Federal Energy Regulatory Commission

User Guide: Clearing Browser Cache to Access New eLibrary

Clearing Browser Cache Before First Use of New eLibrary

Following the deployment of the new eLibrary, there are two known issues that indicate that users should clear their internet browser cache. These include:

1) If users try to access the new eLibrary site and still see the old eLibrary user interface
2) If users see the new user interface but their first search spins indefinitely.

Clearing the browser cache would only need to be done prior to first use of the system in each browser being used to access the new eLibrary. If you have experienced either of the two issues above, please follow the steps below to clear your browser cache. Instructions are listed for each of the three approved browsers in the FERC environment.

- Google Chrome (validated in version 82)
- Microsoft Edge (validated in version 42)
- Internet Explorer (validated in version 11)

Google Chrome Instructions for Clearing Cache

1. In the top right corner of your Chrome browser window left click the button indicated by three vertically arranged black dots. Please see Figure 1 below.
   Note: when hovering over this button a tooltip will appear that says "Customize and control Google Chrome"
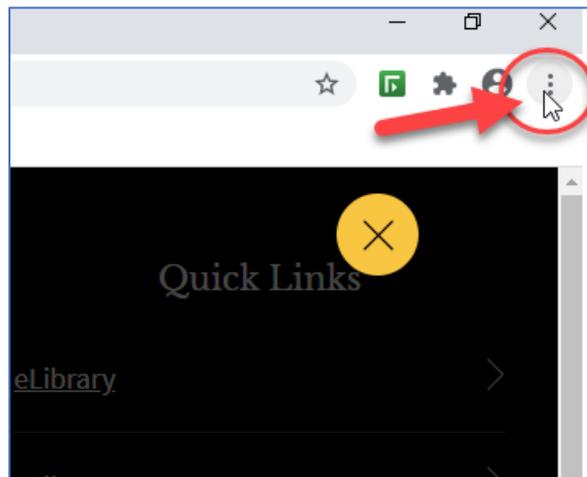
Figure 1 - Chrome: Selecting the "Customize and control Google Chrome" button

2. Once the "Customize and control Google Chrome" button is selected, a menu of options will appear. Towards the bottom of the menu there will be a "Settings" button. Left click the "Settings" button. Please see Figure 2 below.
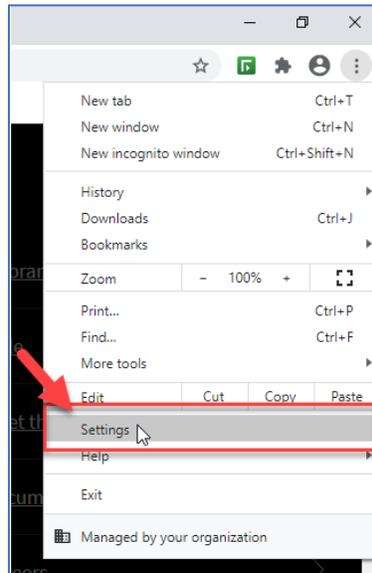
Figure 2: Select "Settings" button from menu

3. Upon selecting the "Settings" button, the Settings page will appear. Scroll down until you see a sub-header in the center of the page labeled "Privacy and security". Below this sub-header there is an option that reads "Clear browsing data". Left click on this "Clear browsing data" option. Please see Figure 3 below.
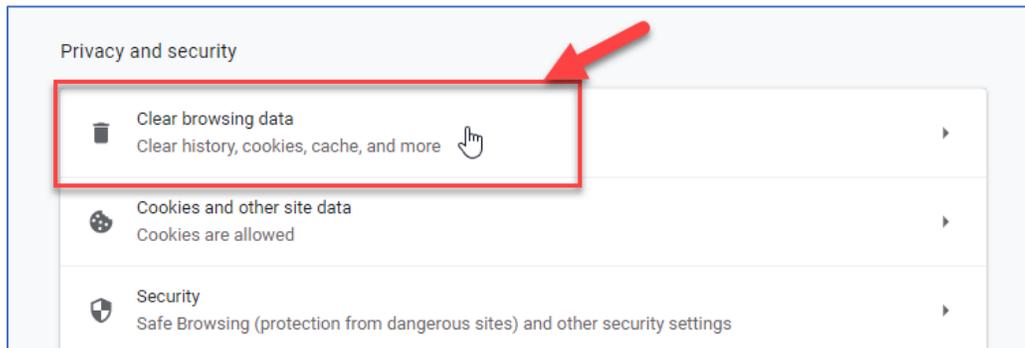
Figure 3 - Chrome: Select the "Clear browsing data" option within settings

