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.
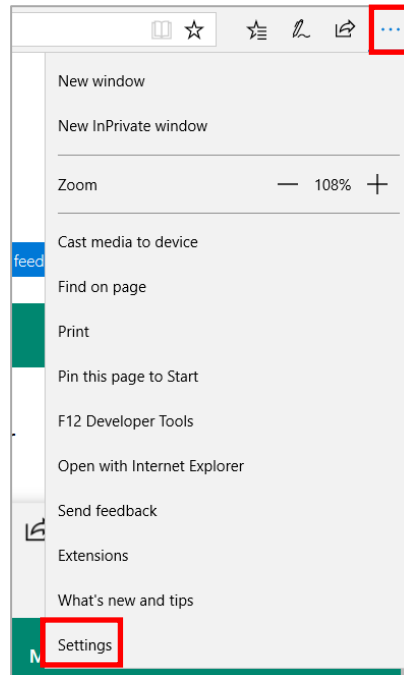- On the General Tab, select the Delete button under the Browsing history section.
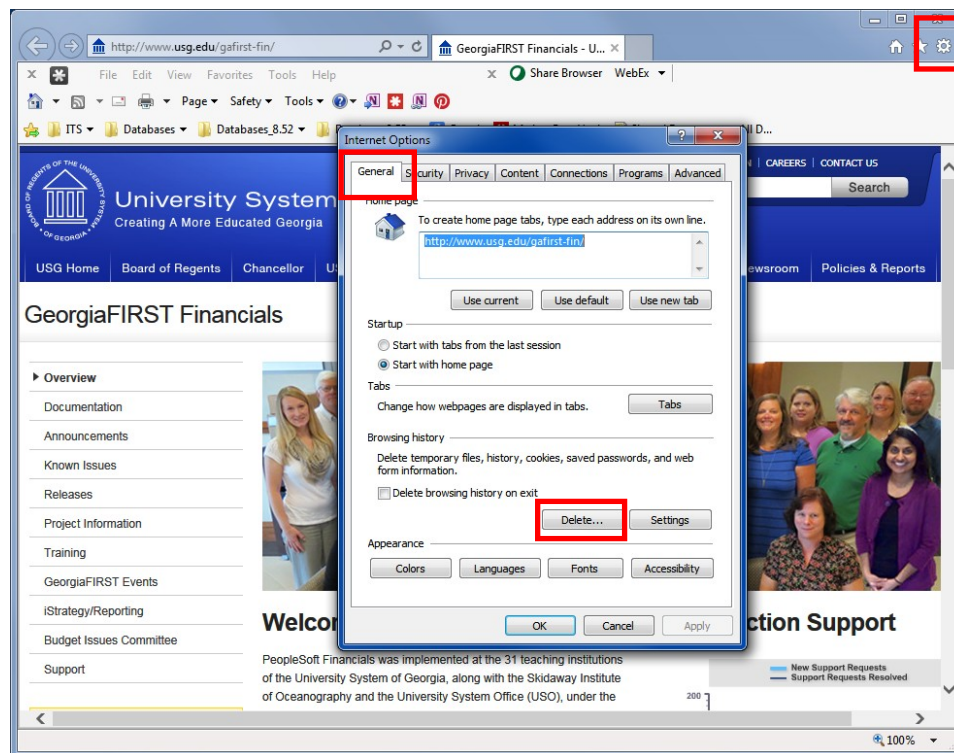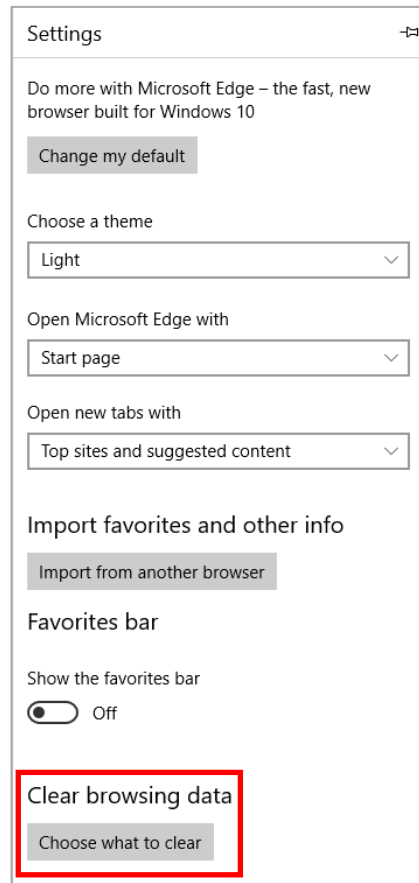
- Select the following options:
