

# Clearing Your Browser Cache for PeopleSoft 9.2/PeopleTools

## 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>

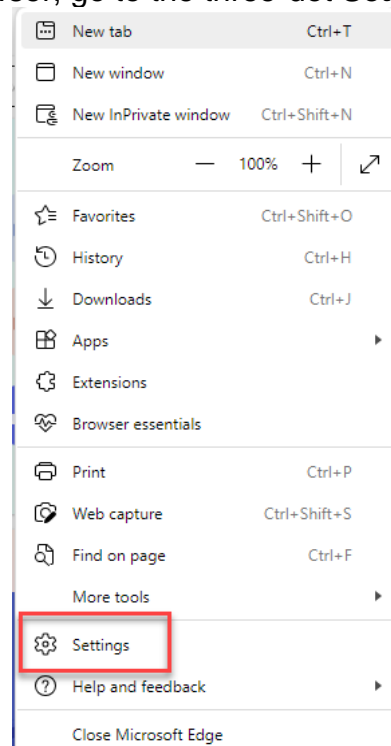
- 2) Clear browser cache to remove invalid URLs from your history (see detailed instructions below)

## 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 you cache once a week.

### 1) Microsoft Edge

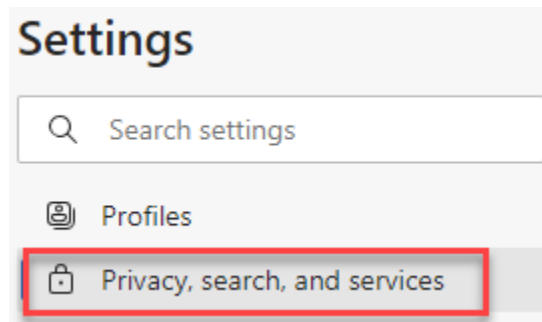
- In Microsoft Edge browser, go to the three-dot **Settings & More >Settings**



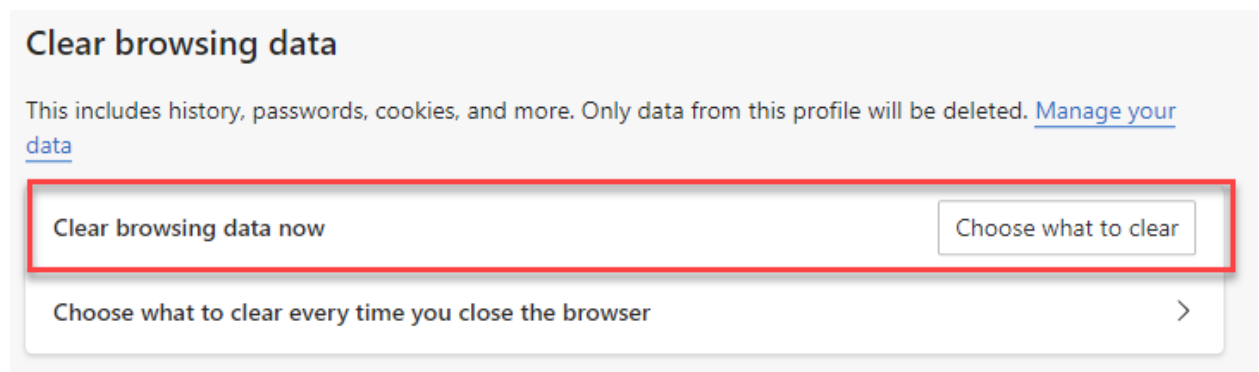
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- Select **Privacy, search, and services**



