

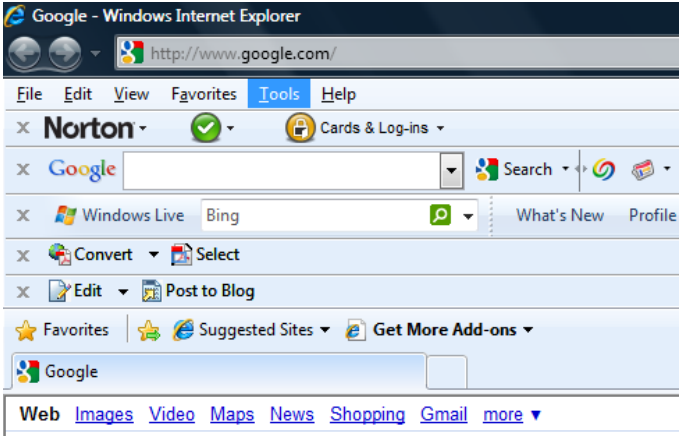


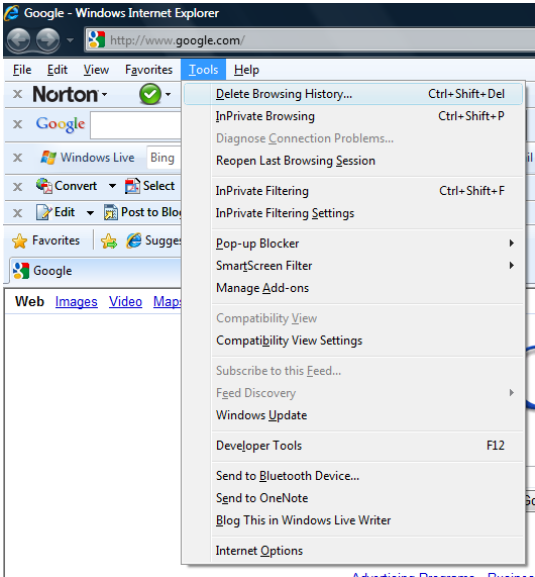
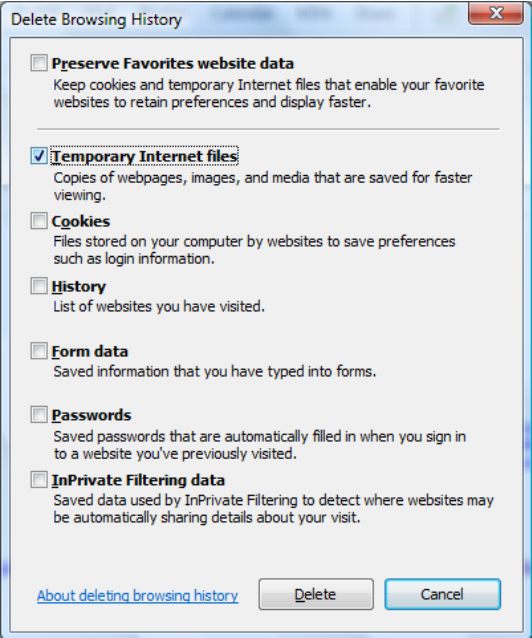
ADP Vantage HCM – Clear Cache Job Aid

What is “Cache?”

“Browser Cache” is a temporary copy of the static content needed to display the pages being accessed. If the cache is not updated, the website could view an older version of the supporting content. By clearing cache, the browser is forced to fetch all the new content for the website again—so the most recent version can be viewed. Clearing cache will optimize the user experience with the update.

Steps to Clear Cache – Internet Explorer 8

Step	Action
1	<p>Once your browser is open, click the Tools menu. Or, optionally you may simply press ^ Ctrl + ↑ Shift + ⊞ Delete to open the Delete Browsing History window (and skip step 2)</p>  <p>The screenshot shows the Internet Explorer 8 interface. The title bar reads 'Google - Windows Internet Explorer'. The address bar shows 'http://www.google.com/'. The menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The 'Tools' menu is highlighted in blue. Below the menu bar, there are several toolbars: 'Norton' with a green checkmark, 'Cards & Log-ins', a search bar with 'Google' and 'Search' buttons, 'Windows Live' with 'Bing' and 'What's New' buttons, 'Convert' and 'Select' buttons, 'Edit' and 'Post to Blog' buttons, 'Favorites', 'Suggested Sites', and 'Get More Add-ons'. At the bottom, there is a 'Google' search box and a navigation bar with links for 'Web', 'Images', 'Video', 'Maps', 'News', 'Shopping', 'Gmail', and 'more'.</p>
2	<p>Click on Delete Browsing History...</p>

