

CLEARING INTERNET AND JAVA CACHE

To clear your internet cache:

- In any internet window, click on **Tools**.
- At the bottom of the drop down list, click on **Internet Options**.
- A pop-up window will come up. On the **General** tab, underneath the header **Browsing history**, click on **Delete**.
- Another pop-up window will come up, click on **Delete** at the bottom.
- After it's done, that window will disappear and you'll be back to the **Internet Options** pop-up window again.
- Click on the **Content** tab.
- Click on **Clear SSL state**.
- You'll see another pop-up that says **The SSL cache was successfully cleared**. Click **OK**.
- Click **OK** again to close out the **Internet Options** window.
- Close **ALL** of your internet windows.

Next you will need to clear your Java cache.

To clear your Java cache:

- Click on the **Start** button (bottom left corner of your screen), then click on **Control Panel**.
- Click on the **Java** icon.
- On the **General** tab under the **Temporary Internet Files** header, click on **View**.
- A pop-up window will come up. Click on one of the files in the list and then hit **Ctrl** and **A** at the same time to select all of the files in the list. Hit the **Delete** button.
- Click on the **Security** tab. The **Security Level** will most likely be set to **High (minimum recommended)**. Drag the level down to **Medium** and click **Apply**.
- Close the **Java Control Panel** window.

Now that you have cleared both your internet and Java cache, try to logon to DCPDS, BOXI, and/or CSU again. It may take a few minutes to log you on, this is normal. You may also receive a few pop-ups, be sure to click **Accept** and/or **Allow** for these pop-ups.