

Guidance and Information from the Office of the

INSTITUTIONAL REVIEW BOARD

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Cayuse Browser Caching Issue- Fix

This sounds like it may have been a browser caching issue. Here are those cache clearing instructions:

CHROME

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Chrome and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: CTRL + SHIFT + DELETE on a PC or CMD + SHIFT + DELETE on a Mac. This should open up this window:

typed	Clear browsing data	×
	Obliterate the following items from: the beginni	ing of time 💌
Google	Browsing history	
	Download history	
	Cookies and other site and plugin data	
gle	Cached images and files	\searrow
	Passwords	
Autofi	Autofill form data	
	Hosted app data	
	Content licenses	
	Learn more	Clear browsing data Cancel
ts	Saved content settings and search engines will not be cleared and may reflect your browsing habits.	

Go ahead and match your selections to the ones you see here, with the "the beginning of time" date range selected, and "Cookies and other site and plugin data" and "Cached

images and files" checkboxes checked.

Click "Clear Browsing Data"

Once that is done, close down Chrome again and restart your computer.

Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.

FIREFOX:

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Firefox and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: CTRL + SHIFT + DELETE on a PC or CMD + SHIFT + DELETE on a Mac. This should open up this window:



Go ahead and match your selections to the ones you see here, with the "Everything"

time range selected, and "Cookies" and "Cache" checkboxes checked.

Click "Clear Now"

Once that is done, close down Firefox again and restart your computer.

Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.

INTERNET EXPLORER

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Internet Explorer and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: CTRL + SHIFT + DELETE on a PC or CMD + SHIFT + DELETE on a Mac. This should open up this window:

Delete Browsing History		
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.		
✓ Iemporary Internet files and website files Copies of webpages, images, and media that are saved for faster		
 Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance. 		
List of websites you have visited.		
Download History List of files you have downloaded.		
Form data Saved information that you have typed into forms.		
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.		
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.		
About deleting browsing history Delete Cancel		

Go ahead and match your selections to the ones you see here, with the "Cookies and website data" and "Temporary Internet files and website files" checkboxes checked. Click "Delete"

Once that is done, close down Internet Explorer again and restart your computer. Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.

SAFARI

If your browser isn't open go ahead and open it. Start by logging out of everything, first Cayuse, then your institution's account.

Close down Safari and wait about 2 minutes. You can do anything you want as long as it doesn't involve reopening your browser.

Open up your browser again and press: +,

This will bring up the Preferences window. Navigate to the "Privacy" section shown here:



Click on the "Remove All Website Data..." button. This will open a prompt that looks like this:



Click on "Remove Now"

Once that is done, close down Safari again and restart your computer. Once your computer is back up and running go ahead and open your browser and try accessing Cayuse.