# **FREMONT BANK**

# **Clear Cache and Cookies**

# **Clear Cache and Cookies**

Following all implementation of Source Capture Solutions, all users must clear the Internet browser cache and cookies to ensure that they are able to scan items without interruption.

Complete the procedures in this section that apply to your web browser:

### **Google Chrome**

- 1. In the browser bar, enter *chrome://settings/clearBrowserData*.
- 2. Select the following checkboxes:
  - Browsing history
  - Download history
  - Cookies and other site and plug-in data
  - Cached images and files
- 3. From the **Obliterate the following items from** dropdown list, select the **beginning of time**.
- 4. Select Clear browsing data.
- 5. Exit all browser windows and reopen Google Chrome.

## **Internet Explore**

#### **Clear All Internet Explorer Files (Option 1)**

- 1. Open Internet Explorer.
- 2. Select 😳 and then select Internet options.
- 3. On the General tab, select Delete.
- 4. Select Apply and then select **OK**.
- 5. Exit all Internet Explorer windows.
  - a. Important: If you were unable to successfully complete steps 1 through 5, proceed to step 6 on this page.



#### **Clear All Internet Explorer Files (Option 2)**

Complete steps 6 through 12 to manually clear your Internet cache and cookies.

- 6. Open Internet Explorer.
- 7. Select <sup>(2)</sup> and then select **Internet options.**
- 8. On the General tab, select Settings.

Internet Options ? ×
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
Use current Use default Use new tab
Statup
C Start with tabs from the last session
Start with home page
Tabs
Change how webpages are displayed in tabs. Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

9. Select View files.



Temporary Internet File	rs History	Caches a	nd databases	
Internet Explorer ston for faster viewing late	es copies of	webpages,	images, and m	edia
Check for newer version	ons of stored	d pages:		
Every time I visi	t the webpa	ge		
Every time I sta	rt Internet E	plorer		
<ul> <li>Automatically</li> </ul>				
Never				
Disk space to use (8-1 (Recommended: 50-	024MB) 250MB)		250 😩	
Current location:				
C:\Users\martha.delar Temporary Internet Fil	ar VopOata es \	LocalMicro	seoft'(//indows)	
Move folder	View obje	ets (	View files	

- 10. Click anywhere in Windows Explorer and then press **Ctrl+A** to select all files.
- 11. Press **Delete** on your keyboard to delete all files.
- 12. Close Windows Explorer, the Website Data Settings dialog box, and then the Internet

Options dialog box.

#### **Adjust Compatibility View Settings**

If images of your scanned items do not appear correctly after clearing your Internet cache and cookies, you may need to adjust the compatibility view settings.

Complete steps 13 through 20 to adjust your settings.

- 13. In Internet Explorer, select in and then select **Compatibility View settings**.
- 14. In the Add this website box, enter *fiservsco.com* and then select Add.



Change Compatibility View Set	tings
Add this website:	Add
Websites you've added to Compatibility	y View: Remove
Display intranet sites in Compatibilit Use Microsoft compatibility lists Learn more by reading the <u>internet</u>	y View Explorer privacy statement Close

#### 15. Select Close.

16. In Internet Explorer, select and then select Internet Options.

17. On the **General tab**, verify that the **Delete browsing history on exit** checkbox is cleared. If it is selected, clear the checkbox, and then select **Apply**.



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	tart with h	ome page	1			
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Char	ge how w	ebpages a	re displaye	ed in tabs.	Ta	ada
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18. Select **OK**.

- 19. Close all Internet Explorer windows.
- 20. Open Internet Explorer, sign into Web Capture, and scan the deposit

#### **Microsoft Edge**

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Microsoft Edge as your web browser.

- 1. In the upper right, select and then select **History**.
- 2. Select and then select Clear browsing data.
- 3. Select the **Browsing History, Cookies and other site data**, and **Cached images and files** checkboxes.
- 4. Select Clear now.
- 5. Exit all browser windows and reopen Microsoft Edge.

#### **Mozilla Firefox**

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Mozilla Firefox as your web browser.

1. Select the Library M button, select **History**, and then select **Clear Recent History**.

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- a. Note: If the menu bar is hidden, press **Alt** to make it visible.
- 2. From the Time range to clear dropdown list, select Everything.

Clear Recent History	×
Time range to clear:	Last Hour
	Last Hour
✓ D <u>e</u> tails	Last Two Hours
	Last Four Hours
	Today
	Everything

- 3. Select the down arrow to expand the Details section.
- 4. Select all available checkboxes in the Details section and then select Clear Now.

[ime range to clear:	Everything
Details	
Browsing & Dowr	nload History
Form & Search H	istory
Cookies	
Cache	
Active Logins	
Offline Website D	ata
City Desfarances	

5. Exit all browser windows and reopen Mozilla Firefox

#### Safari

Complete one of the following procedures to clear your Internet cache and cookies if you are using Safari as your web browser.

#### Safari 8.0 1.

- 1. On the Safari menu, select Clear History and Website Data....
- 2. From the Clear dropdown list, select all history and then select Clear History.





3. On the Safari menu, select **Quit Safari** or press **Command+Q** to exit the browser, and then reopen Safari.

#### Safari 7.9 and below

- 1. On the Safari menu, select Reset Safari....
- 2. Select the Remove all website data checkbox and then select Reset.
  - a. Note: If you are using Safari 5.0 or below, select the **Empty the cache** and **Remove all cookies** checkboxes.

	Reset Safari
ô	Are you sure you want to reset Safari?
	Select the items you want to reset, and then click Reset. You can't undo this operation.
	Clear history
	Reset Top Sites
	Remove all webpage preview images
	Reset all location warnings
	Reset all website notification warnings
	Remove all website data
	Remove saved names and passwords
	Remove other AutoFill form text
	Clear the Downloads list
	Close all Safari windows
	Cancel
0	Cancer

3. On the **Safari** menu, select **Quit Safari**, or press **Command+Q** to exit the browser, and then reopen Safari.