

Clear Browser Cache

Your browser's cache, pronounced like *cash*, is a collection of web pages, including the text, images, and most other media contained on them, that is stored on your computer's hard drive or in your phone's storage. Having a local copy of a web page makes for faster loading on your next visit because your computer or device doesn't have to download all of that same information again.

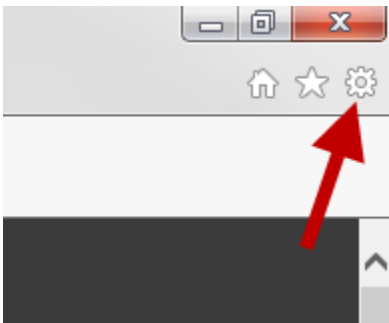
Clearing your cache forces your browser to retrieve the newest copy available from the website, something that should happen automatically but sometimes does not. Some NYS Payroll Online (NYSPO) users experience caching or looping issues where the browser is redirecting to a previously accessed page. You will want to clear the cache if you're experiencing issues such as returning to the Sign In page after logging in or seeing the "Please contact your Payroll Administrator" message.

This document provides the steps to clear the browser cache in Internet Explorer and Google Chrome.

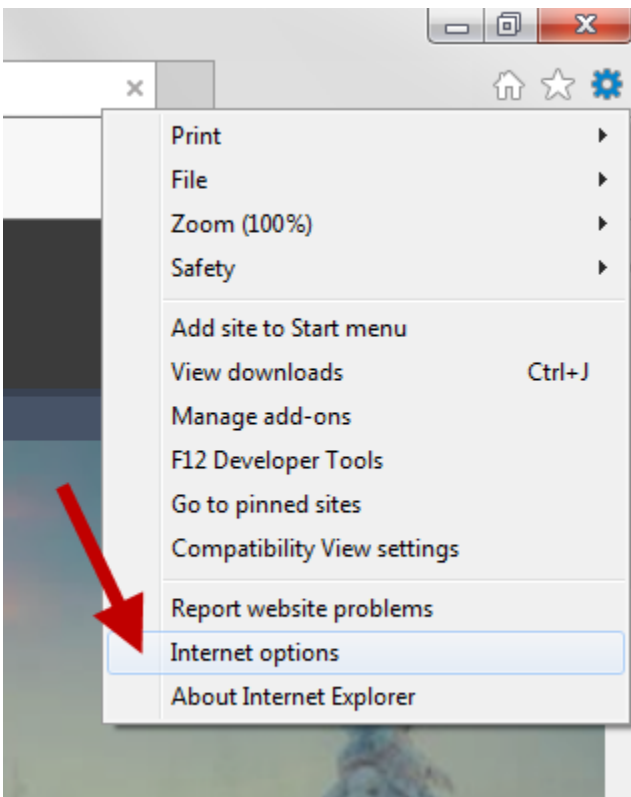
Internet Explorer

To clear the browser cache in Internet Explorer:

