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://core.fprod.gafirst.usg.edu
   
   FPROD Self Service:  https://selfservice.fprod.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:

![Delete Browsing History](image)

- 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.**

   ![Microsoft Edge Settings]

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

   ![Clear browsing data in Microsoft Edge]
Select the following options and select Clear.

- Browsing history
- Cookies and saved website data
- Cached data and files
- Tabs I've set aside or recently closed
- Download history
- Form data
- Passwords

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Clear

Always clear this when I close the browser
Off
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