

# Clearing Your Browser Cache for PeopleSoft 9.2/PeopleTools 8.55.19

## Use the correct URLs to access PeopleSoft:

1. Delete your bookmarks for FPROD and/or recreate them. Be sure you are using these URLs:

**FPROD:** <https://fprod.gafirst.usg.edu/>

**FPROD Self Service:** <https://fprod-selfservice.gafirst.usg.edu/>

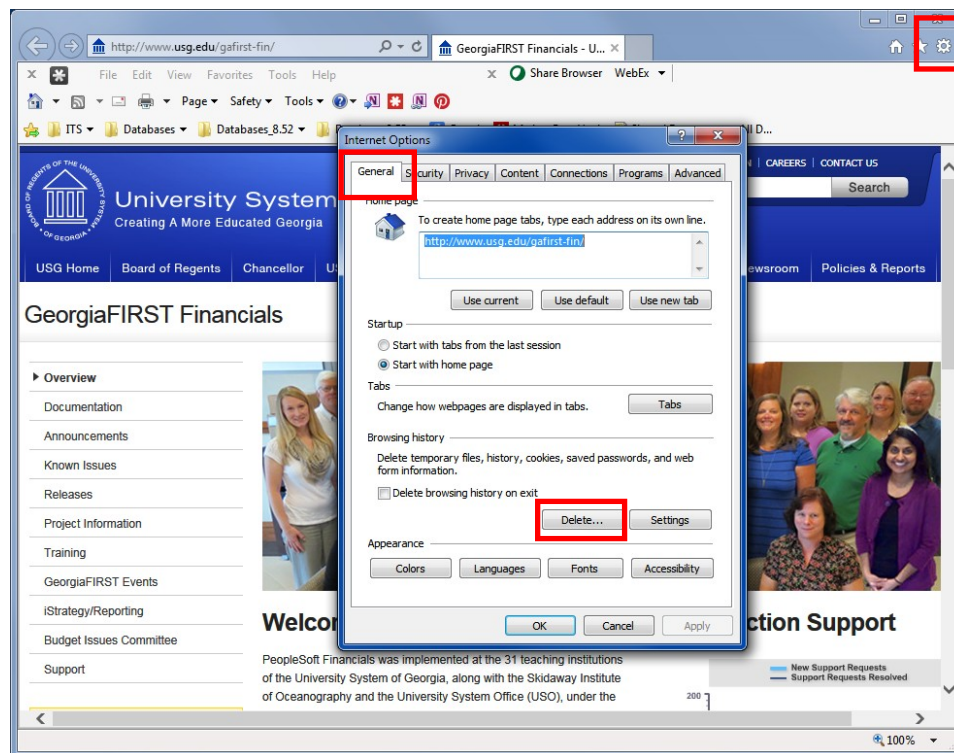
2. Clear browser cache to remove invalid URLs from your history (see detailed instructions below).

## How to Clear Browser Cache

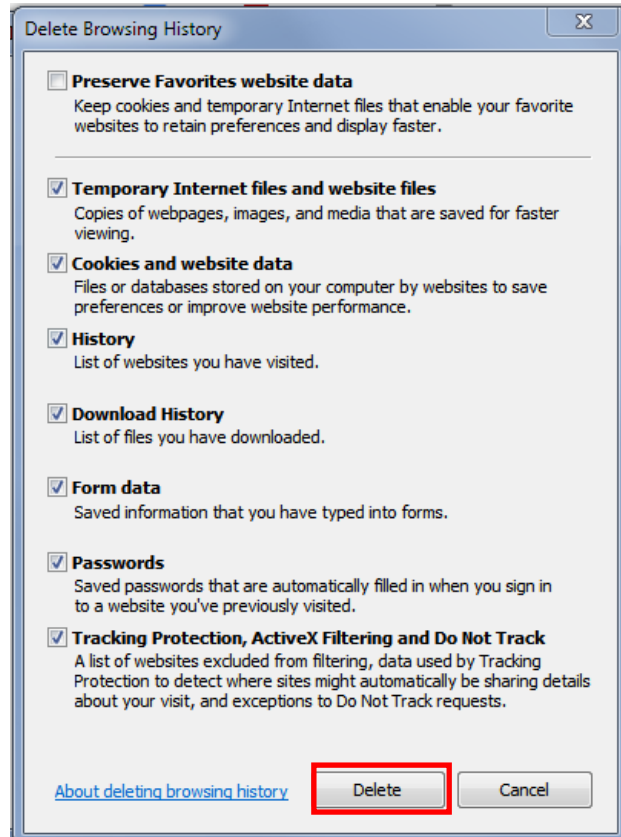
ITS recommends that you complete the following steps for all browsers that you have installed. Best practice is to clear cache once a week.

