How to Clear Cache Files in Internet Explorer 11

PeopleSoft applications tend to store a substantial amount of temporary internet files and/or cookies onto your computer’s hard drive as you navigate within PeopleSoft Financials or HCM. To keep your computer running smoothly and quickly, you should clear (delete) your cache files on a regular basis. We recommend at least once a week.

This job aid illustrates how to Clear Cache files in Internet Explorer version 11.

1. Open Internet Explorer.
2. Click **Tools** in the menu bar.
3. From the Tools menu click **Internet options**.
4. On the **General** tab, click the **Delete...** button.
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5. Uncheck the box Preserve Favorites website data. Make sure Temporary Internet files and website files, Cookies and website data, History, and Download History are checked.

Click the [Delete...] button.

6. You receive a message at the bottom of the screen that Internet Explorer has finished deleting the selected browsing history. Click the X.

7. Click the [OK] button. This will take you back to the main Internet Explorer web page.

8. Close all internet browser windows and re-open the browser.

For more information about how to use the PeopleSoft system in our school district, as well as to find training opportunities and support, log in to the Staff Portal from the San Diego Unified School District website.

Under Shortcuts, click Technical Support/Help Desk > IT Resources > PeopleSoft.