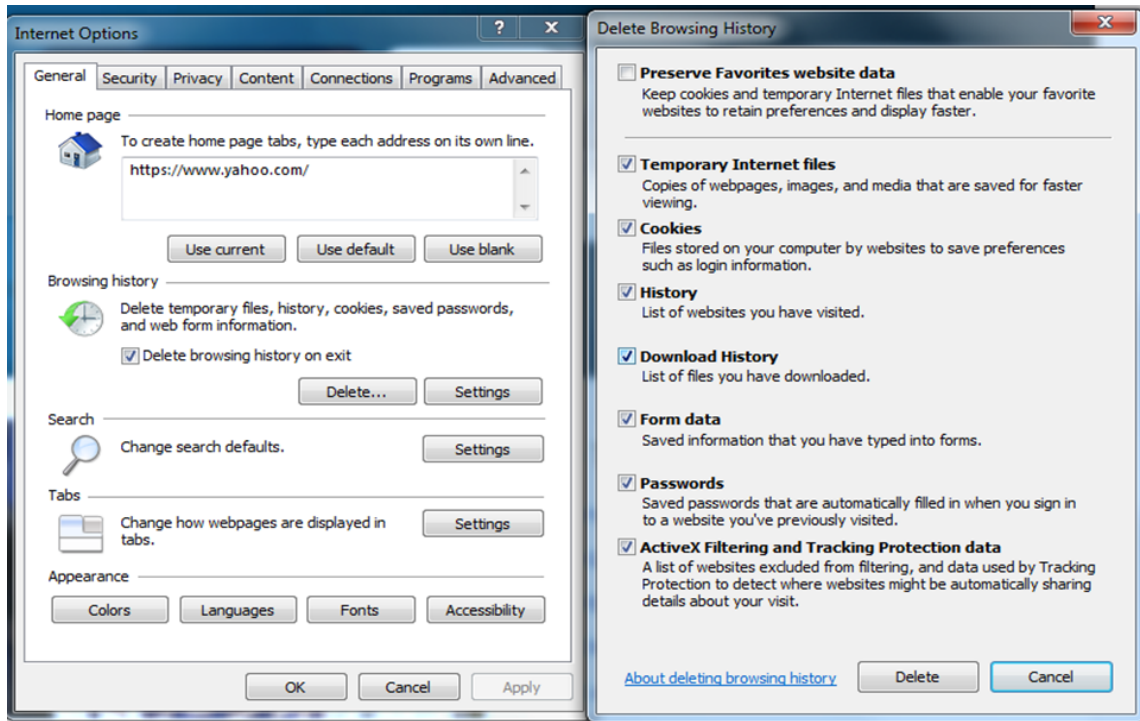


Target Audience: ALL SHARE Users

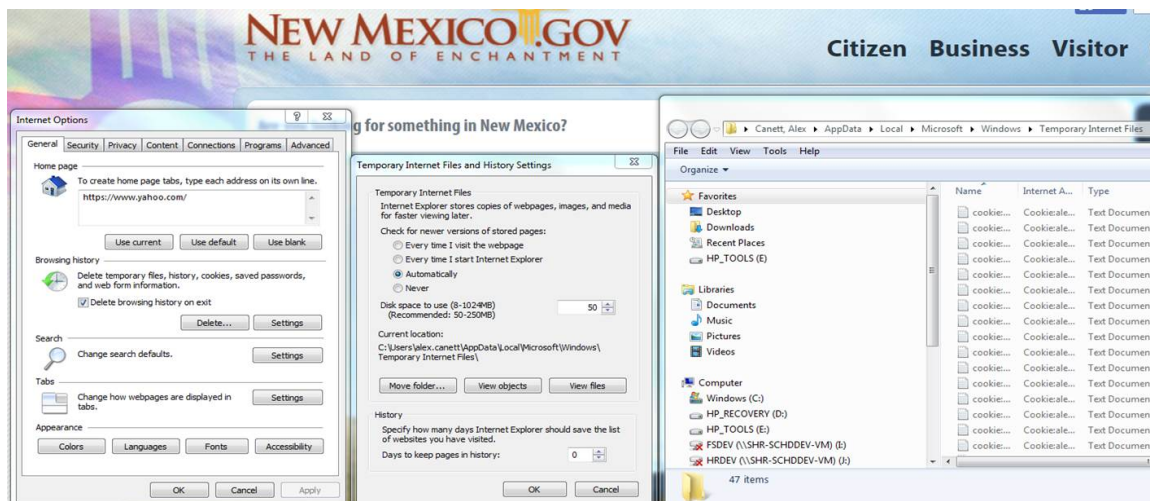
Typically when you receive a notice that an update to SHARE is forthcoming and you are instructed to clear cache, all users must clear their entire browser history. Otherwise you WILL experience errors with login, page display and more if the browser cache is not correctly cleared. This requires specific steps in Internet Explorer:

Go into Internet Explorer -> Internet Options -> under Browsing History, Delete Browsing History -> uncheck Preserve Favorites website data, check everything else, and click on Delete.



Close the browser and log in to SHARE.

If the above steps are not successful, users can manually delete temporary Internet files using these steps:



Under Browsing History click on Settings -> in Temporary Internet Files and History Settings click on View Files -> a new window will open. Select all items in folder, hold down shift and delete all items there. Confirm permanent delete. Once deleted, close the window, click OK on Temporary Internet Files and History Settings, in Internet Options, click Apply and then OK.

Close the browser and log into SHARE.

If you use Firefox, please use the following link: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>

If you use Google Chrome, please use the following link: <https://support.google.com/chrome/answer/95607?hl=en> and delete all browser history “from the beginning of time.”

If you have any questions please contact the DoIT Enterprise Support Desk at 827-2121