SDSU PEOPLESOFT TROUBLESHOOTING QUICK REFERENCE GUIDE
**DELETE CACHE – INTERNET EXPLORER 8**

PeopleSoft stores data from websites that you access onto your computer’s hard drive in what are called “cache files”. It does this so the application can access and display these areas on the screen much faster. However, from time to time, the cache files can become corrupt, causing PeopleSoft performance issues. If you are having issues with PeopleSoft performance, it is recommended that you clear your cache as a first step in troubleshooting.

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

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<td>- Open one Internet Explorer session.</td>
<td>![Internet Explorer screen showing safety section]</td>
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<tr>
<td>- Click on “Safety” in the Menu bar.</td>
<td>![Internet Explorer screen highlighting delete browsing history option]</td>
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Delete Browsing History: **Ctrl+Shift+Del**
• Select the appropriate checkboxes for your preferred security settings
• Click Delete

### Delete Browsing History

**Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

**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**
Saved passwords that are automatically filled in when you sign in to a website you’ve previously visited.

**InPrivate Filtering data**
Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.

About deleting browsing history: [Delete] [Cancel]

### Processing Steps

- You will receive a message box informing you that your browsing history is being deleted.
- Congratulations! You have successfully deleted your cache!
- Now you can log into the PeopleSoft application.
- If you are still having issues, please contact the BIS Help Desk at x4-0899.

### Screen

- [Image of the Delete Browsing History screen]