

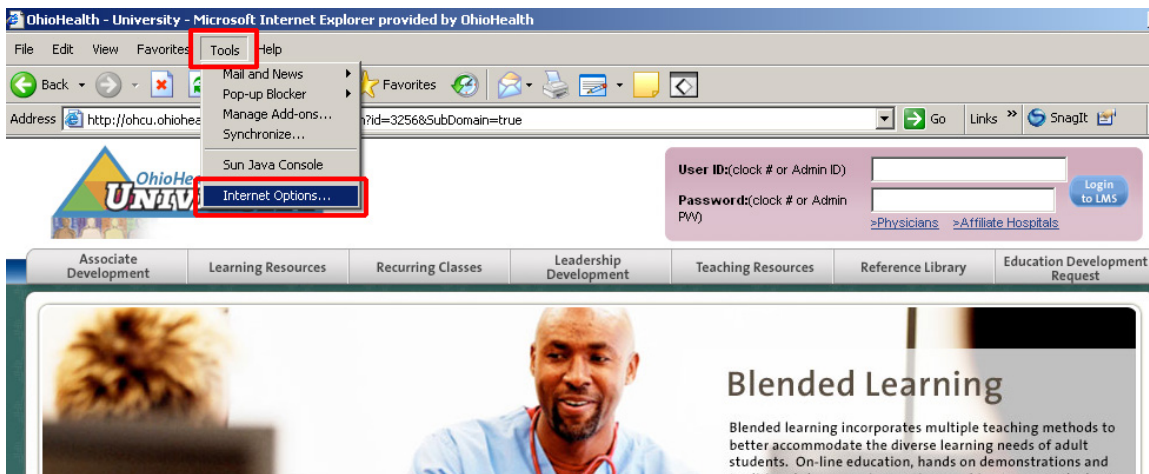
HOW TO: Clear Cache

If your screen displays a **'lesson loading'** message but you can't continue past this screen; if you can launch a course but the buttons do not work; if you see the same information displayed from a previous course or another person's course info, you will need to clear out your temporary internet files.

You should consider clearing your temporary internet files (cache) at least once each week, more if you use the internet often.

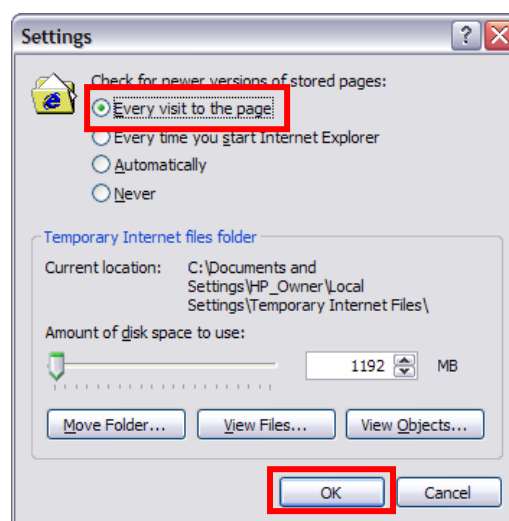
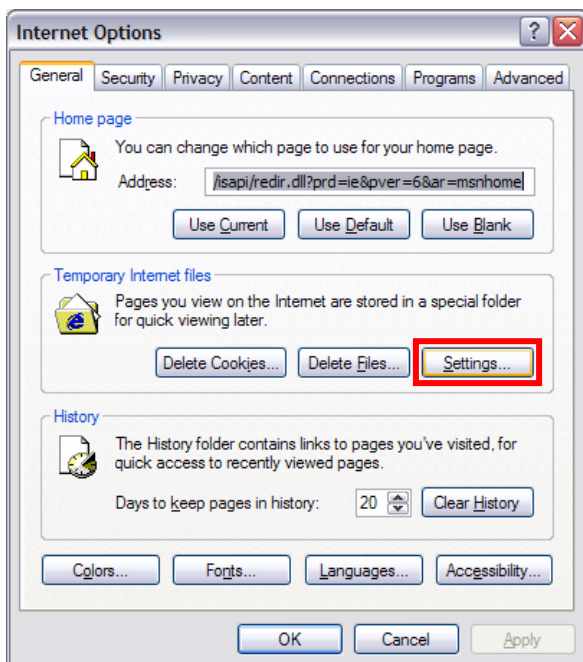
Clearing temporary internet files

1. Go to the OhioHealth Corporate University Web site (<http://www.ohcu.ohiohealth.com>)
2. Click on **'Tools'** and then **'Internet Options...'**

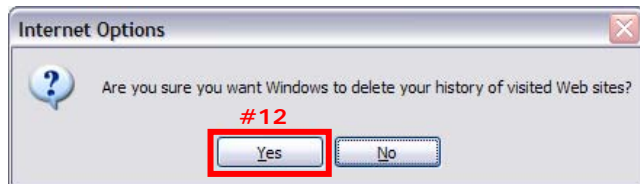
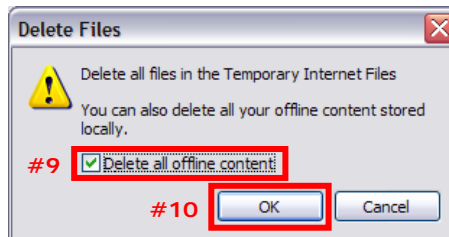
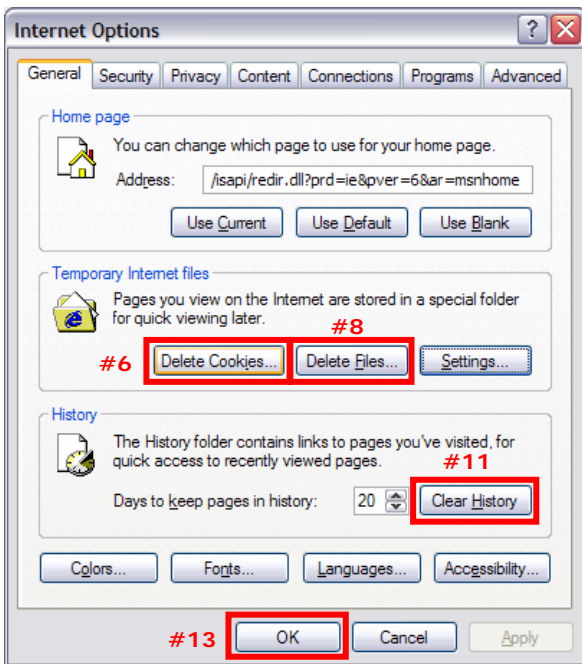


3. Click on the **'Settings...'** button.
4. Change your settings to **'Every visit to the page'**.
5. Click on the **'OK'** button.

Please Note: Do steps 3, 4 and 5 the first time you clear your cache. After changing this setting, always start at step 6 to clear cache.



6. Click the **'Delete Cookies...'** button.
7. Click the **'OK'** button.
8. Click the **'Delete Files...'** button.
9. Check the **'Delete all offline content'** box.
10. Click the **'OK'** button.
11. Click the **'Clear History'** button.
12. Click the **'Yes'** button.
13. Click the **'OK'** button.



14. Close and then reopen your Microsoft Internet Explorer browser window.

What are Temporary Internet Files (Cache)?

The cache or Temporary Internet Files are files like graphics, Web pages, cookies, and so forth, stored on your computer's hard disk to speed up surfing. The idea is that when you surf to <http://www.ohcu.ohiohealth.com>, your browser will take certain files from that site and store them on your computer's hard drive. Next time you surf to <http://www.ohcu.ohiohealth.com>, the page should load faster because you already have some of the information stored on your computer's hard disk as Temporary Internet Files.