### 1) Internet Explorer

- In Internet Explorer, click on the Tools (gear) icon and select Internet Options.
- On the General Tab, select the Delete button under the Browsing history section.



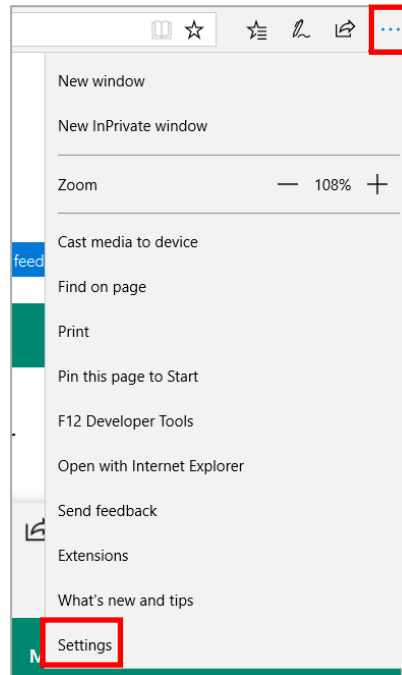
- Select the following options:



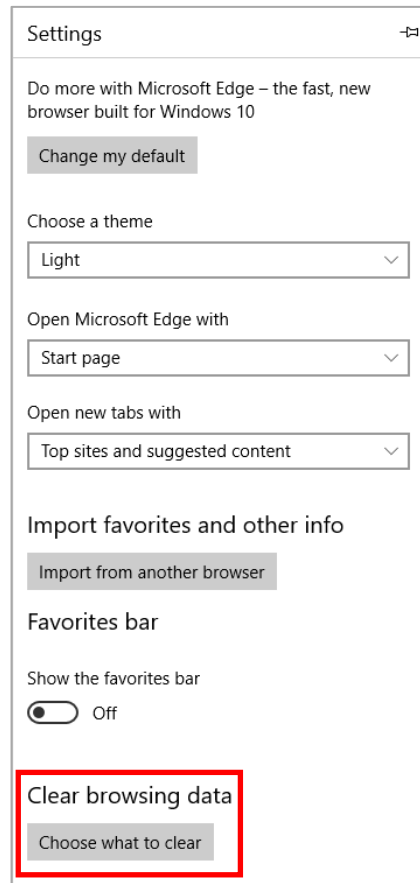
- Then click the **Delete** button.
- Once all Browsing History has been deleted, close all Internet Explorer browser windows.

## 2) Microsoft Edge

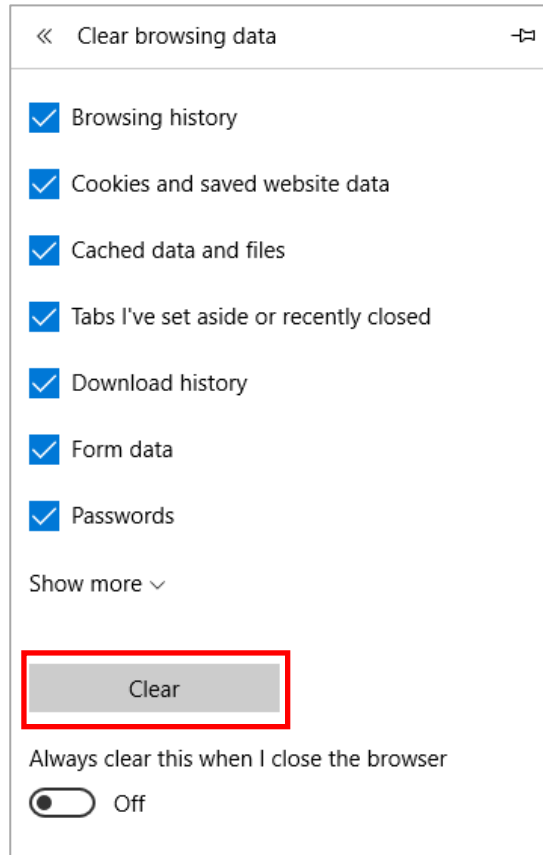
- In the Microsoft Edge browser, go to the three-dot **Setting & More icon > Settings**.



