

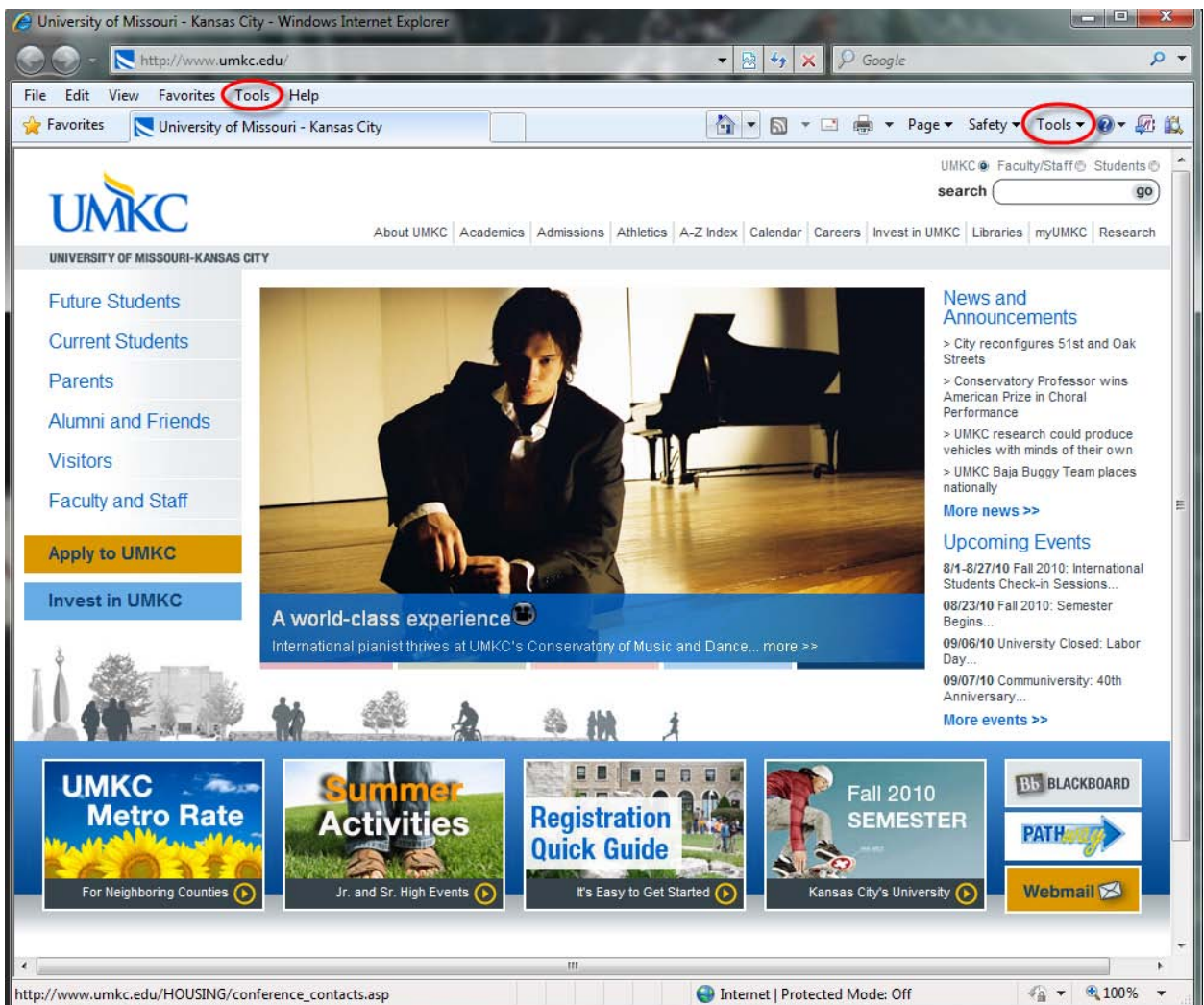
Clearing Your Cache

If you experience weird error messages when using Pathway, MyHr, PeopleSoft, WebNow, Cognos, or other web-based databases in use at UMKC, you should attempt to clear the cache (temporary internet files) for your internet browser, close your browser, and try again. Here are instructions for clearing your cache with two commonly used internet browsers: Internet Explorer 8, and Mozilla Firefox 3.5 (beginning on page 4 of this document).



