

## HR Direct – BROWSER CLEANUP

Web browsers retain information to help speed up the process of loading pages and using HR Direct. Unfortunately, during times that there are HR Direct software changes, the browsers need to be cleaned to ensure Hr Direct operates correctly.

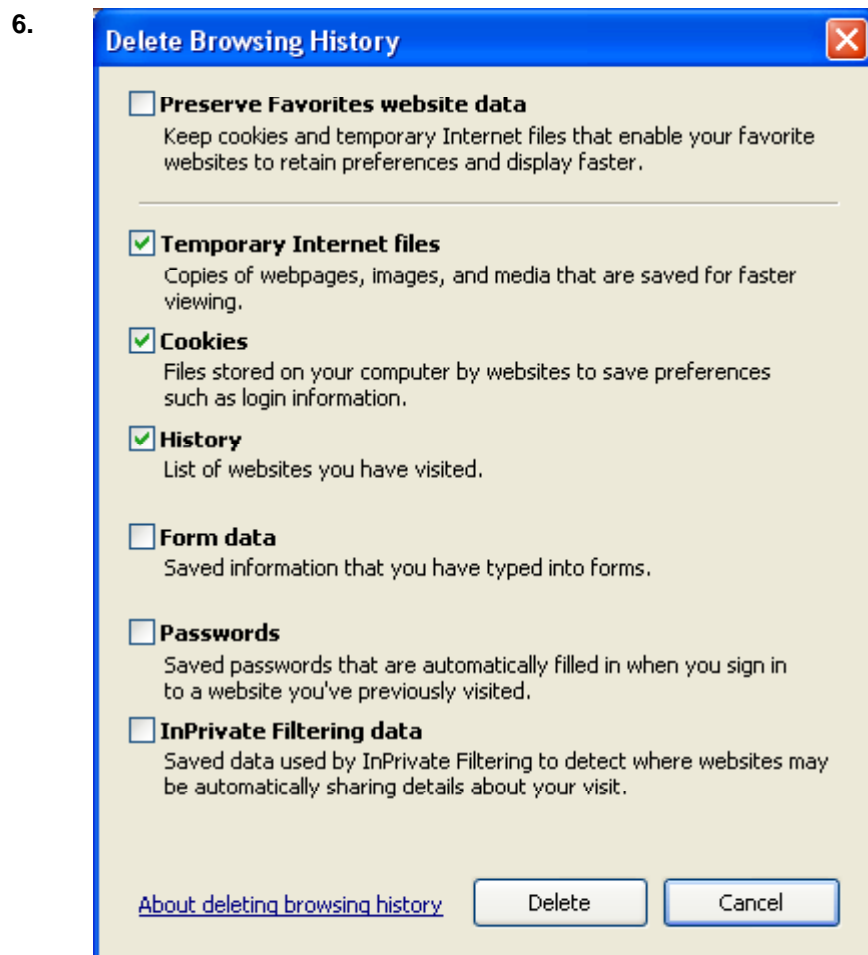
Here are some of the common web browsers and the suggested way to clean them.