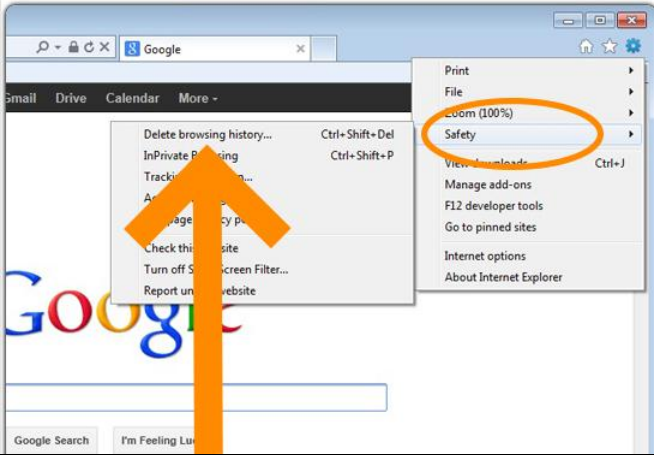
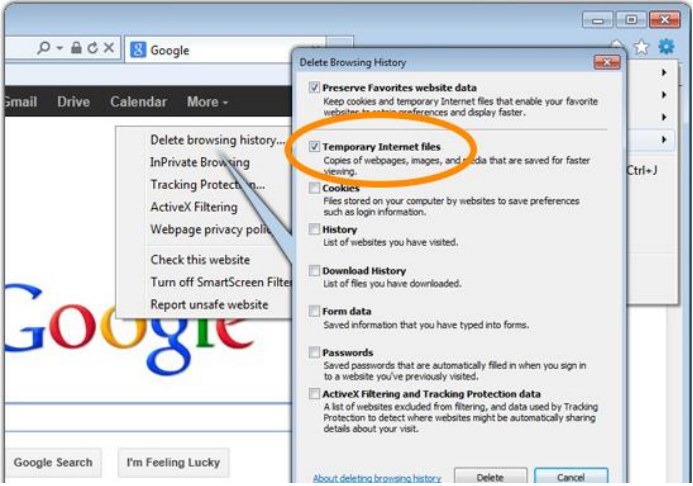
Step	Action
	
<p>3</p>	<p>Select Temporary Internet Files.</p> <p>Important: make sure “Preserve Favorites website data” checkbox is NOT checked</p> 
<p>4</p>	<p>Click the Delete button near the bottom of the window to delete your temporary files (i.e. clear your cache). You've successfully cleared Internet Explorer 8's Cache!</p>

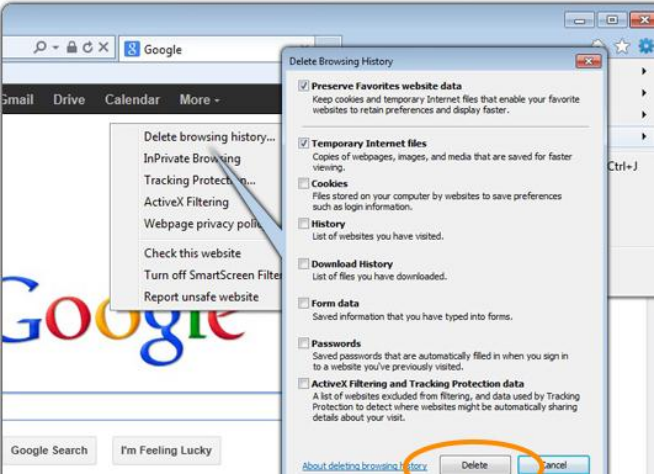
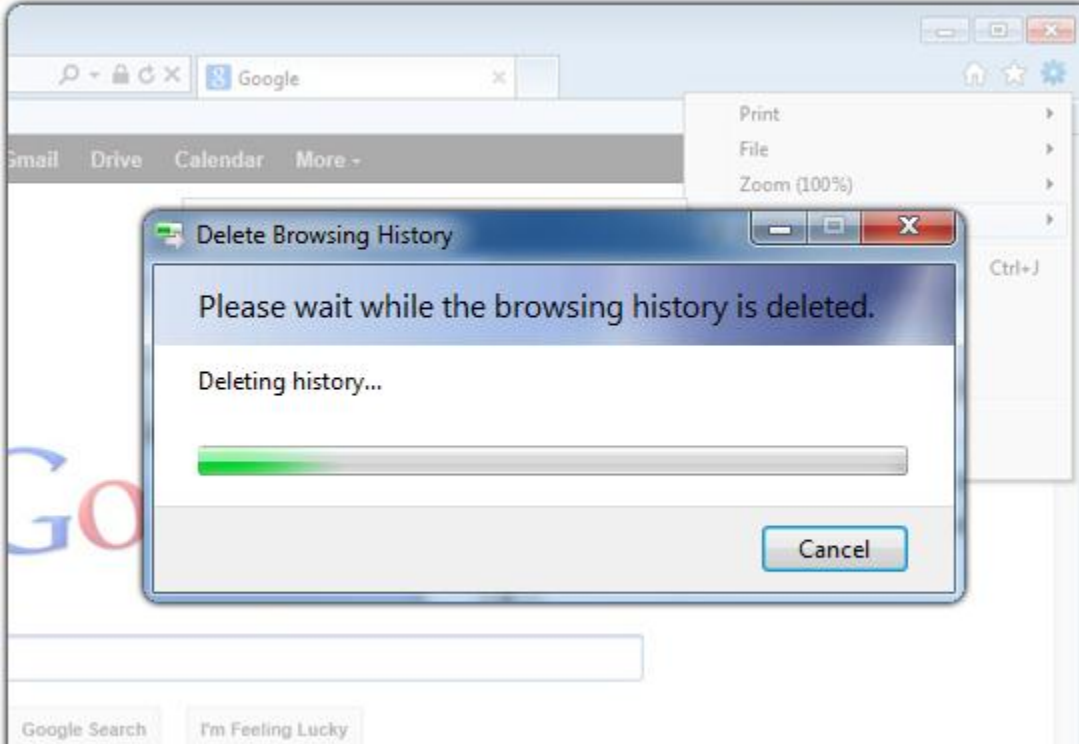


