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
2. Select Internet Options, and the “Internet Options” window should open.
3. Click the Delete… button located in the middle of the page:
Pathway help: Clearing Your Cache

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.
1. Click on the Firefox menu icon.

2. Select Options.
3. In the middle, “Cached Web Content” section, click on the Clear Now button.

4. 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.