



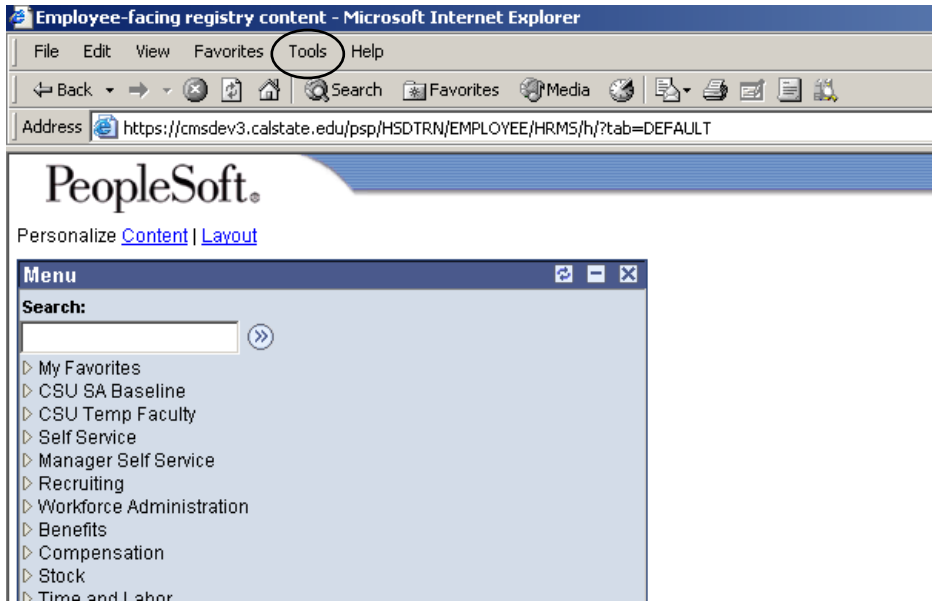
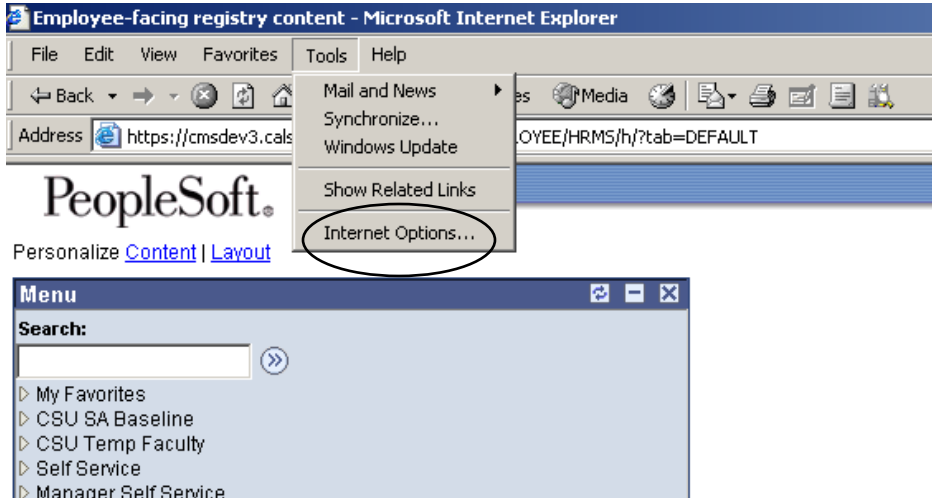
SAN DIEGO STATE
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SDSU PEOPLESOFT DELETE CACHE QUICK REFERENCE GUIDE

