NYS Payroll Online
Office of the NYS Comptroller
110 State Street, Albany, NY 12236
osc.state.ny.us/payroll/nyspo.htm

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 Google Chrome and in Microsoft Edge.

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.
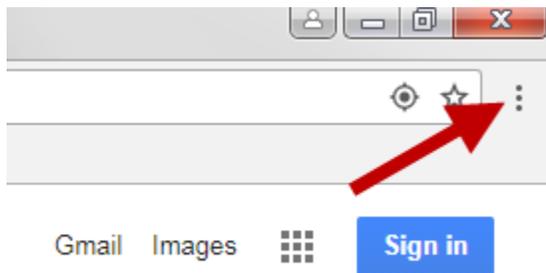
3. Click **History**.
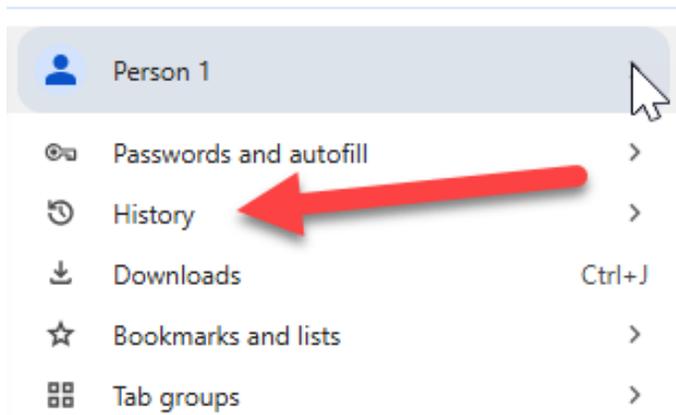
4. Click **History**.
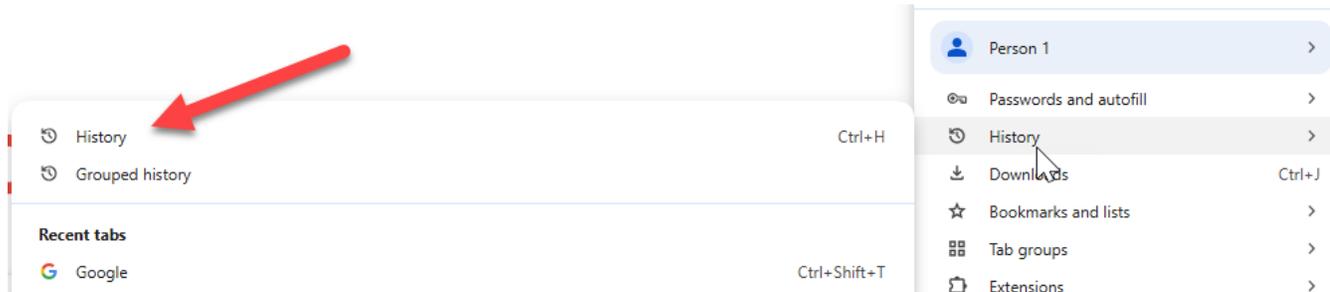
5. Click **Delete browsing data**.
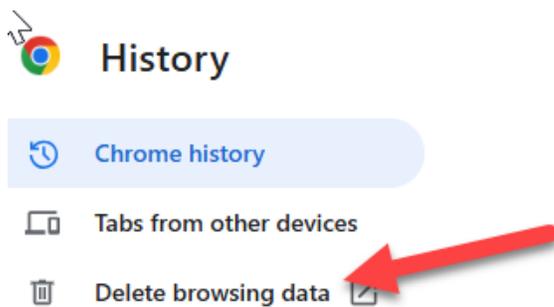
6. Go to the Advanced tab. Check the top four boxes. Time range on the pulldown menu should read "All time". Click **Delete Data**.
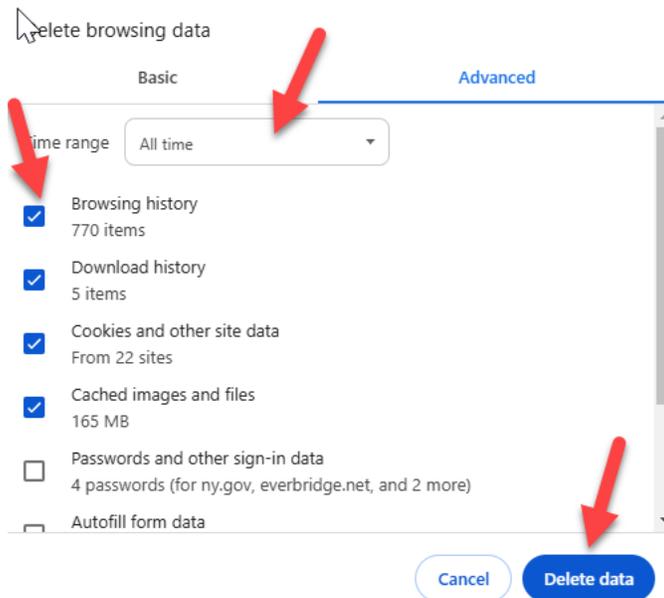
7. **Close all instances** of Google Chrome.

