

## Clearing Cache in Any Browser

Log off from Interact RMS, but stay in browser.

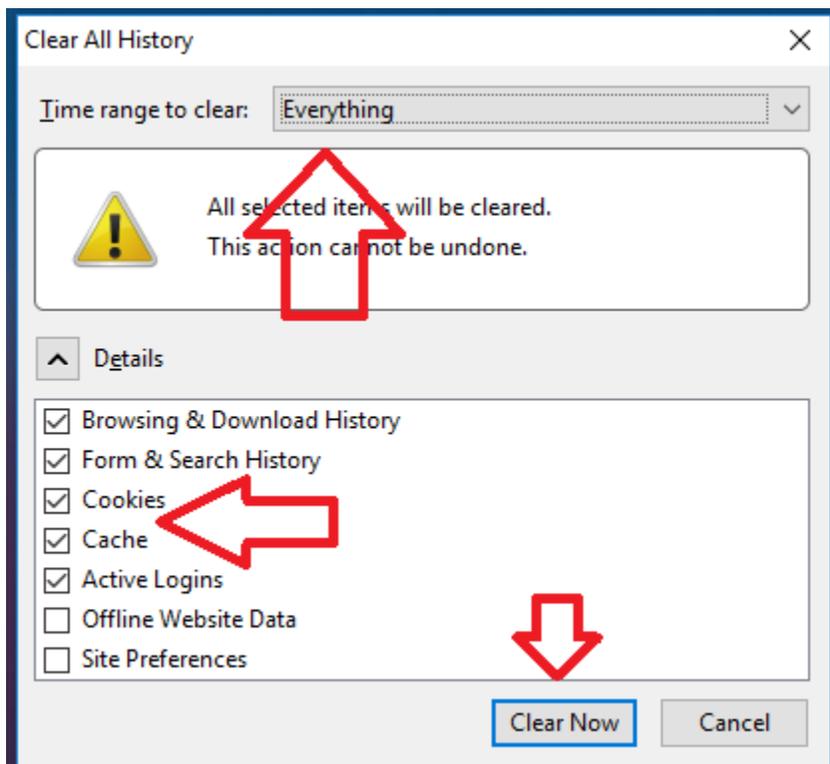
Press the following keys simultaneously:

**Crtl+Shift+Del**

This key combination works in every browser.

### Firefox

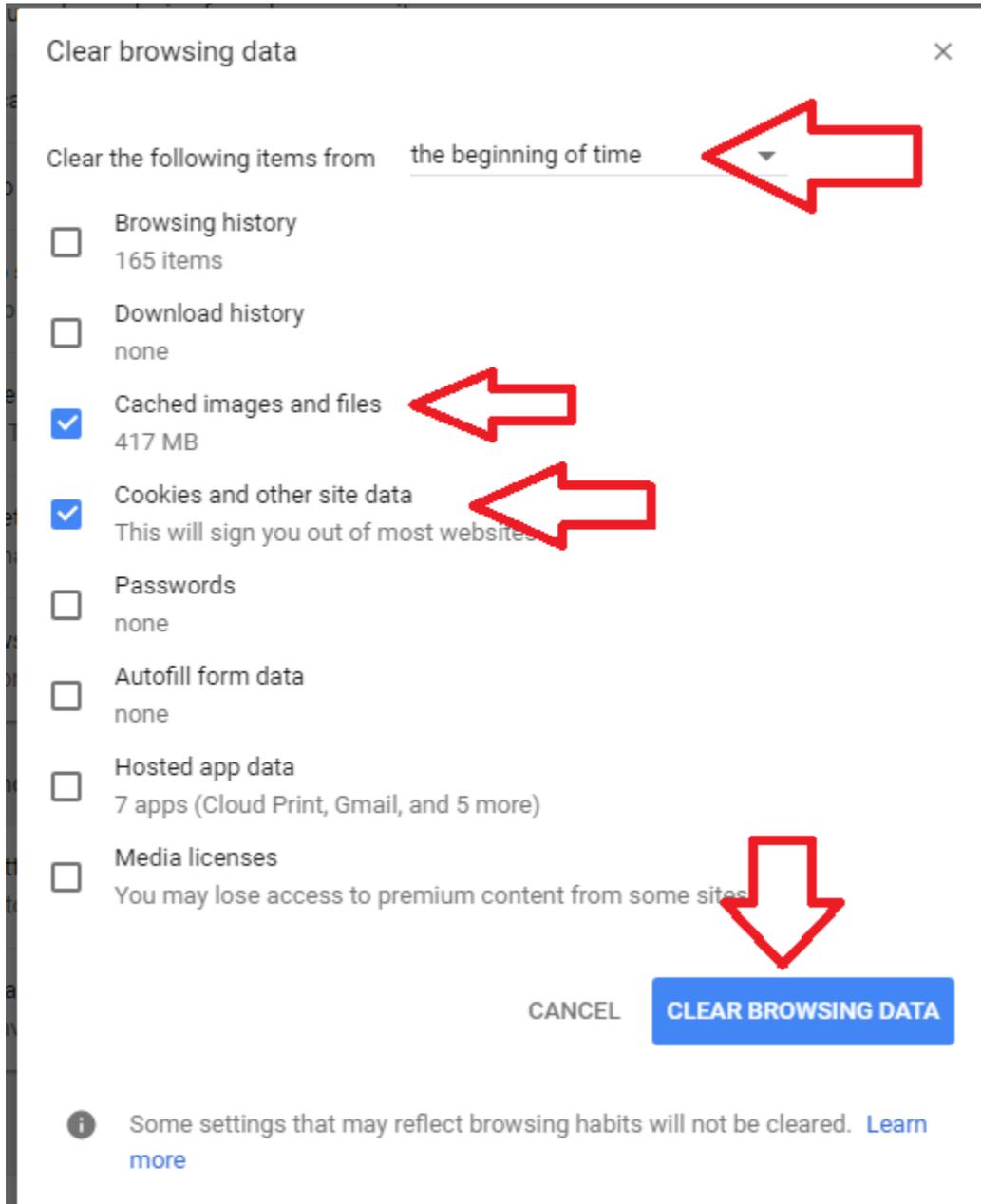
1. Verify the following values are set
2. Time range to clear : **EVERYTHING**
3. Check **Cookies & Cache**
4. Press **Clear Now**



