



UNIVERSITY OF MISSOURI-KANSAS CITY

Pathway help: Clearing Your Cache

OFFICE OF REGISTRATION & RECORDS

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 9 and Mozilla Firefox 16.0.2 (beginning on page 4 of this document).

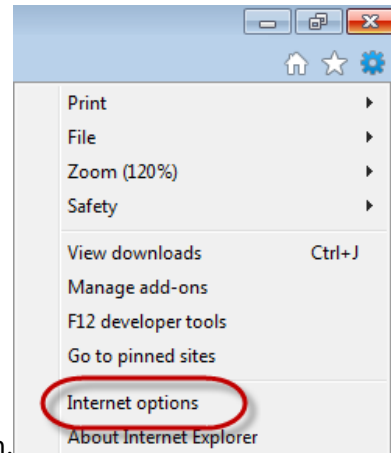


1. Go to the Tools icon on Internet Explorer bar

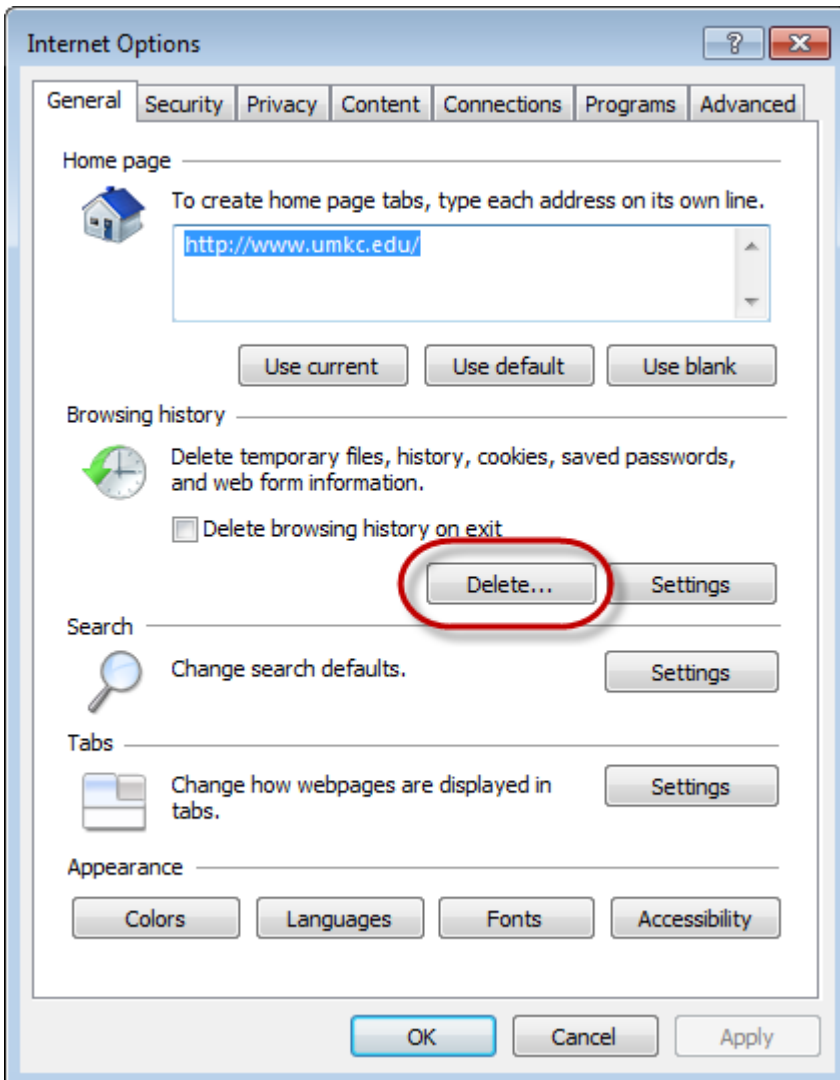
The screenshot shows the Internet Explorer 9 browser window displaying the UMKC website. The address bar shows the URL 'http://www.umkc.edu/'. The browser's toolbar includes the Tools icon, which is circled in red and pointed to by a red arrow. The website content includes the UMKC logo, navigation links, a search bar, and a main content area with a featured article titled 'Author David Owen Tells the Hard Truths'. The footer contains various service links and contact information.

