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.

<table>
<thead>
<tr>
<th>Processing Steps</th>
<th>Screen</th>
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</thead>
<tbody>
<tr>
<td>• Open one Internet Explorer session.</td>
<td><img src="image1.png" alt="Internet Explorer screen" /></td>
</tr>
<tr>
<td>• Click on “Tools” in the Menu bar.</td>
<td><img src="image2.png" alt="Internet Explorer screen" /></td>
</tr>
<tr>
<td>• Click on “Internet Options...”</td>
<td><img src="image3.png" alt="Internet Explorer screen" /></td>
</tr>
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</table>
DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

Processing Steps

The Internet Options page displays.

- In the Browsing history section, click on Delete...

Screen

Internet Options

<table>
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<tr>
<th>General</th>
<th>Security</th>
<th>Privacy</th>
<th>Content</th>
<th>Connections</th>
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<th>Advanced</th>
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Home page

To create home page tabs, type each address on its own line.

http://www.sdsu.edu

Use current  Use default  Use blank

Browsing history

Delete temporary files, history, cookies, saved passwords, and web form information.

Delete…  Settings

Search

Change search defaults.

Settings

Tabs

Change how web pages are displayed in tabs.

Settings

Appearance

Colors  Languages  Fonts  Accessibility

OK  Cancel  Apply
# DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

<table>
<thead>
<tr>
<th>Processing Steps</th>
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<tbody>
<tr>
<td><strong>Click on Delete all...</strong></td>
<td><img src="image" alt="Internet Options Screen" /></td>
</tr>
</tbody>
</table>

### Internet Options Screen

#### General

- **Delete Browsing History**
  - **Temporary Internet Files**
    - Copies of webpages, images, and media that are saved for faster viewing.
  - **Cookies**
    - Files stored on your computer by websites to save preferences such as login information.
  - **History**
    - List of websites you have visited.
  - **Form data**
    - Saved information that you have typed into forms.
  - **Passwords**
    - Passwords that are automatically filled in when you log on to a website you've previously visited.

- **Delete all...**
- **Close**

- **OK**
- **Cancel**
- **Apply**
**DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)**

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<tbody>
<tr>
<td>• Check the <strong>Also delete files and settings stored by add-ons.</strong> checkbox and click <strong>Yes.</strong> The system will begin deleting your files in a new window.</td>
<td><img src="image" alt="Internet Options" /></td>
</tr>
</tbody>
</table>

**Internet Options**

- **Temporary Internet Files**
  - Copies of webpages, images, and media that are saved for faster viewing.
  - Delete files...

- **Cookies**
  - Files stored on your computer by websites to save preferences such as login information.
  - Delete cookies...

**Delete Browsing History**

- **Are you sure you want to delete all Internet Explorer browsing history?**
  - **Also delete files and settings stored by add-ons.**
  - **What does this delete?**
    - Yes
    - No

- **Delete passwords...**

**About deleting browsing history**

- Delete all...
- Close
## DELETE CACHE – INTERNET EXPLORER 7.0 (CONT.)

### Processing Steps

Once the cache is deleted, you will be returned to this screen.
- Click **OK**.
- 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**

**Congratulations! You have successfully deleted your cache!**

### Screen

**Internet Options**

<table>
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<th>Function</th>
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<td>Change home page tabs</td>
</tr>
<tr>
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</tr>
<tr>
<td>Content</td>
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</tr>
<tr>
<td>Connections</td>
<td>Change how webpages are displayed in tabs.</td>
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<tr>
<td>Programs</td>
<td></td>
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<tr>
<td>Advanced</td>
<td></td>
</tr>
</tbody>
</table>

**Internet Explorer**

- Use current
- Use default
- Use blank
- Delete
- Settings
- Settings

**PeopleSoft**

- User ID: [****]
- Password: [****]
- Sign In