- Under **Clear browsing data**, select **Choose what to clear**.

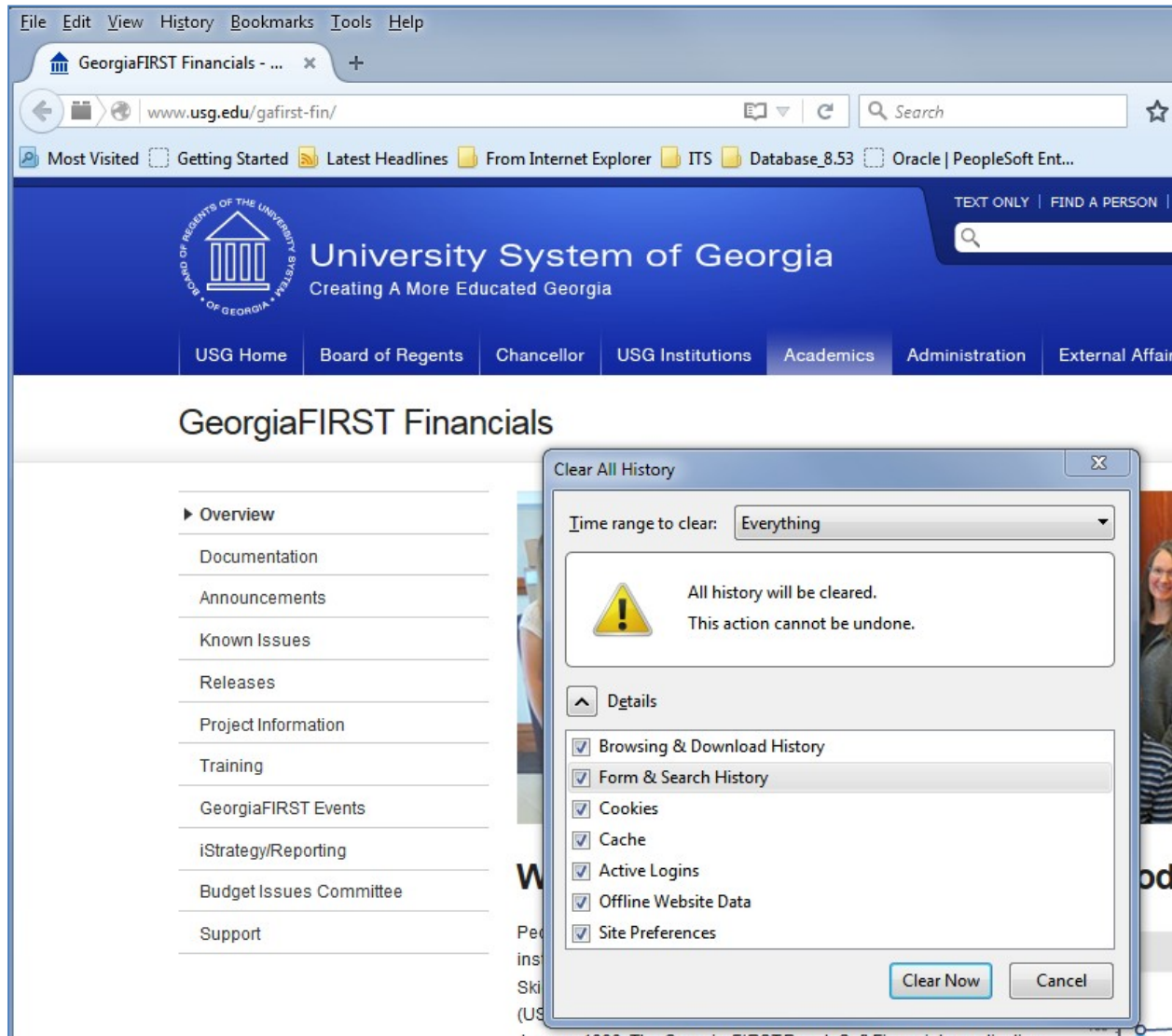


- Select the following options and select **Clear**.