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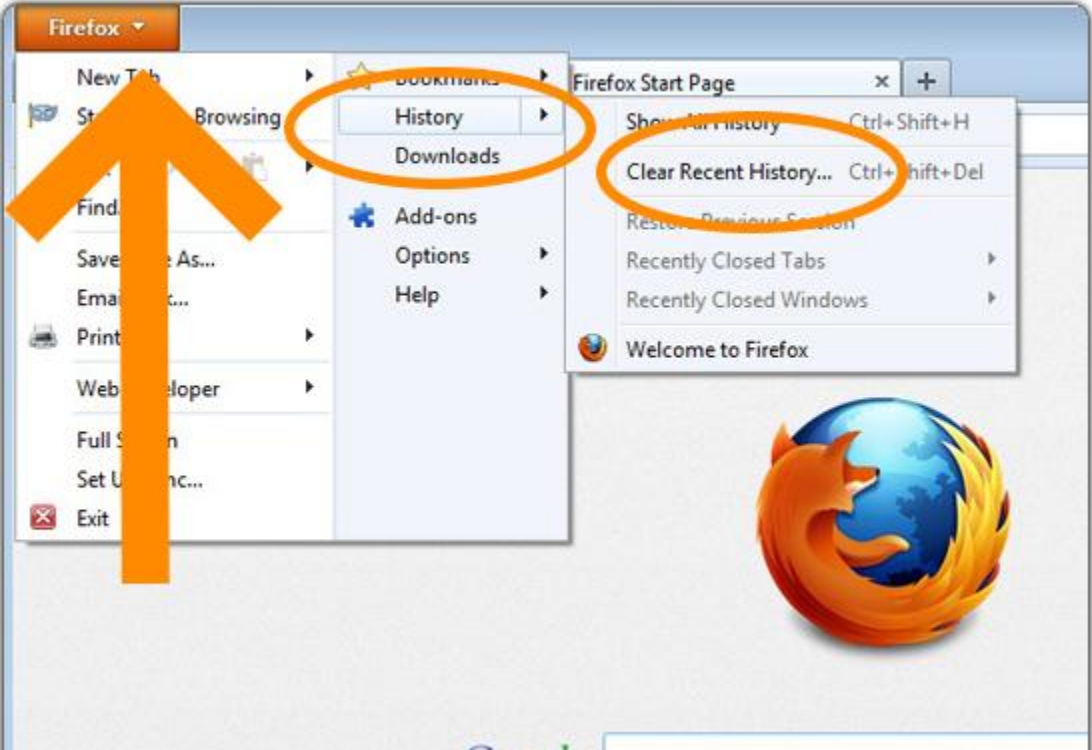
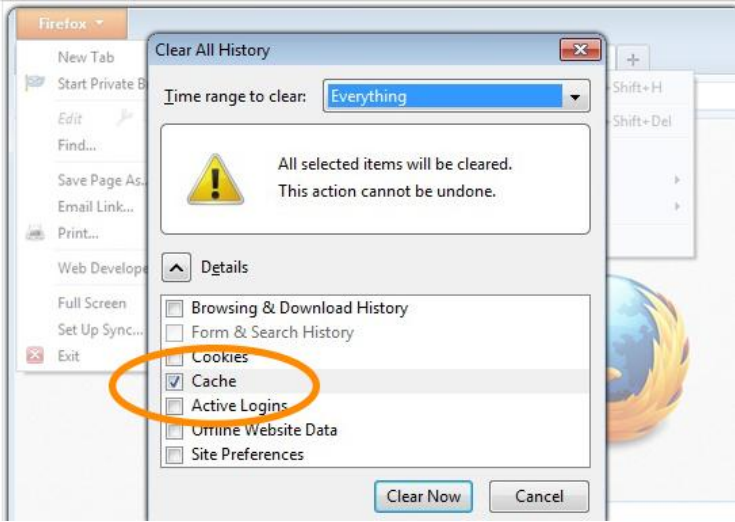
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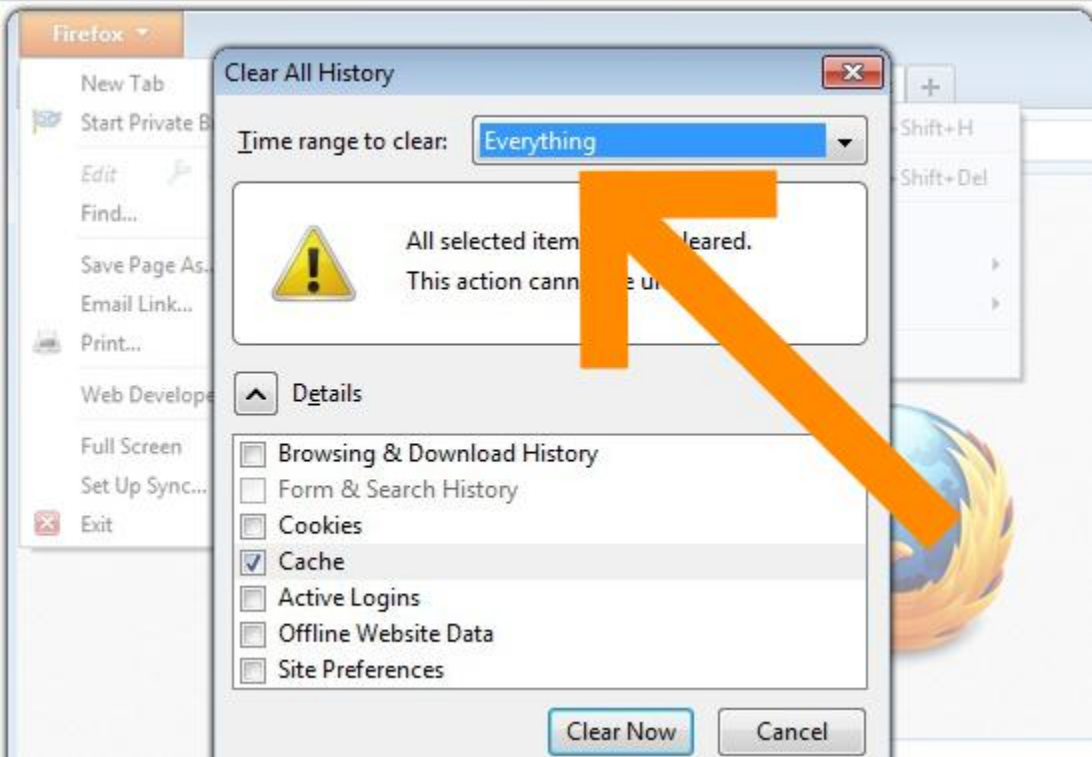
Steps to Clear Cache – Internet Explorer 9