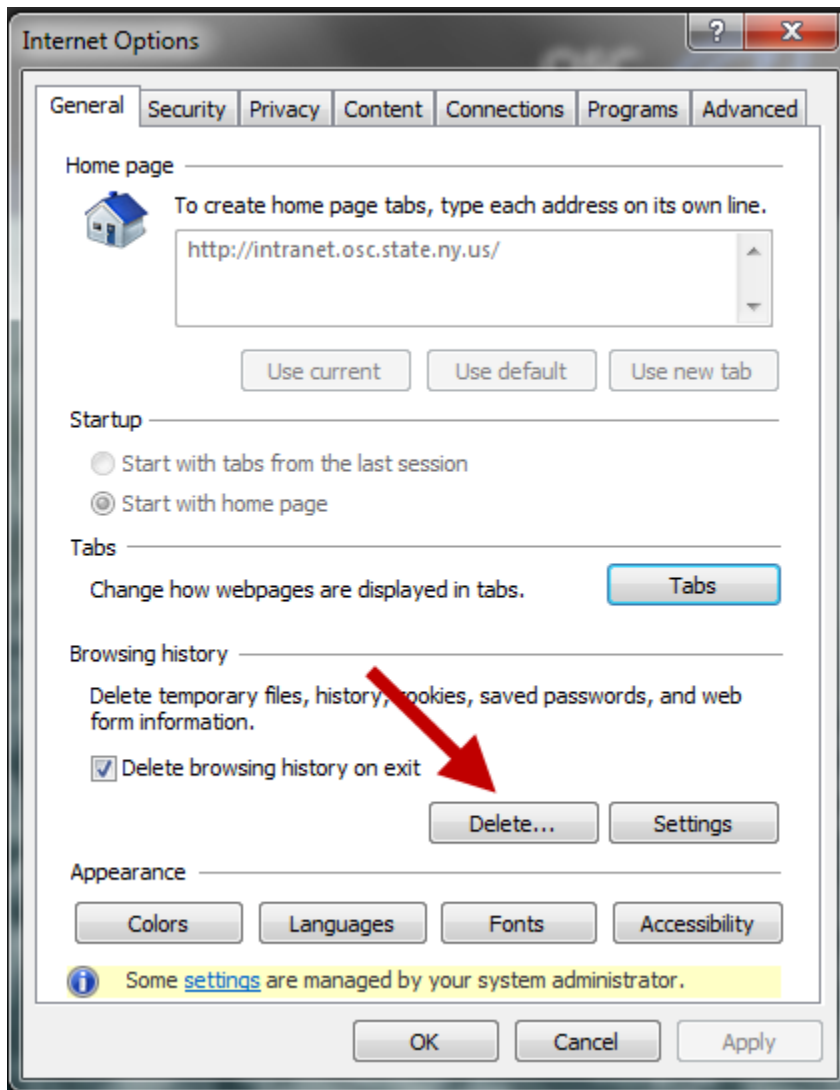
1. Open Internet Explorer.
2. Open the **Tools Menu** in the upper right hand corner of the Internet Explorer browser window



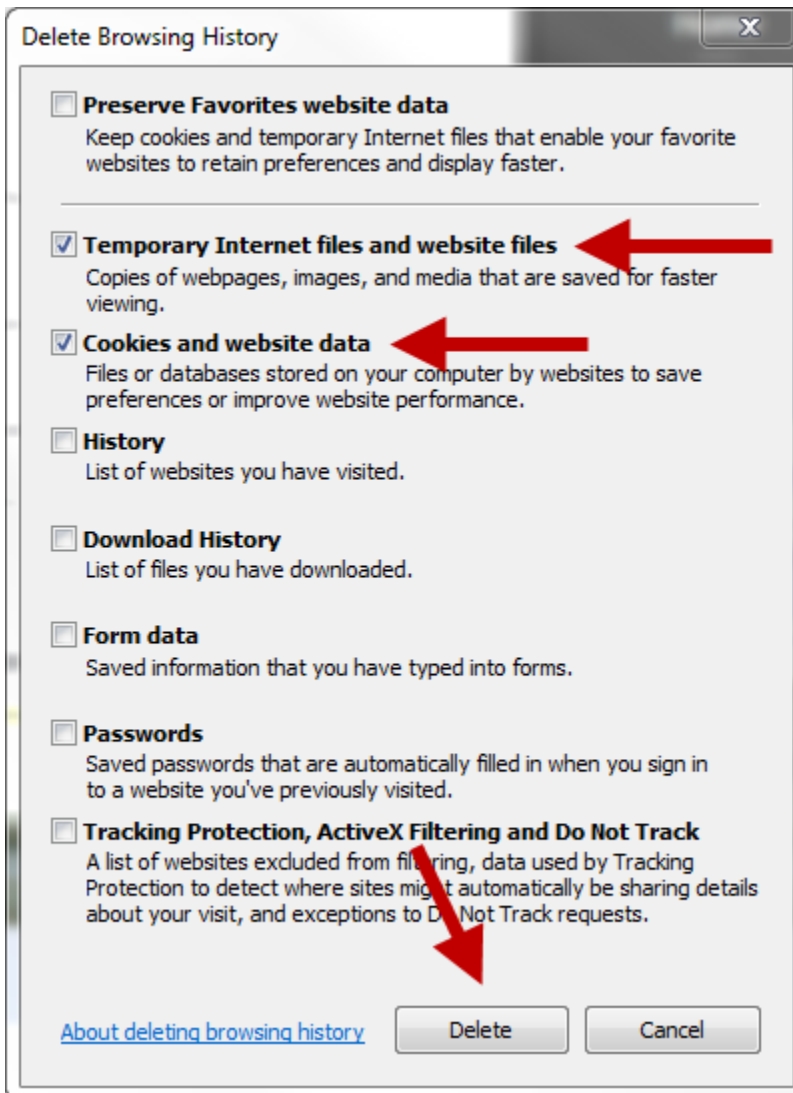
3. In the Tools Menu, select the **Internet Options** menu item.