[HOME](#) | [TEXT ONLY](#) | [DISABILITY SERVICES](#) | [CONTACT US](#)

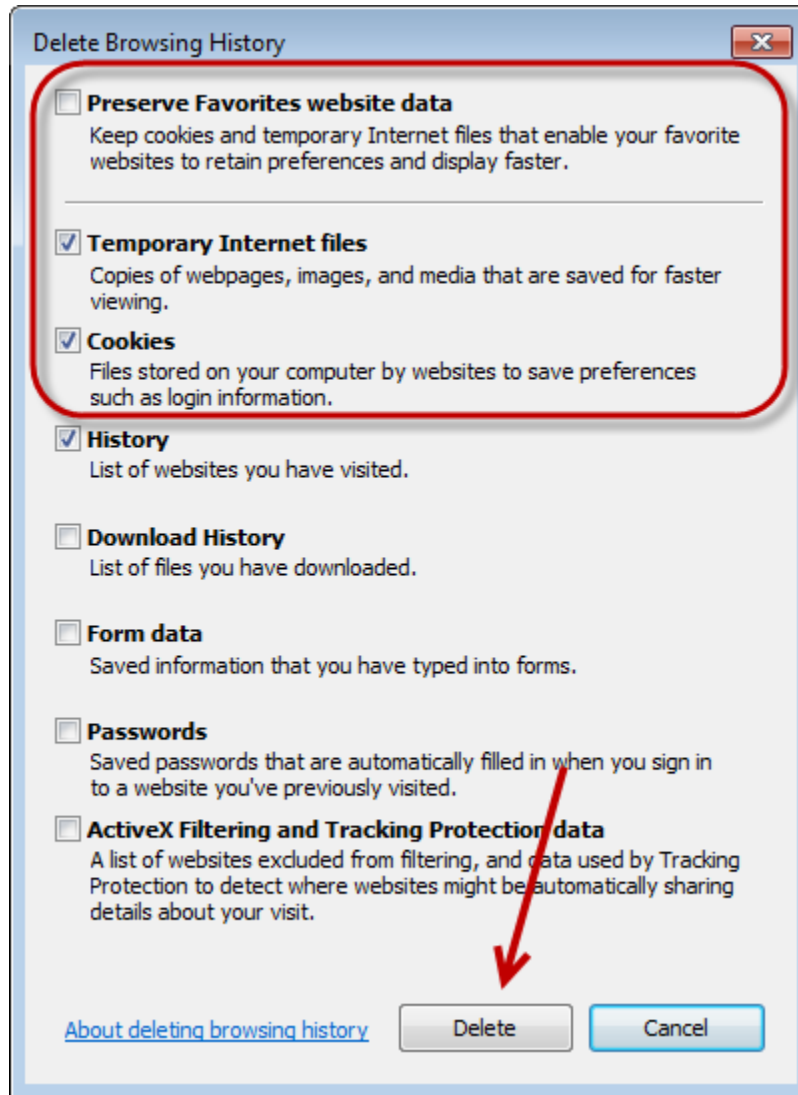
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2. Select Internet Options, and the “Internet Options” window should open.
3. Click the Delete... button located in the middle of the page:



4. The Delete Browsing History window opens
 - a. UN-check the first box for “Preserve Favorites website data.”
 - b. Check the boxes for “Temporary Internet files” and “Cookies.”
 - c. 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.