4. Upon selecting the "Clear browsing data" option a pop-up will appear. In this pop-up, left click to toggle the checkboxes on the left side of the pop-up so that **only** the checkbox for the "Cached images and files" option (which is the last checkbox of the three available) is selected with a check mark. Then proceed to left click the "Clear Data" button in the bottom right of the pop-up. Please see Figure 4 below. This will effectively clear your browser cache and you may then open eLibrary in a new Chrome browser window or tab.
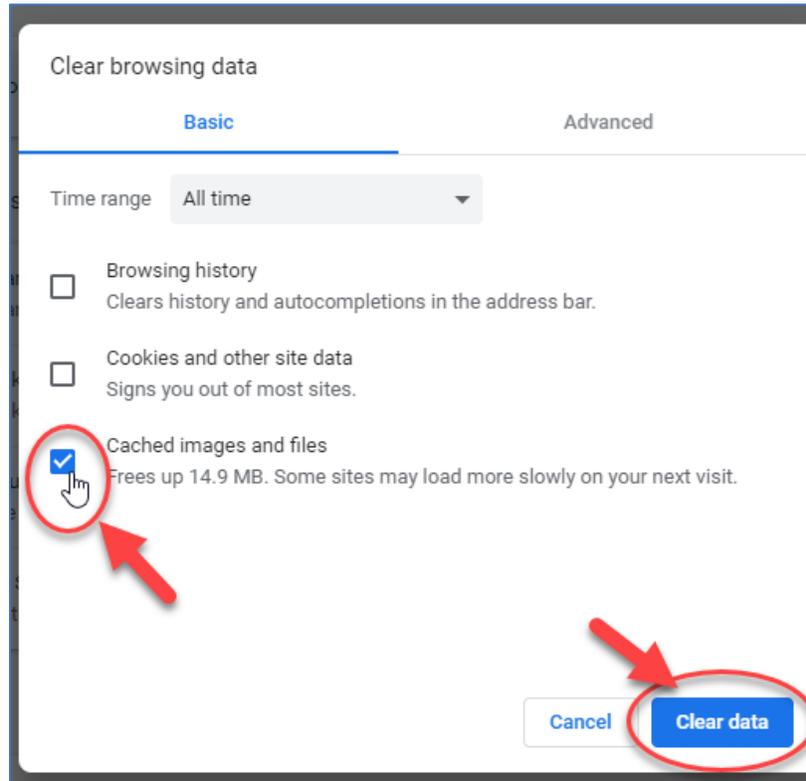
Figure 4 - Chrome: Clearing cached images and files

Microsoft Edge Instructions for Clearing Cache

1. In the top right corner of your Edge browser window left click the button indicated by three horizontally arranged black dots. Please see Figure 5 below.
   Note: when hovering over this button a tooltip will appear that says "Settings and more (Alt+X)"
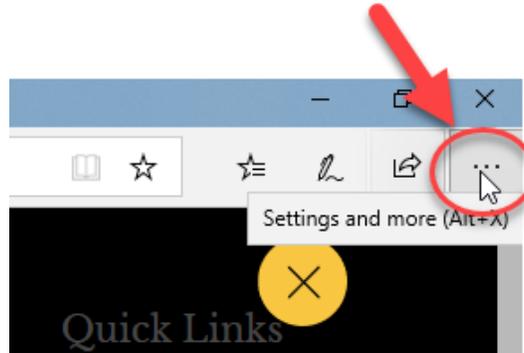
Figure 5 - Edge: Selecting "Settings and more..." button

2. Once the "Settings and more (Alt+X)" button is selected a menu of options will appear. Towards the bottom of the menu there will be a "Settings" button. Left click the "Settings" button. Please see Figure 6 below.
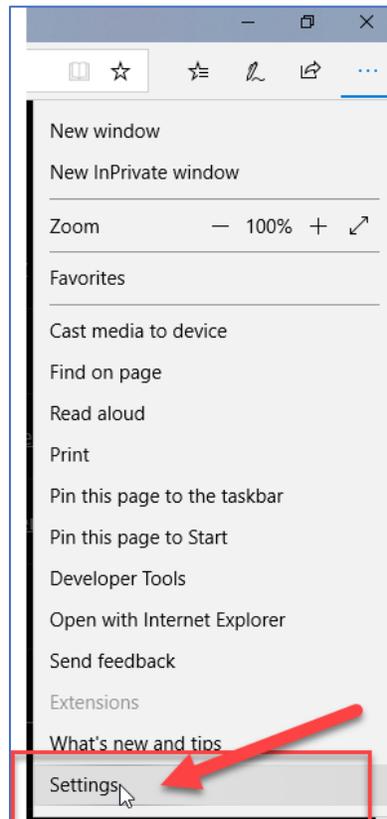
Figure 6 - Edge: Selecting "Settings" button