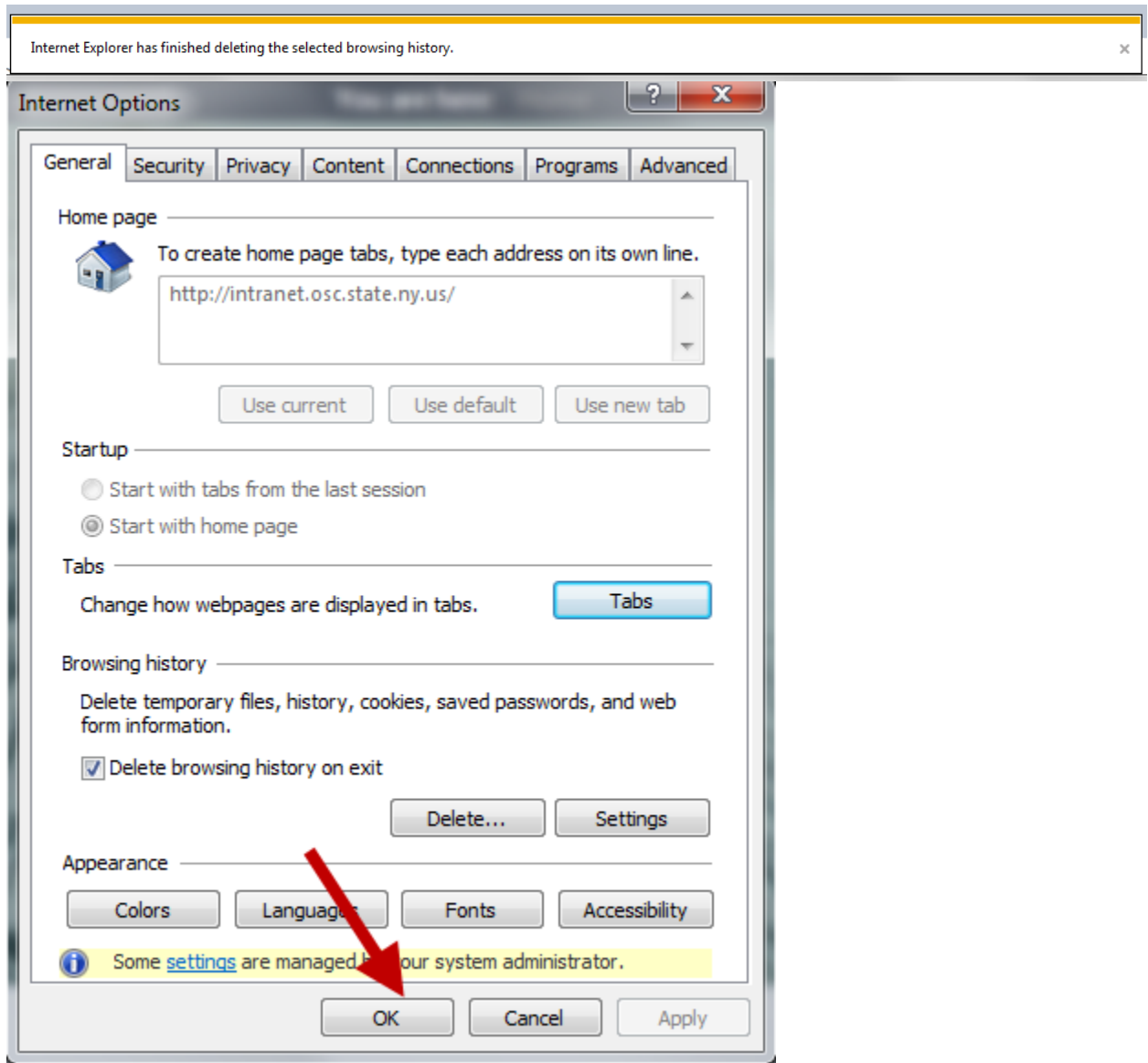
4. In the Internet Options window, under the Browsing History section, click the **Delete** button.



