

The information your browser stores is sometimes incomplete or corrupt. Deleting your browser's cache will often prevent issues with **myRCS** system.

*In some cases, you may need to clear the cache more than once.

For instructions, please select your browser below:

[Google Chrome](#)

In **Chrome**:



1. Click the **Tools** menu
2. Select **Clear browsing data**.
3. Select **Empty the cache**.
4. Click **Clear browsing data**.

[Firefox](#)

In **Firefox** for PCs:

1. Close all other open browser windows.
2. Click the **Tools** menu at the top of your browser and select **Clear Private Data...**
3. Select the **Cache** checkbox.
4. Click **Clear Private Data Now**.

In **Firefox** for Macs:

1. Close all other open browser windows.
2. Click the **Firefox** menu at the top of your browser and select **Preferences...**
3. Select the **Privacy** tab.
4. Click **Clear Now...** at the bottom of the dialogue box.
5. Check the box next to **Cache** in the new dialogue box.
6. Click **Clear Private Data Now**.

[Internet Explorer](#)

In **Internet Explorer 6.x**:

1. Close all other open browser windows.
2. Click the **Tools** menu at the top of your browser, and select **Internet Options**.
3. Click the **General** tab at the top of the dialogue box.
4. Click **Delete Files** under **Temporary Internet files**.
5. Select **Delete all offline content** by checking the box.
6. Click **OK**.

In **Internet Explorer 7**:

1. Close all other open browser windows.
2. Click **Tools > Internet Options**.
3. Select the **General** tab.
4. Click **Delete** under **Browsing History**.
5. Under **Temporary Internet Files**, click **Delete Files**.
6. Click **Delete Cookies**.
7. Click **OK**.

[Opera](#)

In **Opera** versions 7 and below:

1. Close all other open browser windows.
2. Click the **File** menu at the top of your browser, and select **Preferences**.
3. From **Preferences**, click to select **History and Cache**
4. To clear Disk cache, click **Empty now**.
5. Click **OK**.

In **Opera** versions 8 and up:

1. Close all other open browser windows.
2. Click the **Tools** menu at the top of your browser, and select **Delete Private Data...**
3. From there, click **Detailed Options**
4. To clear Cache, check **Delete Entire Cache**.
5. Click **Delete**.

[Mozilla](#)

In **Mozilla**:

1. Close all other open browser windows.
2. Click the **Edit** menu at the top of your browser, and select **Preferences**.
3. Click the + next to **Advanced**.
4. Select **Cache** under **Advanced**.
5. Click **Clear Cache**.
6. Click **OK**.

[Netscape](#)

In **Netscape**:

1. Close all other open browser windows.
2. Click the **Edit** menu at the top of your browser, and select **Preferences**.
3. Click the + next to **Advanced**.
4. Select **Cache** under **Advanced**.
5. Click **Clear Cache**.
6. Click **OK**.

[Safari](#)

In **Safari**:

1. Close all other open browser windows.
2. Open the **Safari** menu on your browser's toolbar.
3. Select **Empty Cache**.
4. Click **Empty** in the dialogue box.