DELETE CACHE – INTERNET EXPLORER 7.0

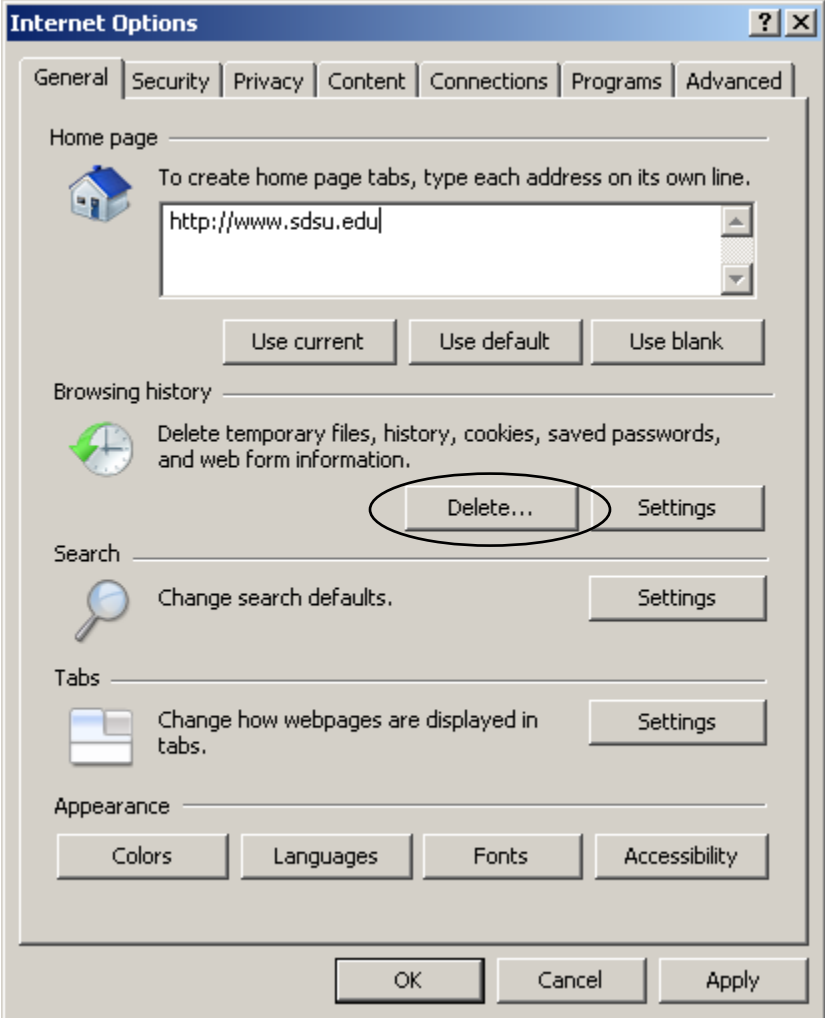
When using web-based applications, the content of all the web pages that you have visited are stored on your hard drive. This speeds up the displaying of pages you frequently visit, as a web browser can open them from your hard disk instead of downloading them from the web. However, it can also clog your system and reduces the performance of your computer. If you are having issues with PeopleSoft performance, it is recommended that you clear your cache as a first step for troubleshooting those issues.

The processing instructions below will assist you with deleting your cache.

Processing Steps	Screen
<ul style="list-style-type: none"> • Open one Internet Explorer session. • Click on “Tools” in the Menu bar. 	 <p>The screenshot shows the Internet Explorer 7.0 interface. The title bar reads "Employee-facing registry content - Microsoft Internet Explorer". The menu bar includes File, Edit, View, Favorites, Tools, and Help. The "Tools" menu is circled in red. The address bar shows the URL: https://cmsdev3.calstate.edu/psp/H5DTRN/EMPLOYEE/HRMS/h/?tab=DEFAULT. The main content area displays the PeopleSoft logo and a navigation menu with options like My Favorites, CSU SA Baseline, and Self Service.</p>
<ul style="list-style-type: none"> • Click on “Internet Options...” 	 <p>The screenshot shows the same Internet Explorer 7.0 interface as above. The "Tools" menu is now open, and the "Internet Options..." option is circled in red. Other options visible in the menu include Mail and News, Synchronize..., Windows Update, and Show Related Links. The background content remains the same as in the previous screenshot.</p>