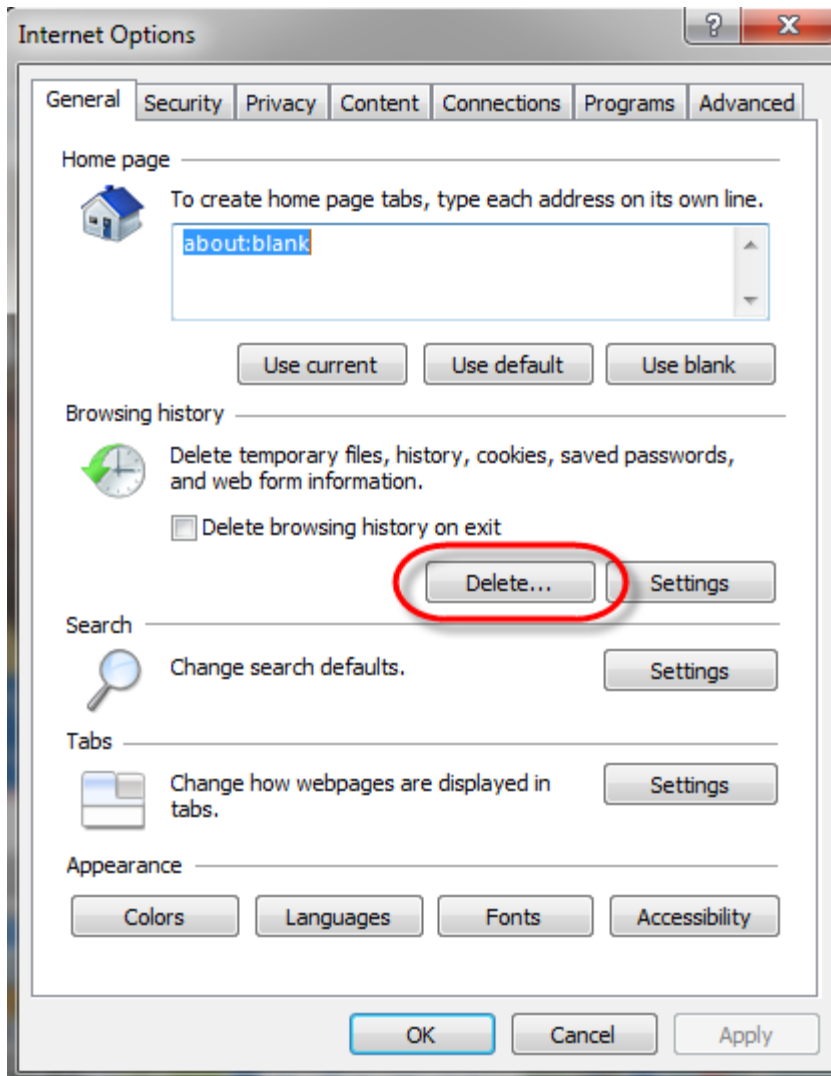
Internet Explorer 8 (IE) on Windows 7

1. Go to Tools on Internet Explorer bar
(the Tools menu may be available in two different places)

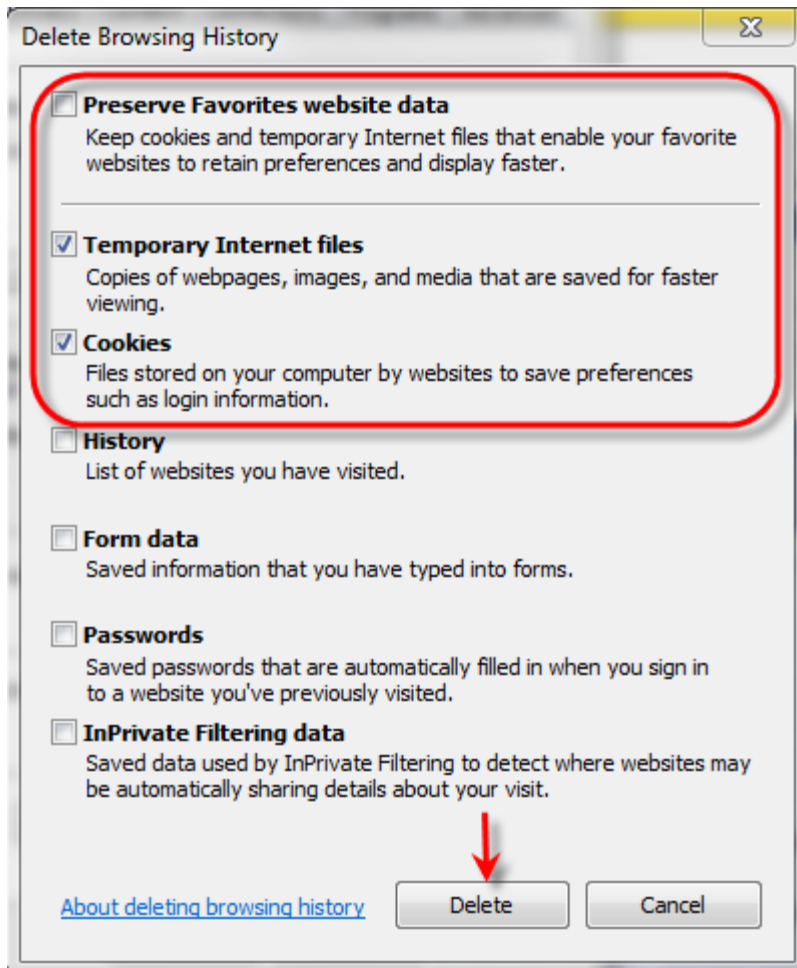


2. Select Internet Options, and the “Internet Options” window should open.

3. Click the Delete... button located in the middle of the page:



4. The Delete Browsing History window opens



UN-check the first box for “Preserve Favorites website data.”

Check the boxes for “Temporary Internet files” and “Cookies.”

Click Delete at the bottom of the page.