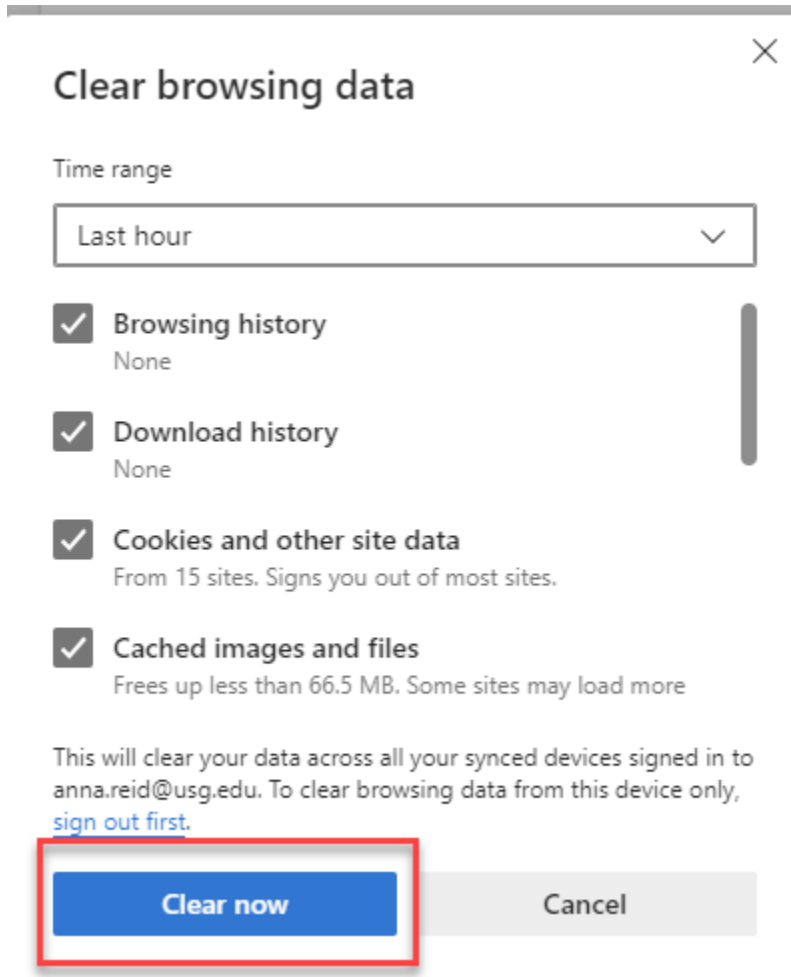
- Under **Clear browsing data**, select **Choose what to clear**.



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



Clear browsing data

Time range

Last hour

- Browsing history**  
None
- Download history**  
None
- Cookies and other site data**  
From 15 sites. Signs you out of most sites.
- Cached images and files**  
Frees up less than 66.5 MB. Some sites may load more

This will clear your data across all your synced devices signed in to [anna.reid@usg.edu](#). To clear browsing data from this device only, [sign out first](#).

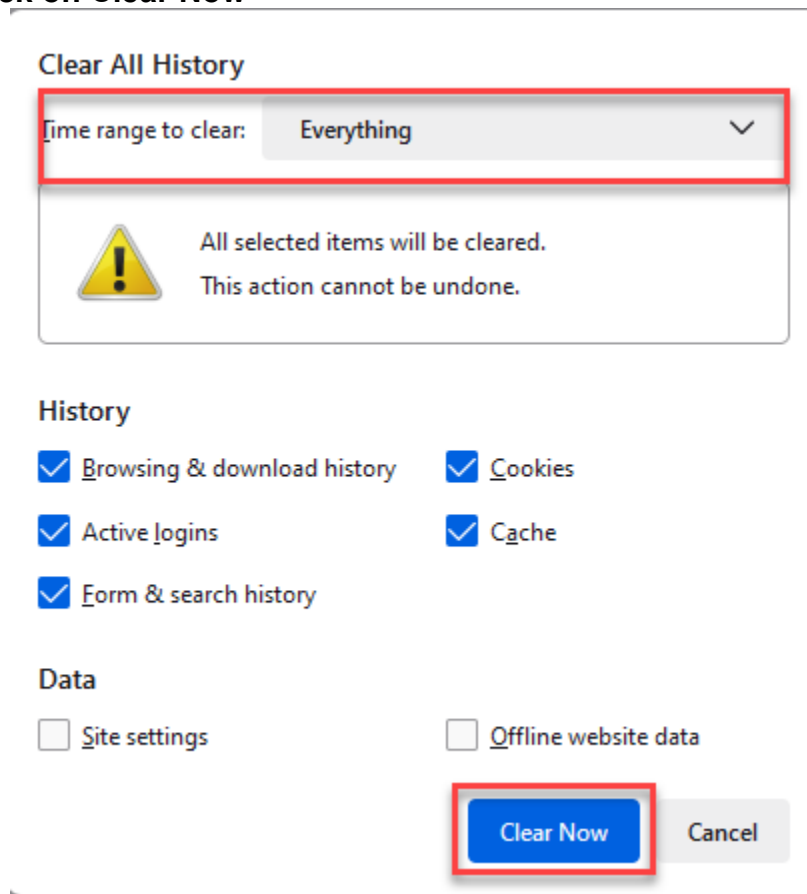
**Clear now** Cancel

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## 2) Firefox

**Clear Recent History: Ctrl+Shift+Delete**

- **Time range to clear: Everything**
- **Details: Check all boxes**
- **Click on Clear Now**