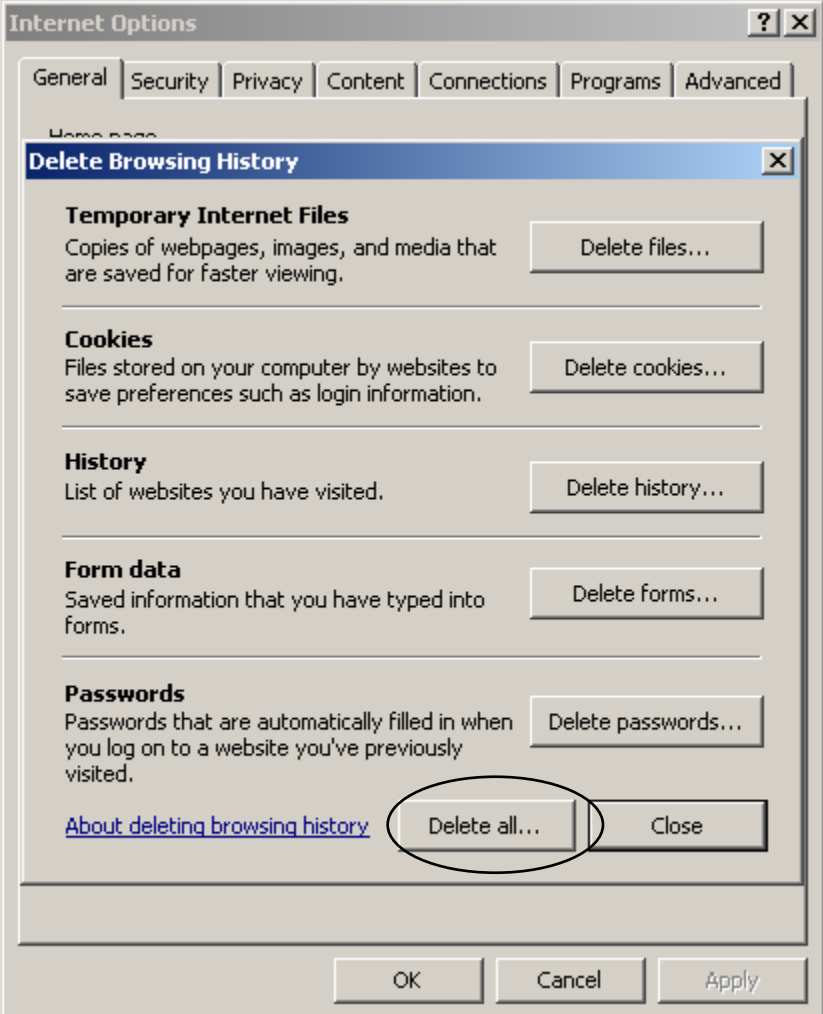


DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

Processing Steps	Screen
<p>The Internet Options page displays.</p> <ul style="list-style-type: none">In the Browsing history section, click on Delete...	 <p>The screenshot shows the Internet Options dialog box with the 'Browsing history' section selected. The 'Delete...' button is circled in red. The 'Home page' section shows 'http://www.sdsu.edu' in the text box. The 'Search' section has a 'Settings' button. The 'Tabs' section has a 'Settings' button. The 'Appearance' section has buttons for 'Colors', 'Languages', 'Fonts', and 'Accessibility'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.</p>