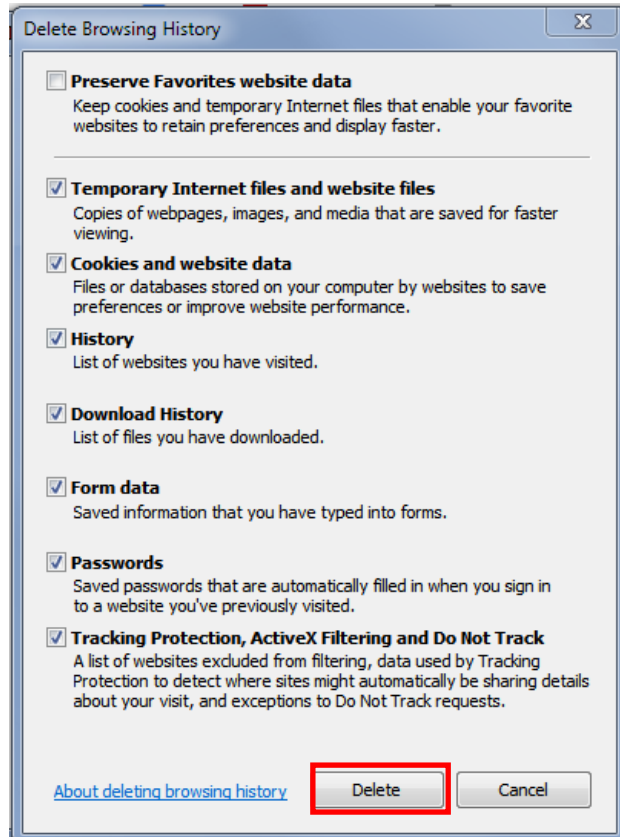
- Then click the **Delete** button.
- Once all Browsing History has been deleted, close all Internet Explorer browser windows.
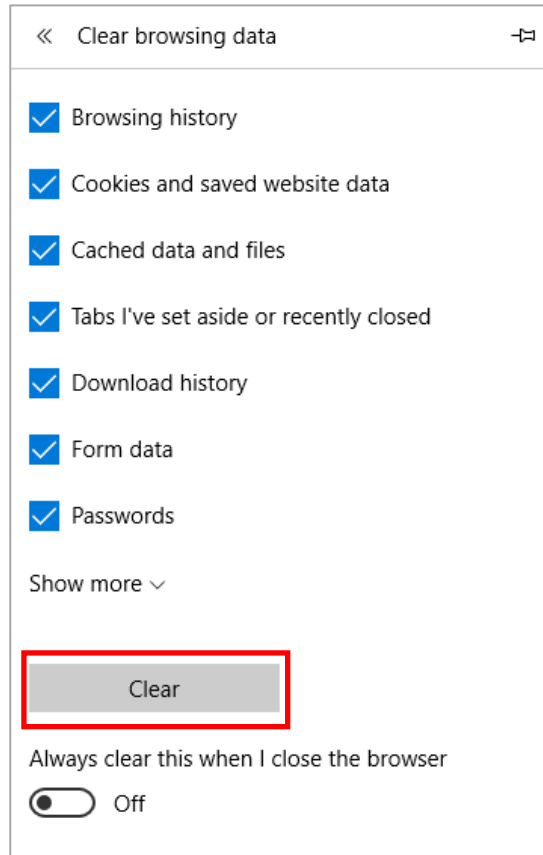
2) Microsoft Edge

- In the Microsoft Edge browser, go to the three-dot **Setting & More icon > Settings**.