### **Internet Explorer 8 / IE8**

1. From the "Safety" menu located in the upper right hand corner of Internet Explorer, select "Delete Browsing History".



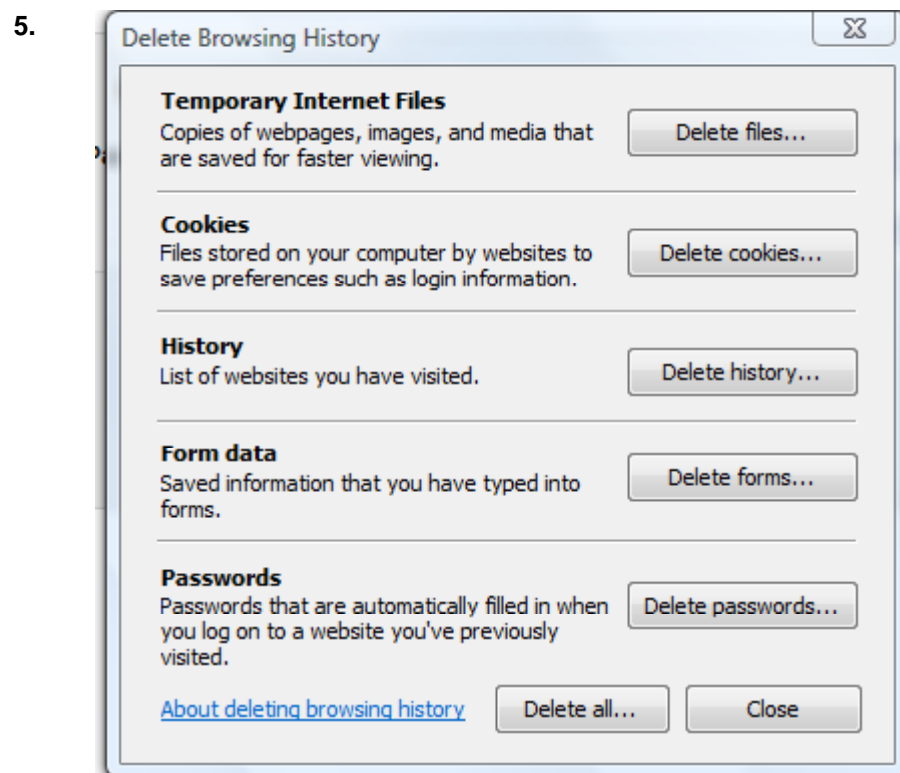
3. Check the boxes for "Temporary Internet files", "Cookies", and "History".
4. Uncheck the "Preserve Favorites website data" box and the remaining boxes.
5. Click "Delete".



7. Close out of all browsers.
8. Open up and login again.

### **Internet Explorer 7 / IE7**

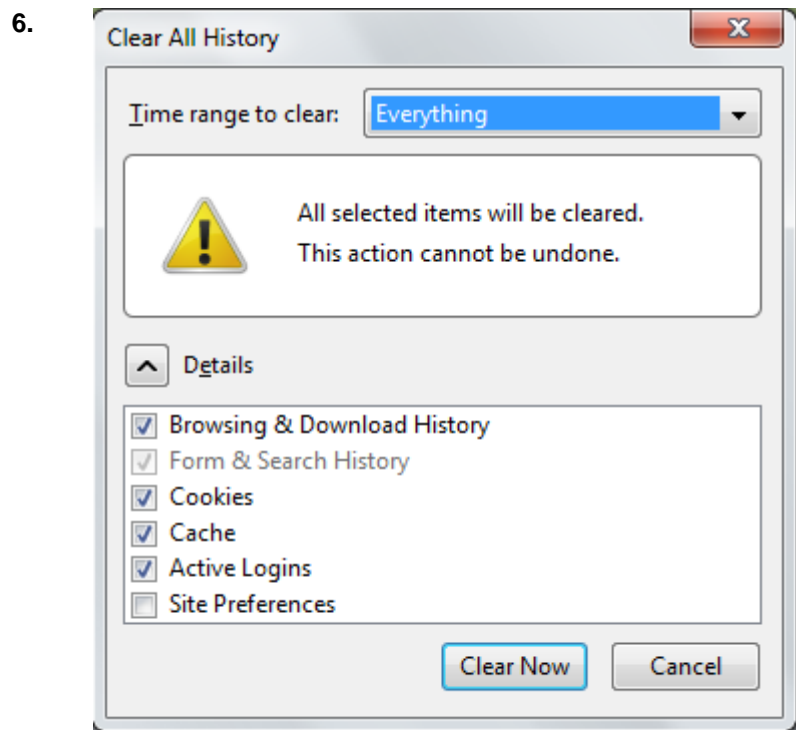
1. Navigate to Delete Browsing History (Tools > Delete Browsing History)
2. Temporary Internet files – Click “Delete files...”
3. Cookies – Click “Delete cookies...”
4. History – Click “Delete history...”



6. Close all browsers.
7. Open up and try again.

## **Firefox 4/5**

1. Upper left corner- click on firefox.
2. History.
3. Clear recent history.
4. Check everything except Site preferences.
5. Clear Now.



7. Close all browsers.
8. Open up and try again.