Microsoft Edge

1. Open Microsoft Edge.
2. Open the **Customize and Control Microsoft Edge menu** in the upper right hand corner of the Microsoft Edge browser window.
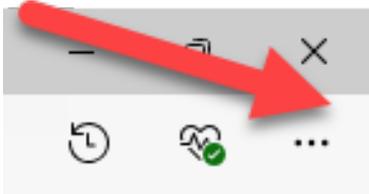
3. Click **History**.
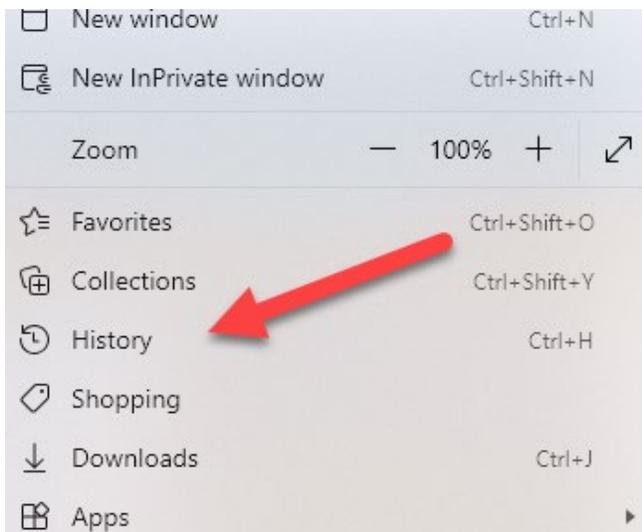
4. Click on the three dots at the top.
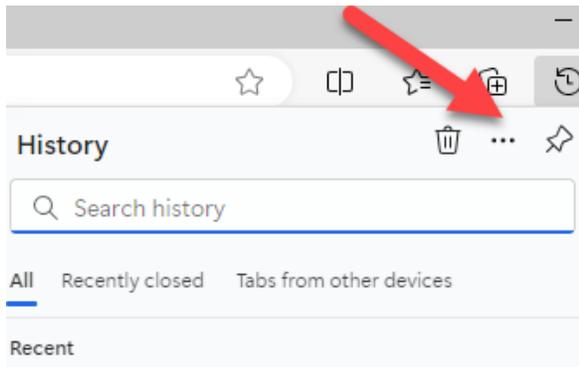
5. Click on **Open history page**.
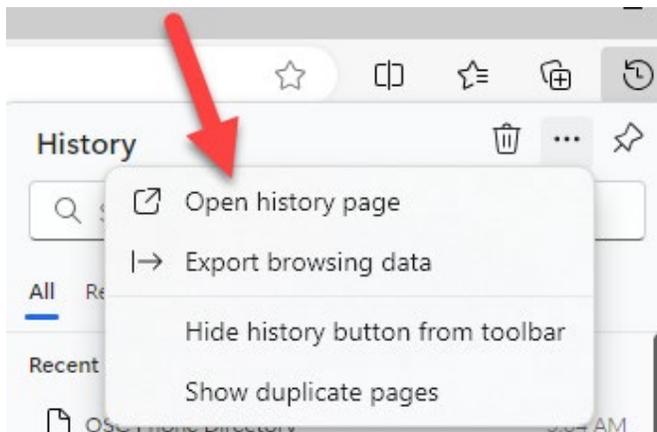
6. Click on **Delete browsing data**.

7. Check the top four boxes. Time range on the pulldown menu should read "All time". Click **Clear now**.
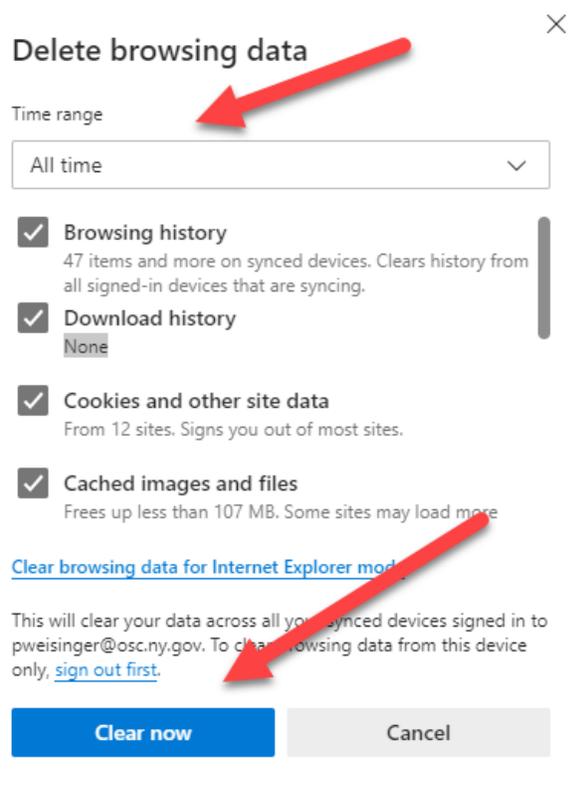
8. **Close all instances** of Microsoft Edge.