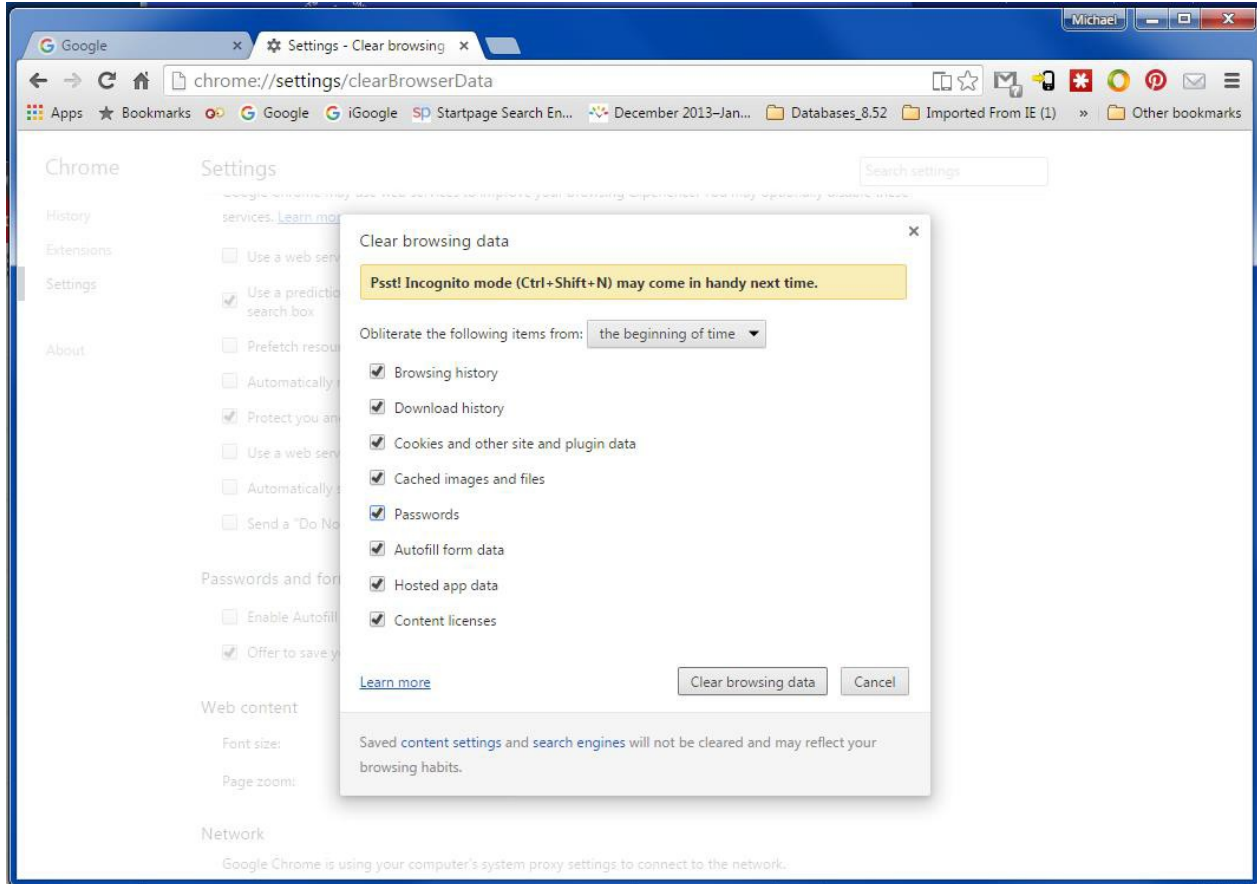
### 3) Firefox

- Clear Recent History: Ctrl+Shift+Delete
- Time range to clear: **Everything**
- Details: **Check all boxes**
- Click on **Clear Now**



#### 4) Chrome

- Clear Browsing Date: Ctrl + H
- Select **Clear Browsing Data** Button
- Obliterate the following items from: **The beginning of time**
- Select **Clear browsing data** button



#### Oracle Certified browser versions

Apple Safari for OS X:	8.x or later versions
Apple Safari for IOS:	8.0.2 or later versions
Google Chrome for Windows:	58.x or later versions
Google Chrome for Android:	5.x or later versions
Microsoft Internet Explorer:	11.x or later versions
Microsoft Edge:	25.10586 or later versions
Mozilla Firefox:	38.x or later versions