3. Upon clicking the "Settings" button, a new side panel menu will appear on the right side of the browser window. In this window there is a sub-header that reads "Clear browsing data". Left click the "Choose what to clear" button that is directly under this sub-header. Please see Figure 7 below.
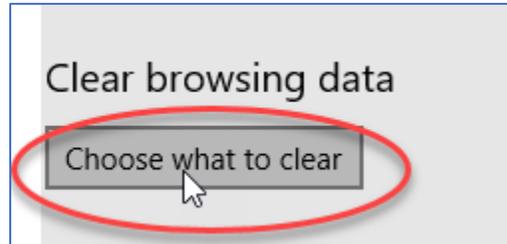
Figure 7 - Edge: Selecting "Choose what to clear" button

4. Upon completing the previous step, new menu options will appear on the right side of the browser window. In this new menu, left click to toggle the checkboxes on the left side of the menu so that **only** the checkbox for the "Cached data and files" option is selected with a check mark. Then proceed to left click the "Clear" button in the bottom of the menu. Please see Figure 8 below. This will effectively clear your browser cache and you may then open eLibrary in a new Edge browser window or tab.
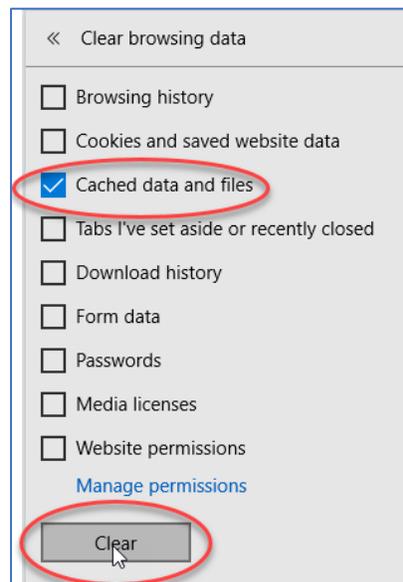
Figure 8 - Edge: Clearing cached data and files

Internet Explorer Instructions for Clearing Cache

1. In the top right corner of your Internet Explorer (IE) browser left click the icon that looks like a gear to open a menu on the right side of your browser window. Please see Figure 9 below.
Note: when hovering over this gear icon a tooltip will pop that reads "Tools (Alt+X)"
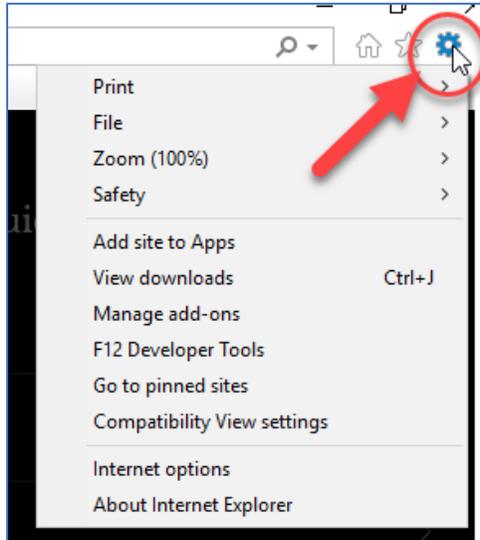
Figure 9 - IE: Selecting "Tools" button

2. Upon completion of the previous step, find the "Internet options" button towards the bottom of the menu that has appeared on the right side of your browser window; left click the "Internet options" button. Please see Figure 10 below.
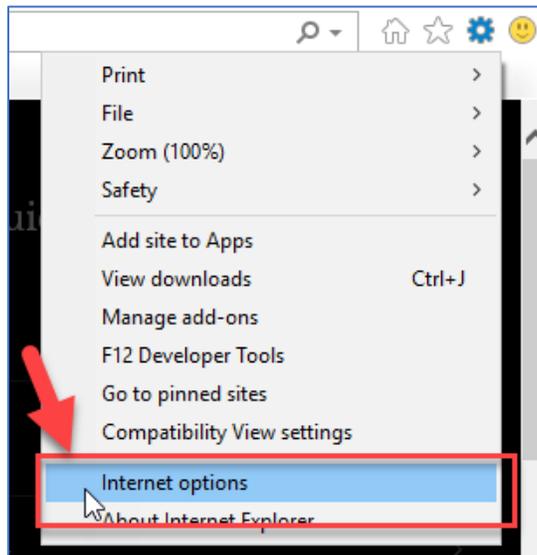
Figure 10 - IE: Selecting "Internet options" button