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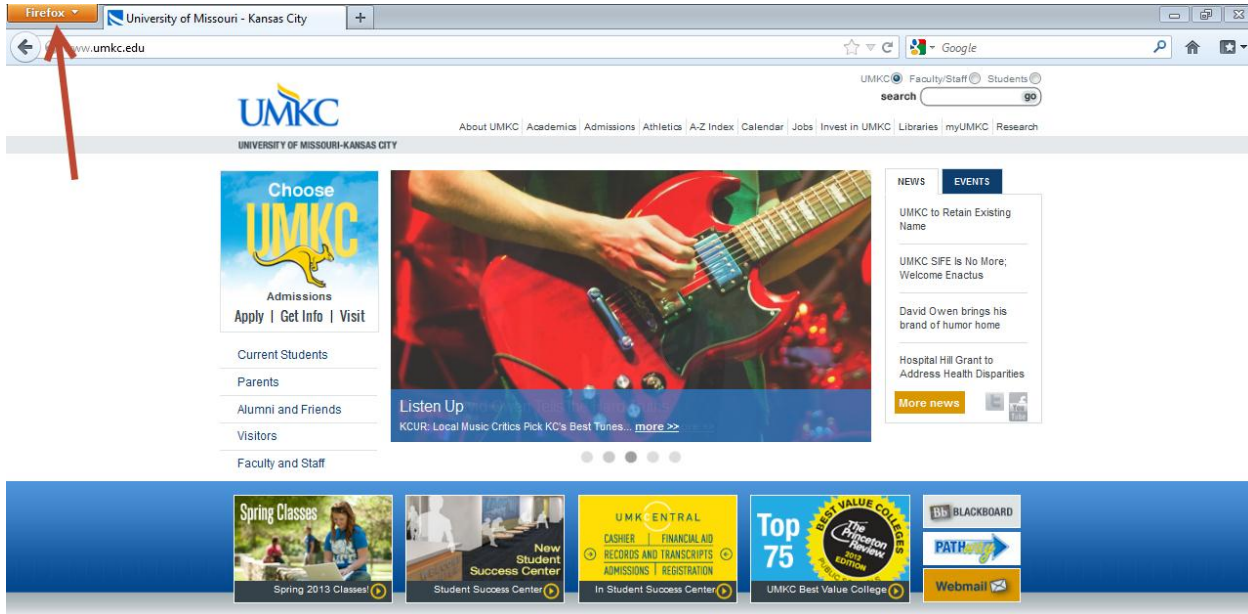
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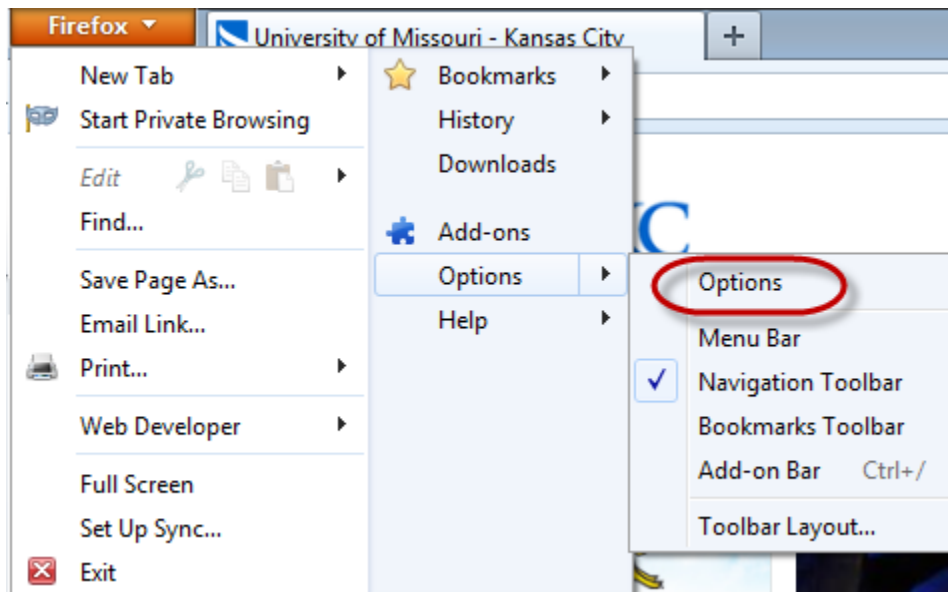


