

## How to Clear Your Internet Browser's Cache

With the Upgrade to the new version 8 of GroupWise, you may need to clear your cache files in order to log into GroupWise web access. If you go to the GroupWise web access and the window opens, and closes right away, you will need to follow the below instructions to clear your cache. If you are using Mozilla browser, you shouldn't have this problem. We have provided instructions for *Internet Explorer 6, 7 and 8*.

### To clear your cache for IE 6:

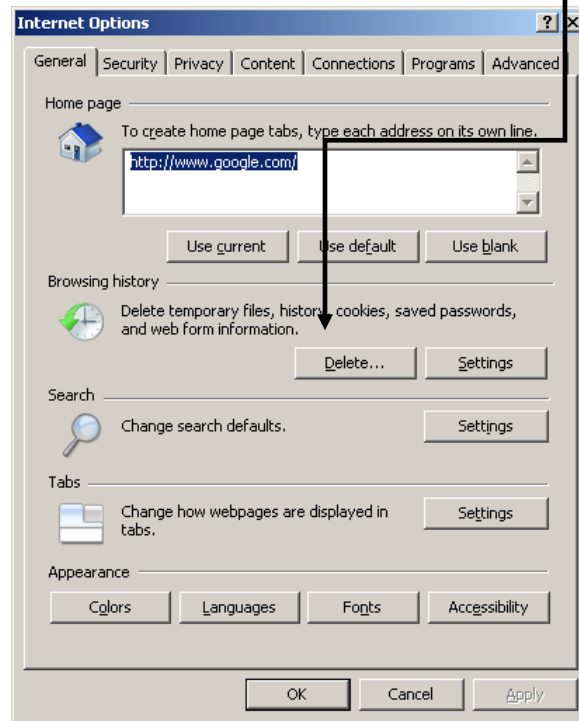
1. On the internet Explorer 6 Tool menu, click **Internet Options**. The **Internet Options** box should open to **General** tab.
2. On the **General** tab, in the **Temporary Internet Files** section, click the **Delete Files** button. This will delete all the files that are currently stored in your cache.



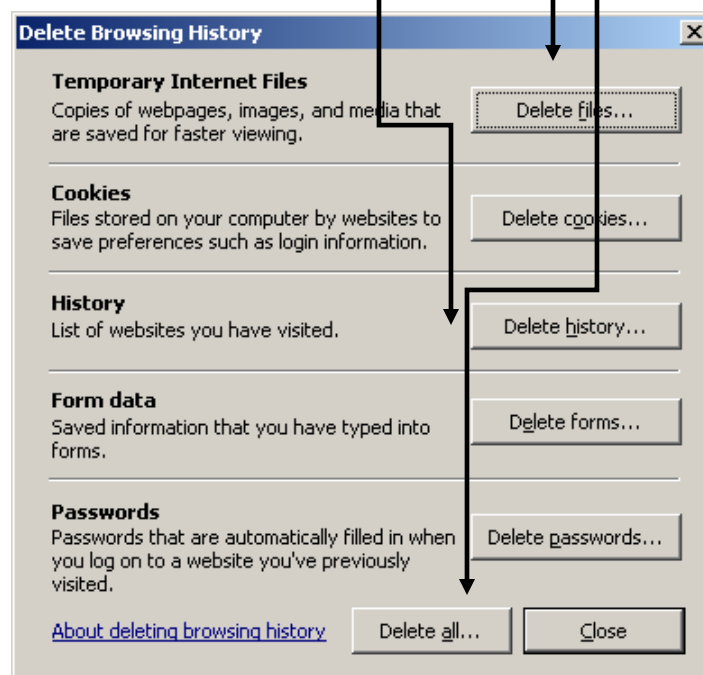
3. Click **OK**, and then click **OK** again.

## To clear your cache for IE 7:

1. On the internet Explorer 7 Tool menu, click **Internet Options**. The **Internet Options** box should open to **General** tab.
2. On the **General** tab, in the **Browsing history** box, click **Delete**



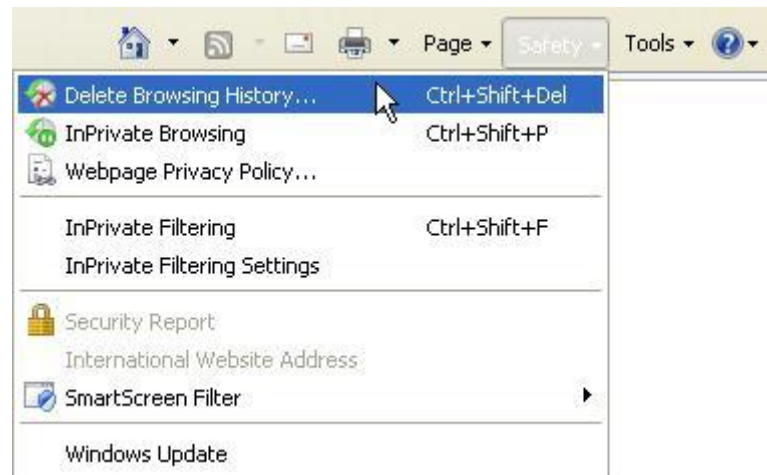
3. In the **Delete Browsing History** box, you will have to click on 2 separate Items
  - a. Click on **Temporary Internet files**, click **Delete**
  - b. Click on **Form Data**, click **Delete**
  - c. **NOTE:** If that doesn't work, you will have to **Delete all**, located at the bottom.



4. Once you have deleted these two items, click **Close**.

## To clear your cache for IE 8:

1. Using Internet Explorer as your browser, open up Internet Explorer 8
2. Once open and completely loaded, click on the "**Safety**" menu at the top of the page.



3. Check the box next to: **Preserve Favorites website data, Temporary Internet Files, Cookies, History, Form Data, Passords and InPrivate Filtering data** and click **Delete** button. Wait for the computer to completely process this, and once it finished, you're courser should return and you can close out of the "**Safety**" menu. Close and Restart your web browser.

