

# How to Clear Your Computer's Cache

This manual applies to:

<http://admin.prevueaps.com>

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<http://admin.prevueapspro.com>

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## Internet Explorer:

- Step 1: At the top of the screen click on **Tools** then click on **Internet Options**.
- Step 2: A pop up window will appear and you will see a button that says **Delete History**, click on that.
- Step 3: Another pop up will appear which will ask you what you want to remove. Choose cache and temporary internet files.
- Step 4: Click **Delete History**.
- Step 5: You will be logged out of the application.
- Step 6: Log back into your application and complete it.

## Firefox for Mac:

- Step 1: Click on **History**, then click on **Clear Recent History**.
- Step 2: A popup will appear, asking you the range of time you want to clear. Choose the **Everything** drop down.
- Step 3: Once you have chosen the Everything drop down you will see details in the lower left. There will be expanded options to choose from.
- Step 4: Select **Cache and Cookies**.
- Step 5: Click on the **Clear Now** button. This could take a few minutes to clear.
- Step 6: You will be logged out of the application.
- Step 7: Log back into your application and complete it.

## Firefox for PC: (Depending on what version you are running, the steps may differ slightly.)

- Step 1: Click on **History** up at the top. Click on **Clear Recent History**.
- Step 2: Choose the **Everything** drop down.
- Step 3: In the lower left expansion select **Cache and Cookies**.
- Step 4: Click on the **Clear Now** button. This may take a few minutes to clear.
- Step 5: You will be logged out of the application.
- Step 7: Log back into your application and complete it.

## Google Chrome:

- Step 1: In the upper right click on the icon that has three lines.
- Step 2: Click on Tool, then click on Clear Browsing Data.
- Step 3: A new tab to the settings page will open and ask you whether you want to clear it for the past hour and so on. We suggest that you choose "the beginning of time".



- Step 4: Then ensure that the following are selected:
1. Empty the cache
  2. Delete cookies and other site and plug-in data.
- Step 5: Click on clear browsing data. This may take a few minutes to clear.
- Step 6: You will be logged out of the application.
- Step 7: Log back into your application and complete it.

### **Safari for Mac:**

- Step 1: Click on file, then click on Reset Safari.
- Step 2: A pop up should appear. Select Remove all website data checked.
- Step 3: Click on reset.
- Step 4: You will be logged out of the application.
- Step 5: Log back into your application and complete it