Firefox

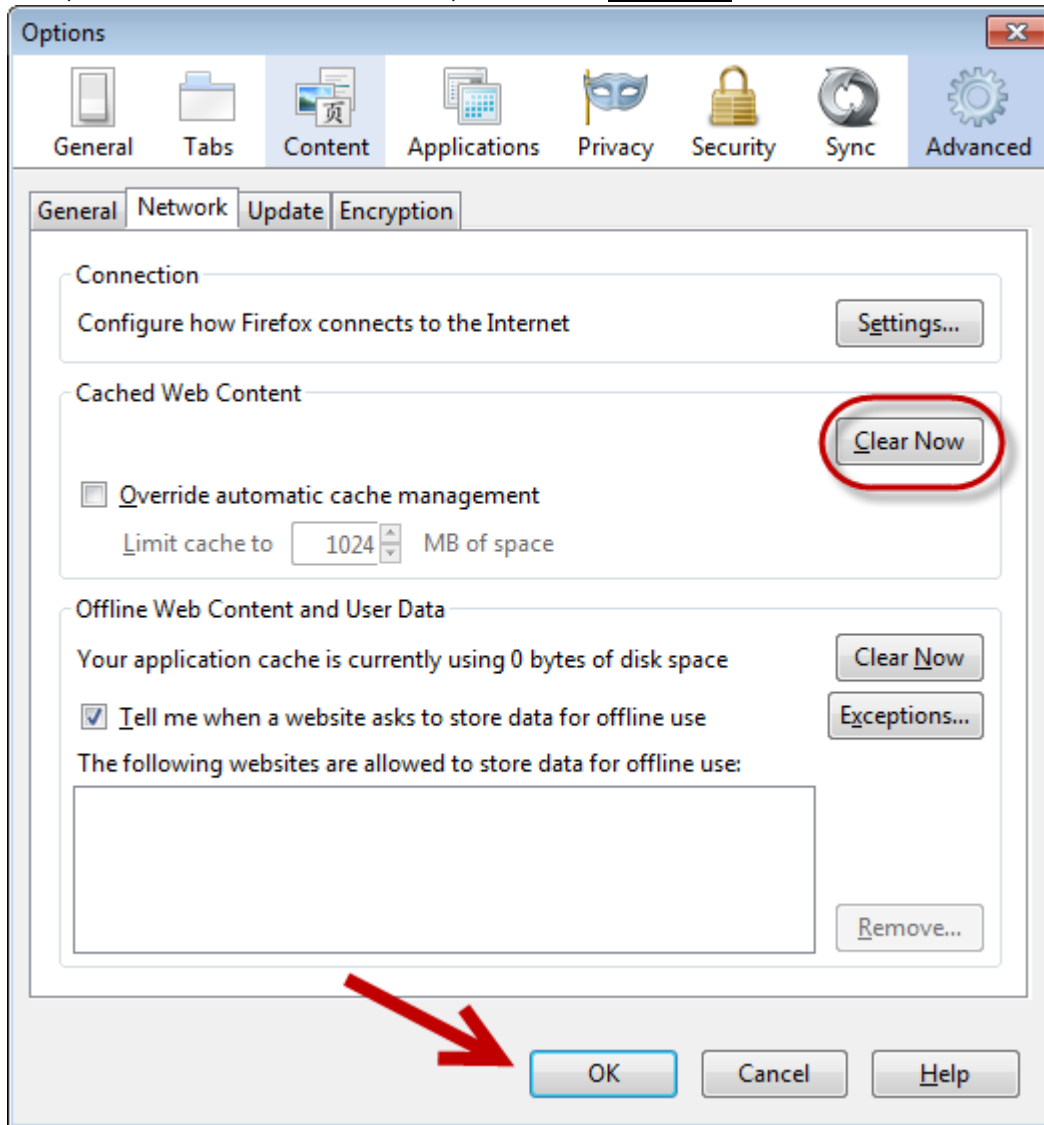
1. Click on the Firefox menu icon.



2. Select Options.



- In the middle, “Cached Web Content” section, click on the Clear Now button.



- 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.