Step	Action
<p>1</p>	<p>Once your browser is open, click the gear icon at the top right to open the Settings menu. Then, select Safety and Delete Browsing History....</p> <p>Or, alternately, you may simply press ^ Ctrl+↑ Shift+⌫ Delete to open the Delete Browsing History window.</p> 
<p>2</p>	<p>Select Temporary Internet Files. <u>You will also need to uncheck all of the other boxes, especially Preserve Favorites website data.</u> This option makes the window also delete objects from websites in your Favorites folder, which is necessary to completely clear your cache.</p> 
<p>3</p>	<p>Click the Delete button near the bottom of the window to perform the operations (i.e. clear your cache by deleting temporary files).</p>

Step	Action
	
4	<p>Your computer will work for a moment, and then the process will be complete. You've successfully cleared Internet Explorer 9's Cache!</p> 

Steps to Clear Cache – Firefox

Step	Action
<p>1</p>	<p>Go to "Clear Recent History":</p> <p>Click the "Firefox" menu in the top left corner. Next, select the right arrow next to "History >", and click "Clear Recent History"</p> <p>Or press ^ Ctrl+⇧ Shift+⌘ Delete to open the recent history window.</p> 
<p>2</p>	<p>Make sure "Details" is expanded, then select "Cache" from the list. Uncheck everything else.</p> 

Step	Action
3	<p data-bbox="297 321 1224 359">In the "Time Range to Clear" drop down, select "Everything".</p> 
4	<p data-bbox="297 1146 1386 1220">Select "Clear Now". Your computer will work for a moment, and the process will be complete. You've successfully cleared Firefox's Cache!</p> 