Clear Browser Cache/Temporary Internet Files and Cookies

If you are having problems connecting or you receive errors working in Stony Brook's Work-at-Home VPN, PeopleSoft, SOLAR or other web-based campus applications you may need to clear the cache/temporary internet files and cookies on your web browser. This is always a requirement after a system upgrade.

Why?

In order to speed up web browsing, browsers are designed to download web pages and store them on your computer in an area called the **cache**. When you visit the same page for a second time, the browser speeds up the display time by loading the pages locally from the cache instead of downloading everything again. This sometimes results in less than current versions of web pages being displayed, along with problems on registration and authentication pages.

Websites also send small text files known as **cookies** to your web browser in order to store information about your connection to their server, authentication information, preferences, etc. Cookies are particularly useful when you want a website to auto-sign you into a web service, but like the cache, may need to be deleted after a system upgrade.

Note: Keep in mind that after doing the above any authenticated sites you use will not remember you the next time you return.

To begin, **close the application** that is being affected.

Then, click the browser that you are using below to see the instructions.

Internet Explorer 7

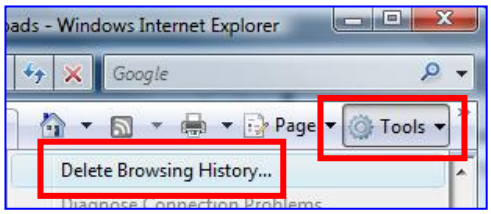
Internet Explorer 8

Mozilla Firefox

Safari for Macintosh

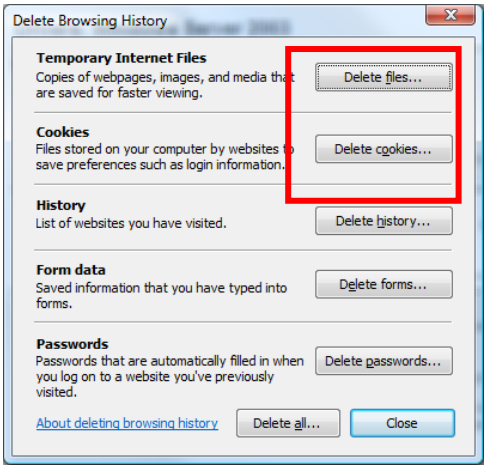
For Internet Explorer 7:

Make sure you have only one browser window/tab open.



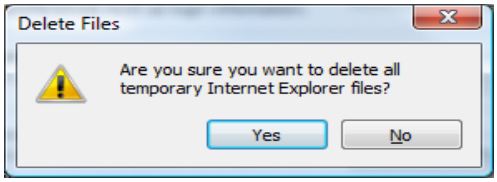
Click **Tools.**

Choose **Delete Browsing History.**



Under **Temporary Internet Files** click **Delete Files.**

Under **Cookies** click **Delete Cookies.**

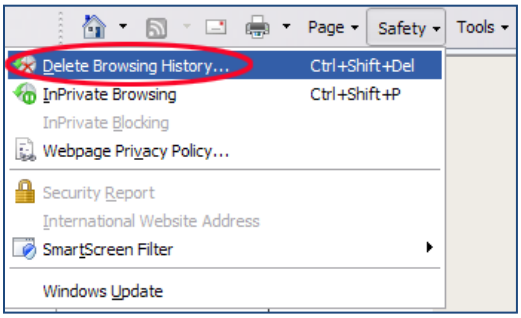


Click **Yes** to confirm the deletion.

Close Internet Explorer and reopen it.

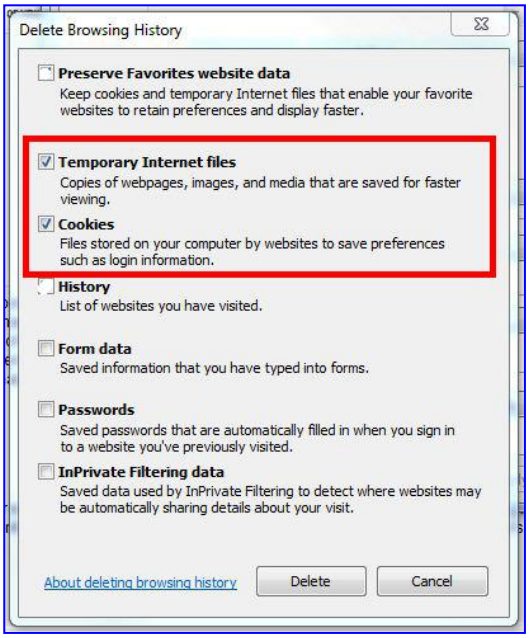
For Internet Explorer 8:

Make sure you have only one browser window/tab open.



Click **Safety.**

Choose **Delete Browsing History.**



Remove the checkmark from **Preserve Favorites website**.

Make sure **Temporary Internet files** is selected**.**

Make sure **Cookies** is selected**.**

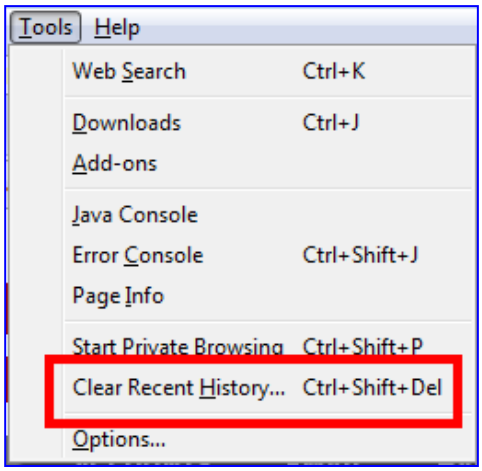
Remove the checkmark from **History.**

Click **Delete.**

Close Internet Explorer and reopen it again.

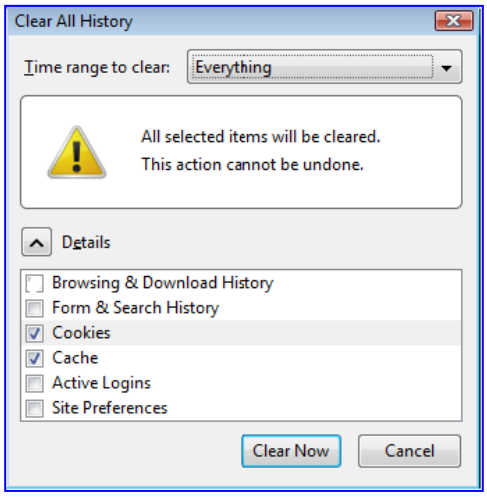
For Mozilla Firefox 3.6:

Make sure you have only one browser window/tab open.



Click **Tools.**

Choose **Clear Recent History** .



In the **Time range to clear** field choose **Everything.**

Under **Details** choose **Cookies** and **Cache** .

Click **Clear Now.**

Close Firefox and reopen it again.

For Safari 3.2 and above (for Macintosh):

Make sure you have only one browser window/tab open.

Click the **Safari** menu and click **Reset Safari…**

Check the **Empty the cache** and **Remove all cookies** checkboxes.

Click the **Reset** button.

Close Safari and reopen it again.