3. Once "Internet Options" is selected from the menu, a pop up will appear with further menu options. Within this pop-up menu there is a sub-header called "Browsing history". Beneath this sub-header left click the "Delete" button. Please see Figure 11 below.
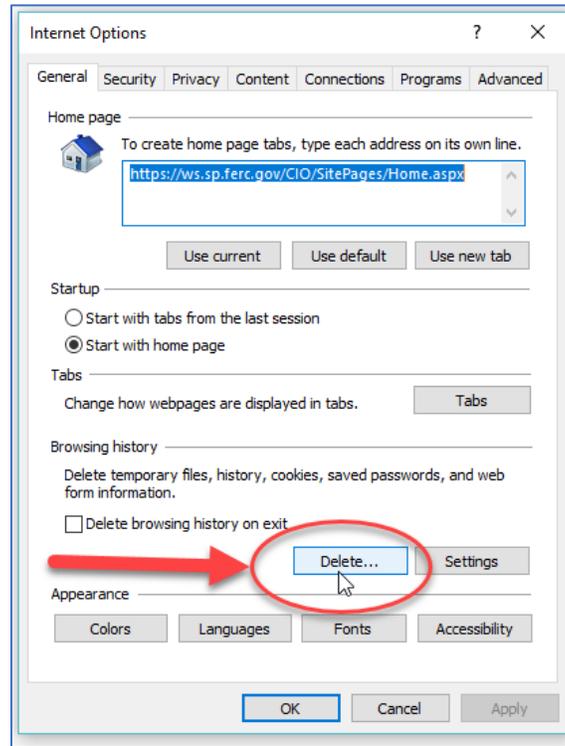
Figure 11 - IE: Selecting the "Delete" button

4. Once the "Delete" button is selected a new menu will appear. In this new menu, left click to toggle the checkboxes on the left side of the menu so that **only** the checkbox for the "Temporary Internet files and website files" option is selected with a check mark. Then proceed to left click the "Delete" button in the bottom of the menu. Please see Figure 12 below. This will effectively clear your browser cache and you may then open eLibrary in a new Internet Explorer browser window or tab.
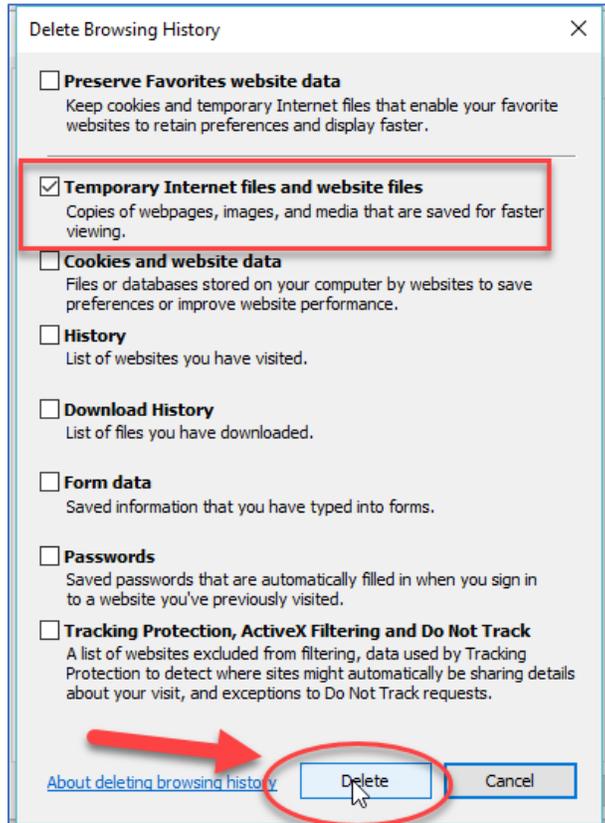
Figure 12 - IE: Clearing browser cache