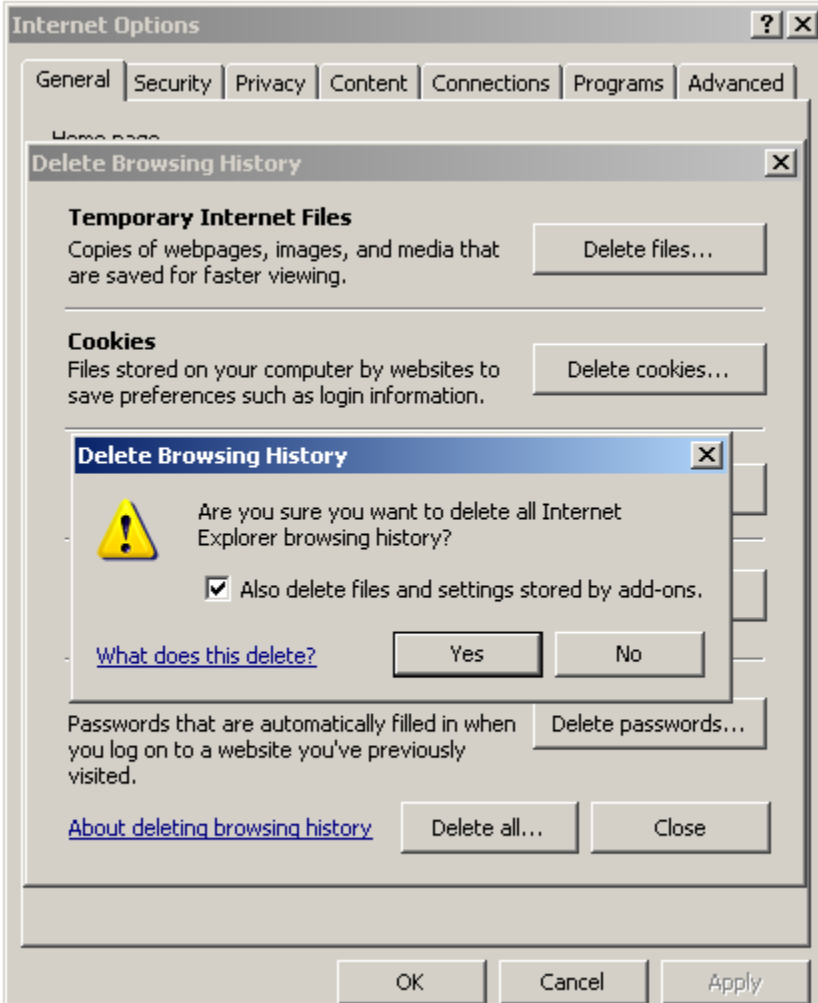


DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

Processing Steps	Screen
<ul style="list-style-type: none">Click on Delete all...	 <p>The screenshot shows the 'Internet Options' dialog box with the 'Delete Browsing History' tab selected. The dialog has tabs for General, Security, Privacy, Content, Connections, Programs, and Advanced. The 'Delete Browsing History' tab contains sections for Temporary Internet Files, Cookies, History, Form data, and Passwords, each with a corresponding 'Delete...' button. At the bottom, there is a 'Delete all...' button which is circled in red, and a 'Close' button. Below the dialog box are 'OK', 'Cancel', and 'Apply' buttons.</p>

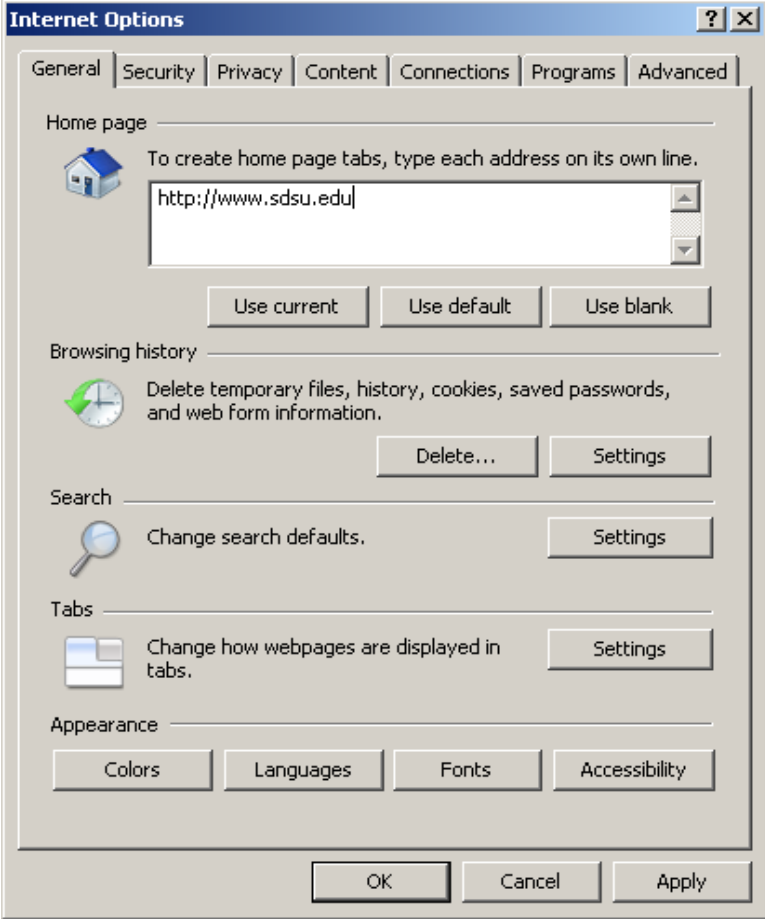


DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

Processing Steps	Screen
<ul style="list-style-type: none">• Check the Also delete files and settings stored by add-ons. checkbox and click Yes. <p>The system will begin deleting your files in a new window.</p>	 <p>The screenshot shows the Internet Options dialog box with the 'Delete Browsing History' dialog box open. The 'Delete Browsing History' dialog box contains a warning icon and the text: 'Are you sure you want to delete all Internet Explorer browsing history?'. Below this text is a checked checkbox labeled 'Also delete files and settings stored by add-ons.' and two buttons: 'Yes' and 'No'. The 'Internet Options' dialog box in the background shows the 'Delete Browsing History' section with buttons for 'Delete files...', 'Delete cookies...', and 'Delete passwords...'. The 'Delete all...' button is also visible at the bottom of the 'Delete Browsing History' dialog box.</p>



DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

Processing Steps	Screen
<p>Once the cache is deleted, you will be returned to this screen.</p> <ul style="list-style-type: none"> Click OK. 	
<ul style="list-style-type: none"> Close the Internet Explorer window and open a new session of Internet Explorer. Log into the PeopleSoft application If you are still having issues, contact the BIS Help Desk at x4-0899 <p>Congratulations! You have successfully deleted your cache!</p>	