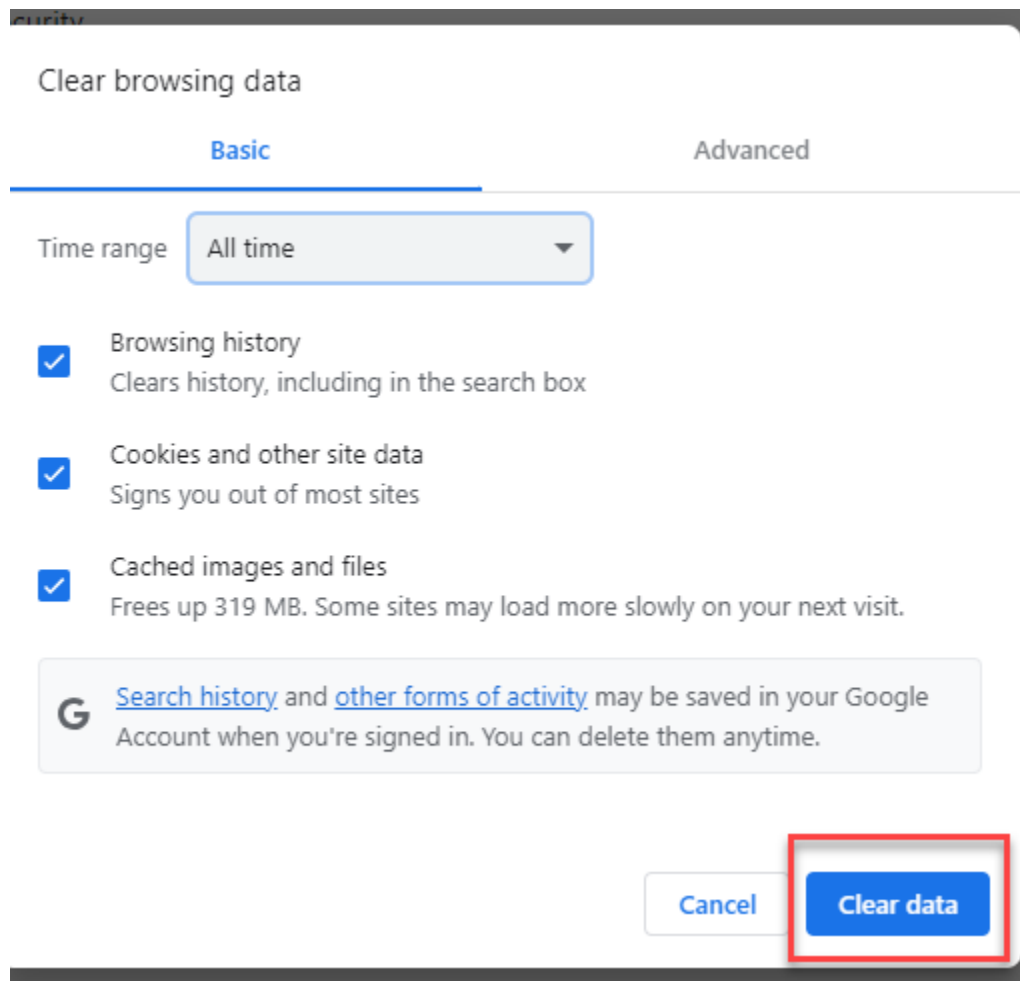


The screenshot shows the 'Clear All History' dialog box in Firefox. At the top, the title is 'Clear All History'. Below it, there is a dropdown menu for 'Time range to clear:' which is set to 'Everything'. A red box highlights this dropdown. Below the dropdown is a warning icon (a yellow triangle with an exclamation mark) and the text: 'All selected items will be cleared. This action cannot be undone.' Underneath, there are two sections: 'History' and 'Data'. The 'History' section has five checked checkboxes: 'Browsing & download history', 'Active logins', 'Form & search history', 'Cookies', and 'Cache'. The 'Data' section has two unchecked checkboxes: 'Site settings' and 'Offline website data'. At the bottom right, there are two buttons: 'Clear Now' (highlighted with a red box) and 'Cancel'.

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## 3) Chrome

- Clear Browsing Data: Ctrl + H
- Select **Clear Browsing Data** Button
- Obliterate the following items from: **All time**
- Select **Clear data** button



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## Oracle Certified browser versions

Apple Safari for OS X:	14.x or later versions
Apple Safari for IOS:	14.x or later versions
Google Chrome for Windows:	106.x or later versions
Google Chrome for Android:	10.x or later versions
Microsoft Edge:	106.x or later versions
Mozilla Firefox:	102 ESR or later versions