Log into RMS.

## Google Chrome

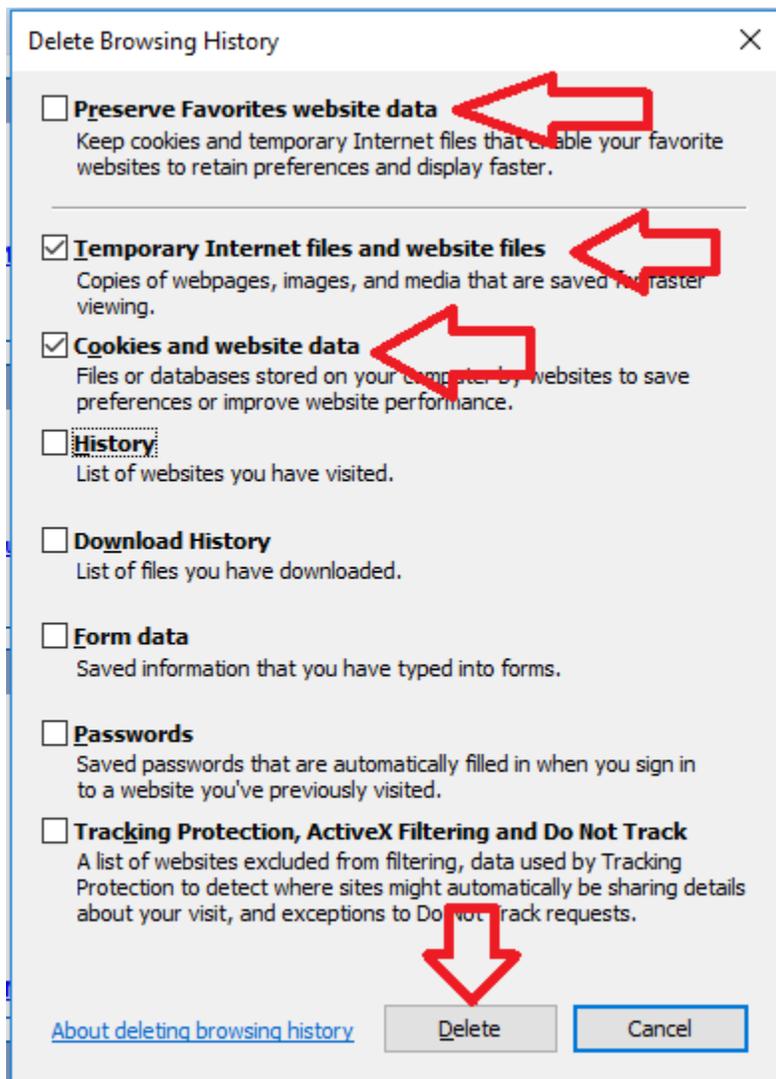
1. Set the value for Clear the following items from: “the beginning of time”
2. Check the following boxes: **Cookies and other site and plugin data & Cached images and files**.
3. **NOTE:** To clear saved passwords, check the **Passwords** box.
4. THEN press **Clear browsing data**



5. Close the browser and re-open it again.
6. Log into Interact RMS

## Internet Explorer

1. Set the Check boxes to match this display,
2. MAKE SURE TO UN-CHECK "PRESERVE FAVORITES" BOX
3. Make sure **Temporary Internet Files & Website files** is checked
4. Make sure **Cookies and website data** is checked
5. **NOTE:** to clear saved passwords, check the **Passwords** box
6. Then click on **Delete** button



7. Log into Online RMS.

## Edge

1. Set values to match below
2. Make sure **Cookies and saved website data** is checked
3. Make sure **Cached data and files** is checked
4. Press **Clear**

