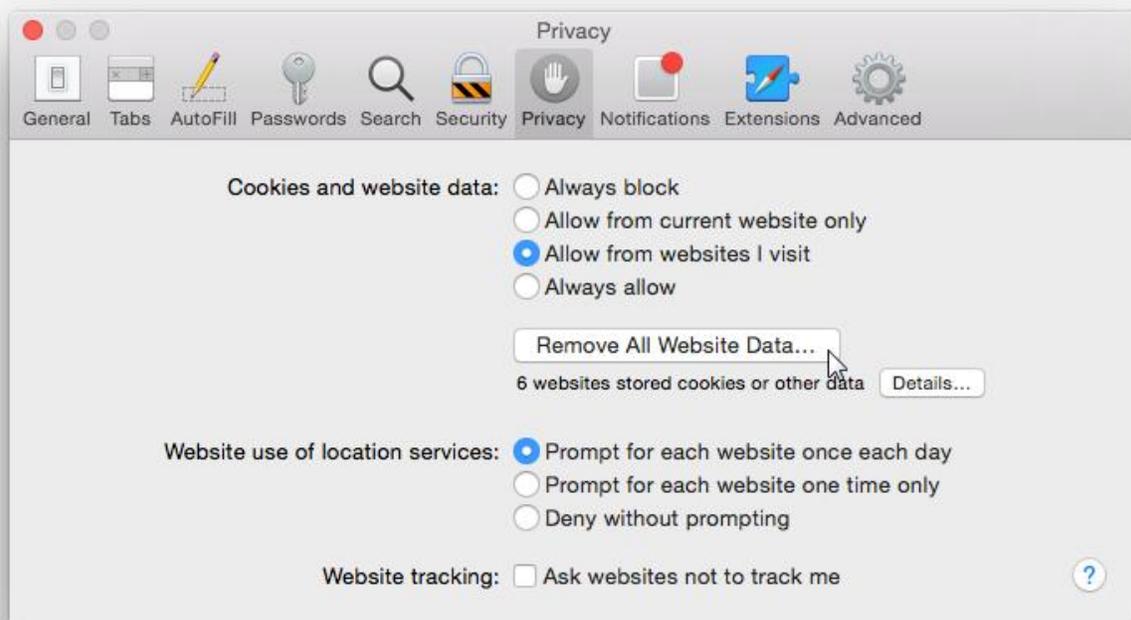
## SAFARI

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

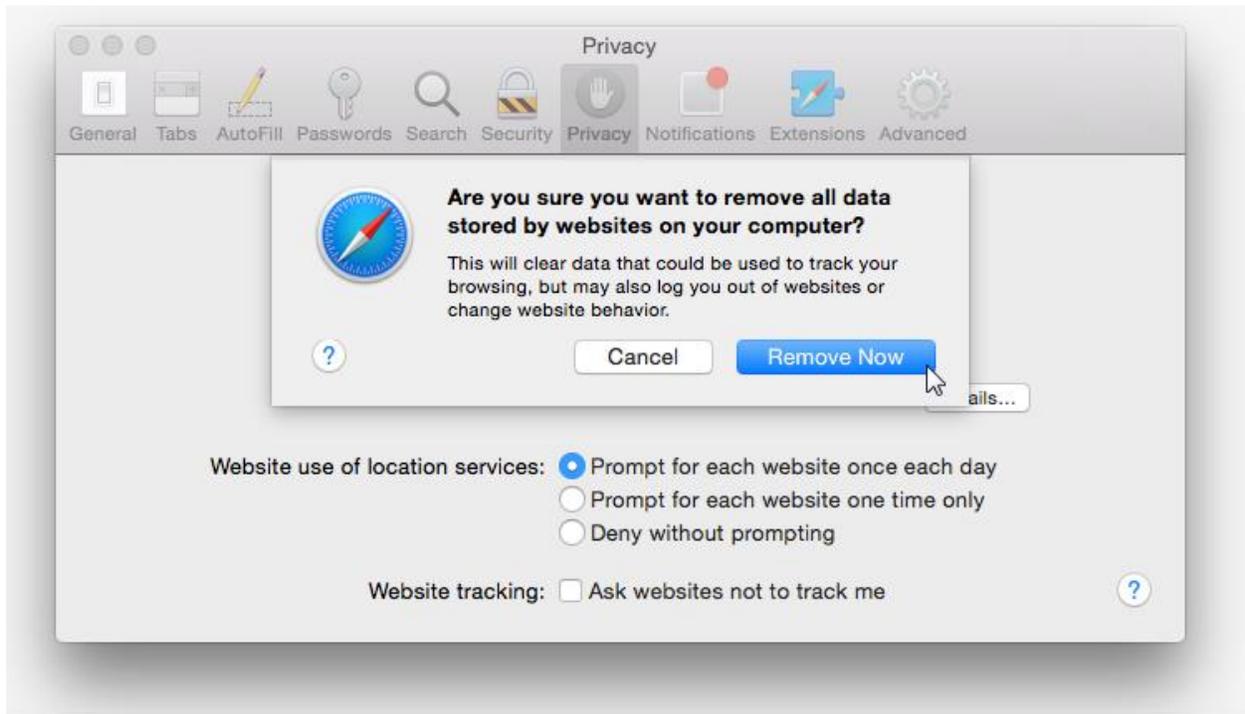
Close down Safari and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: + ,

This will bring up the Preferences window. Navigate to the "Privacy" section shown here:



Click on the "Remove All Website Data..." button. This will open a prompt that looks like this:



Click on "Remove Now"

Once that is done, close down Safari again and restart your computer. Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.