5. In the Delete Browsing History window, be sure to **check the box** for “Temporary Internet files and website files” and “Cookies and website data.” Click the **Delete** button.



6. When the below message appears at the bottom of the browser window, click **OK** in the Internet Options window.

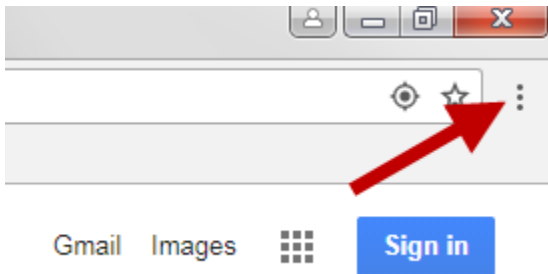


7. **Close all instances** of Internet Explorer.

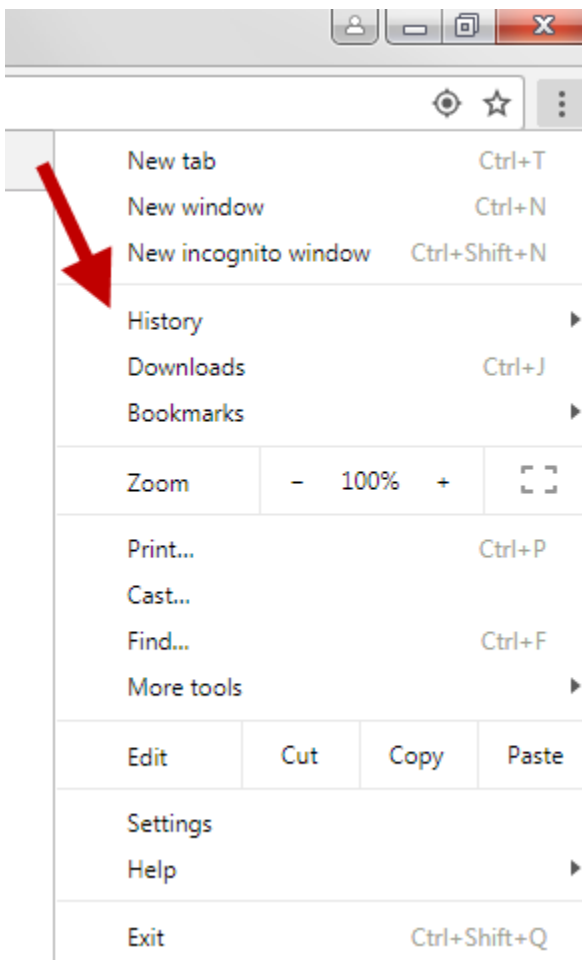
Google Chrome

To clear the browser cache in Google Chrome:

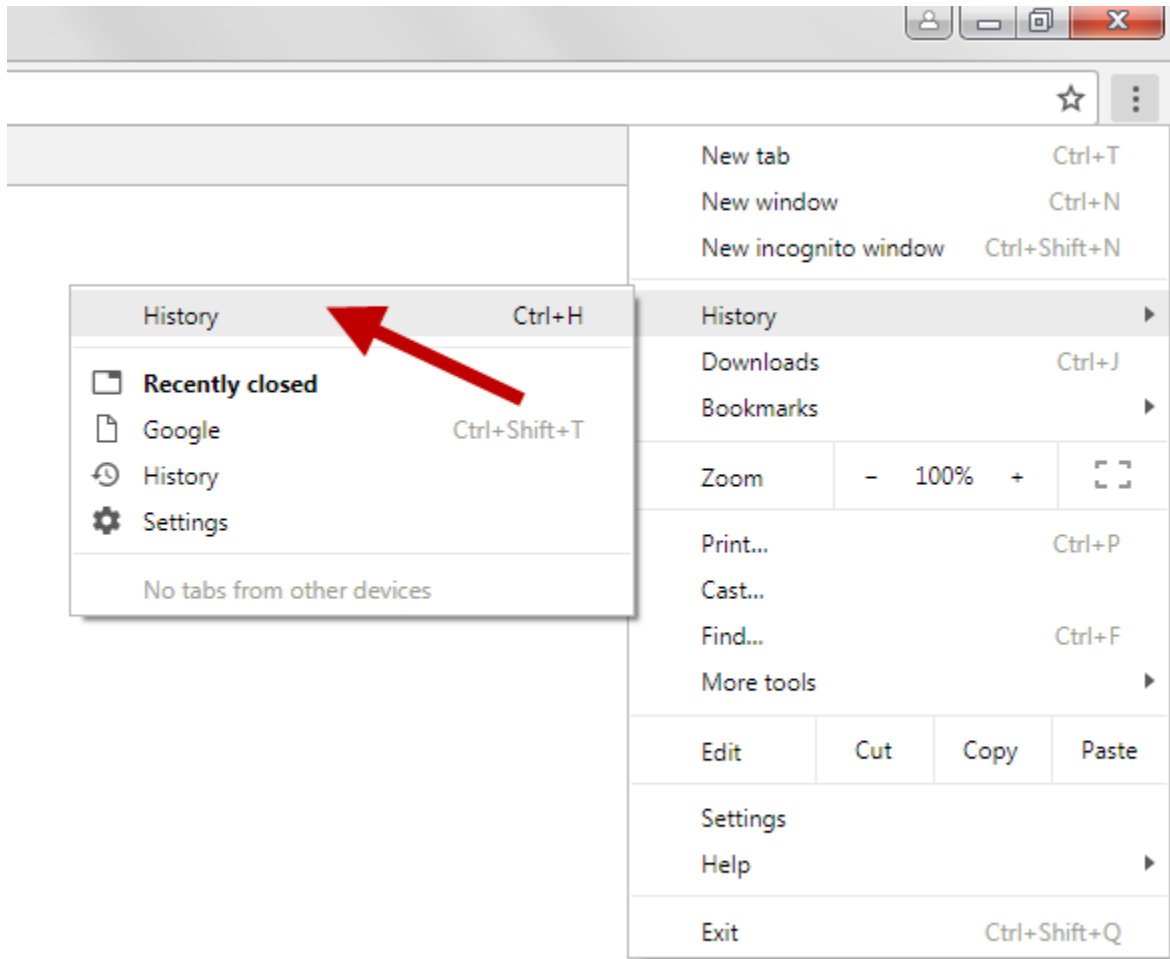
1. Open Google Chrome.
2. Open the **Customize and Control Google Chrome menu** in the upper right hand corner of the Google Chrome browser window.