5. Click “Ok” on the Internet Options window.
6. Close all browser windows.

Your cache has now been cleared and you can re-open Internet Explorer and try Pathway, WebNow or MyHR again.

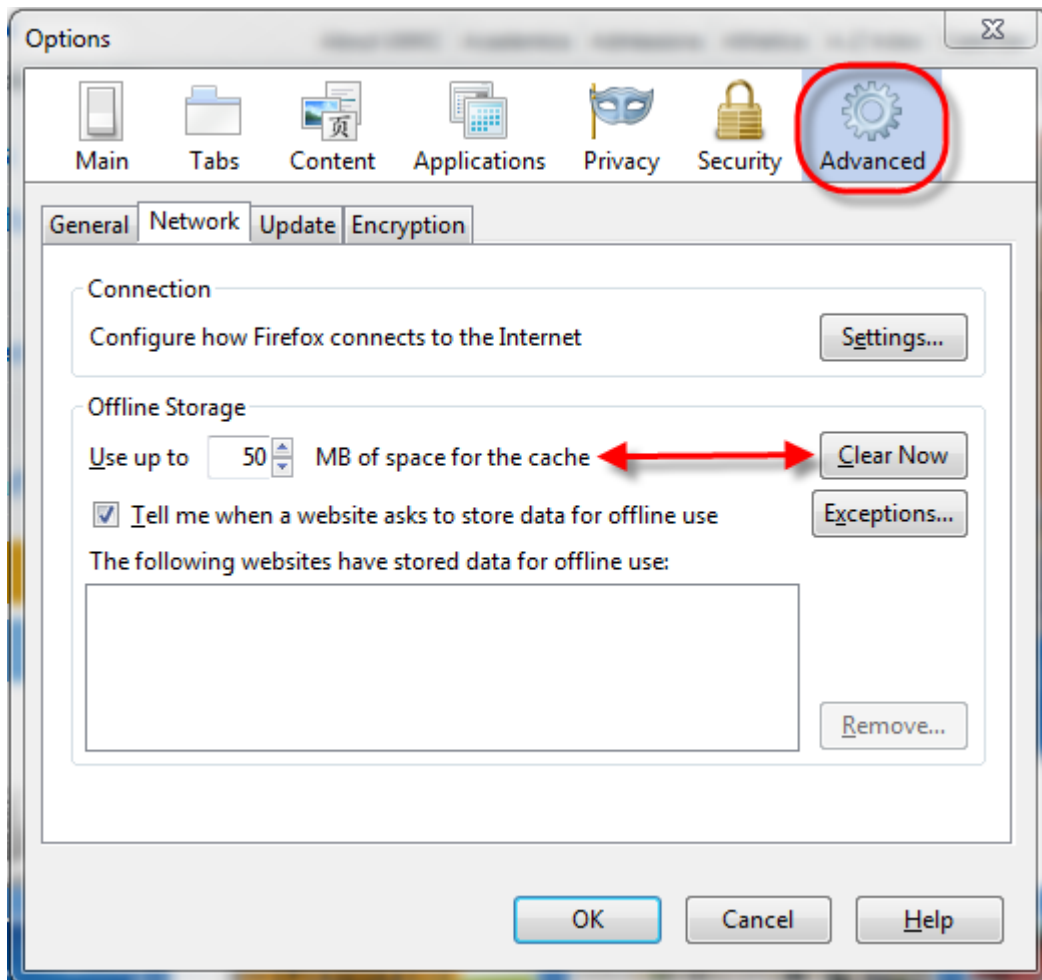


Mozilla Firefox 3.5.5 on Windows 7

1. Click on the Tools menu



2. Select Options and the Options window will open up



3. Click on the Advanced button on the top right
4. In the middle, "Offline Storage" section, click on the Clear Now button
5. Click OK at the bottom of the window.

Your cache has now been cleared and you can re-open Firefox and try Pathway, WebNow or MyHR again.