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

![Georgia FIRST logo - Financial, Information & Reporting Systems for Tomorrow - A Project of the University System of Georgia]
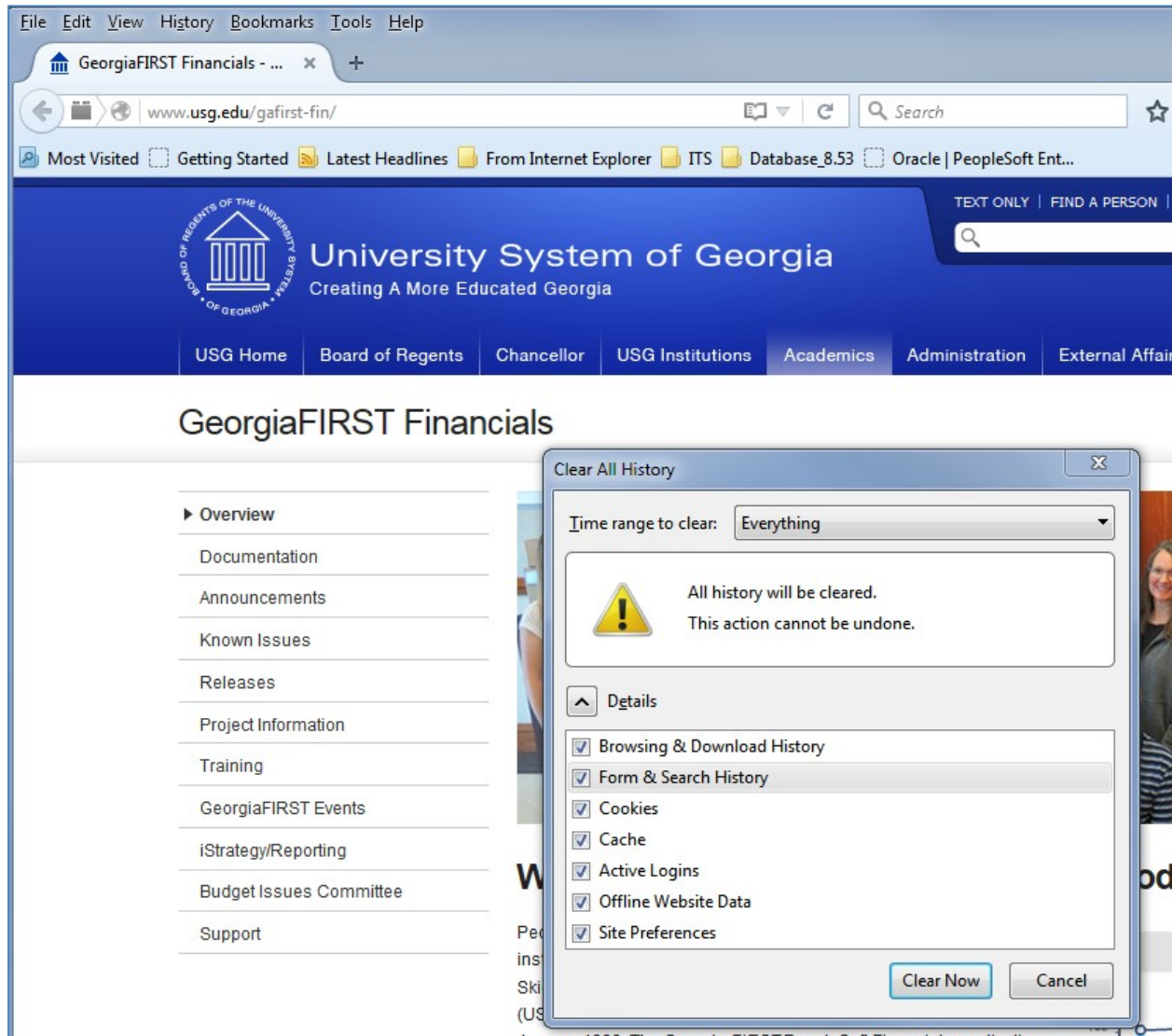
![PeopleSoft 9.2 logo]

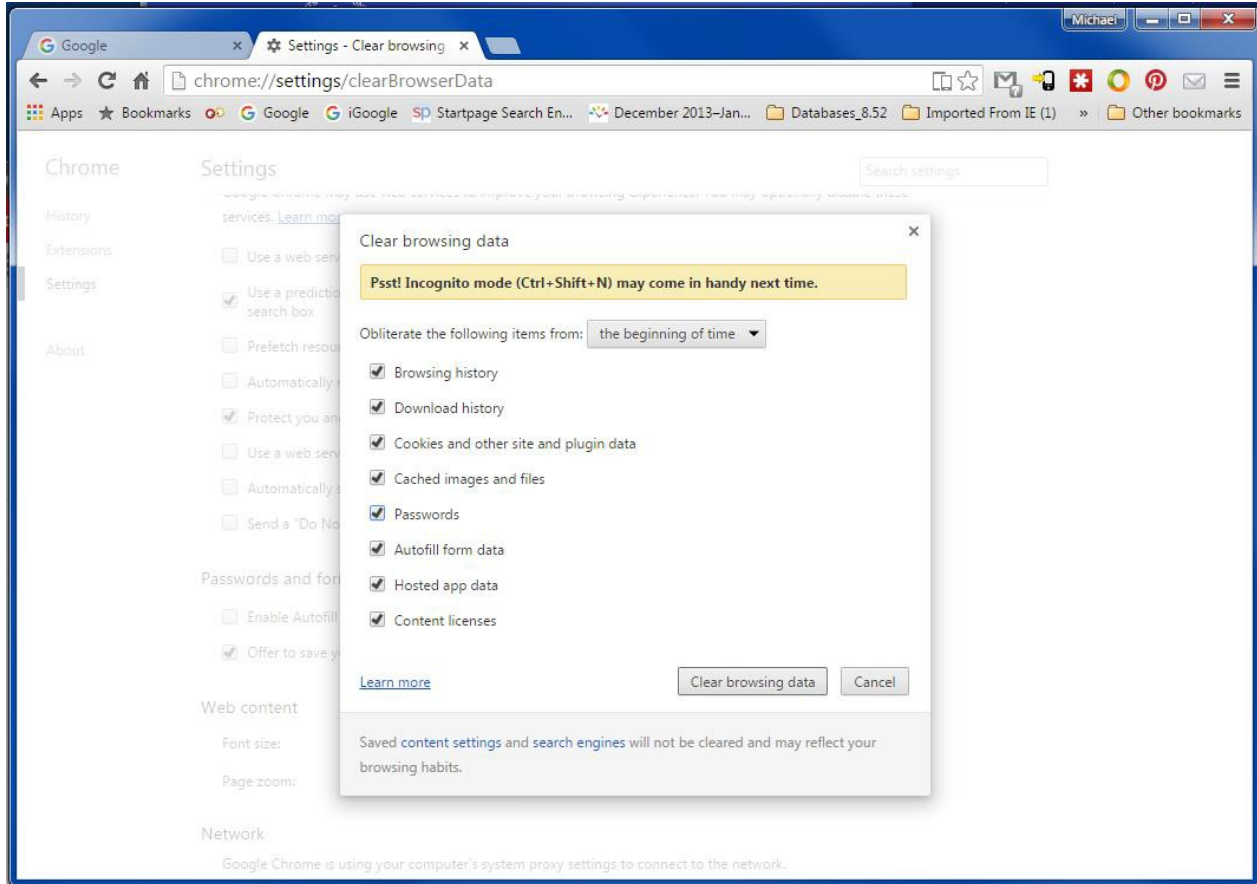- Select the following options and select **Clear**.

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