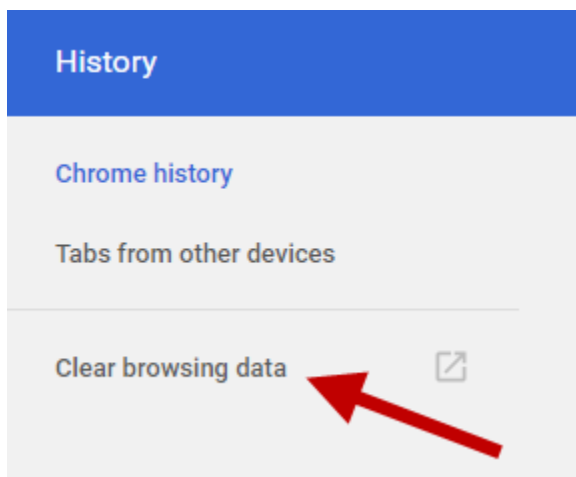
3. Click **History**.



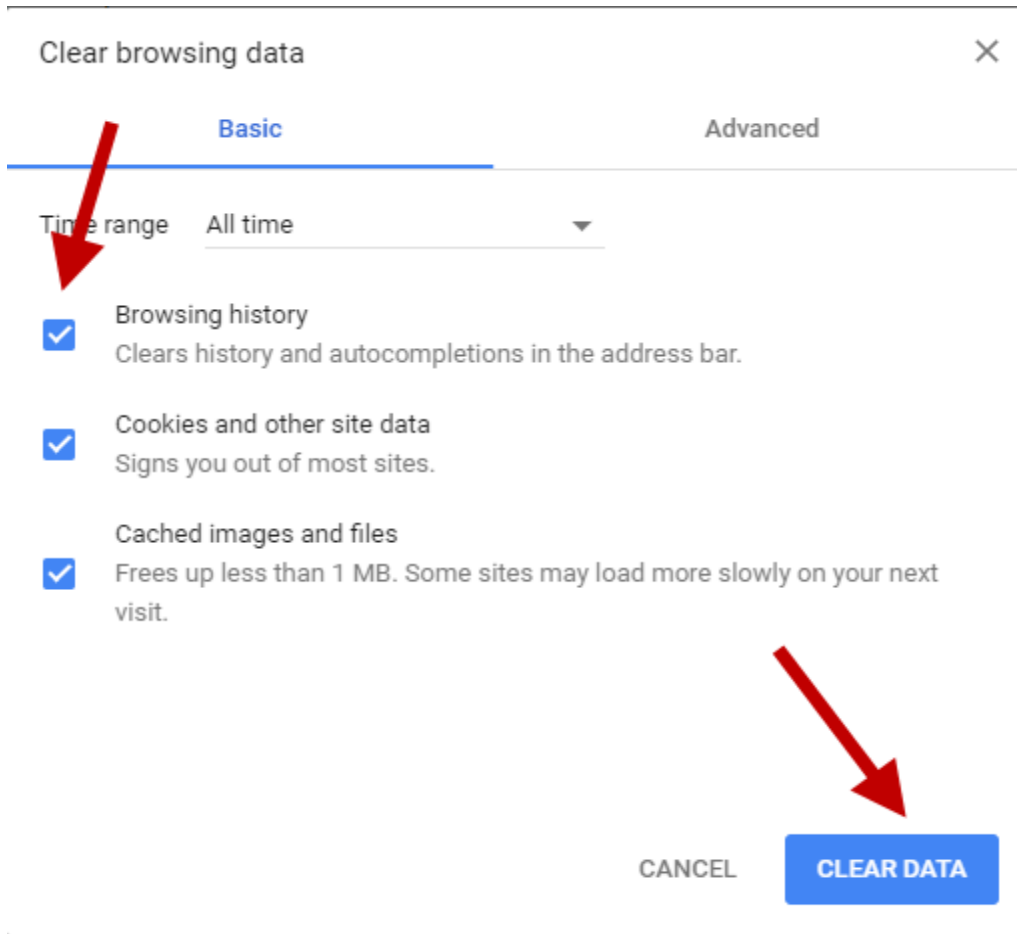
4. Click **History**.



5. Click **Clear browsing data**.



6. Check all the boxes. Click **Clear Data**.



7. **Close all instances** of Google Chrome.