Clearing browser cache is an important step when PennERA is upgraded or new forms are added by Grants.gov. Sometimes this step is recommended by the PennERA Help Desk Team when users are experiencing browser issues.

In the examples shown, only cache clearance is demonstrated. Other browsing information, such as cookies, history, etc., may be cleared at the same time. If your browser version doesn’t agree with anything shown here, please contact PennERAhelp@lists.upenn.edu.

Windows Browsers

**Internet Explorer (IE)**

- Select the Tools menu, then choose “Delete Browsing History”.
- In the pop-up window, choose “Temporary Internet files and website files”, then click “Clear browsing data”.

**Firefox**

- Select the History menu, then choose “Clear Recent History…”
- In the pop-up window, choose the settings shown below right, then Click “Clear Now”.

See next page for Chrome instructions.

For assistance, please contact PennERA Help pennerahelp@lists.upenn.edu.
Chrome

- Select the “Customize and control Google Chrome” icon on the left side of the browser window.

- In the first pop-up window, choose “History”, then select “Settings – Clear browsing data” from the next window that appears.

- In the final pop-up window, choose the settings shown below-right, then click “Clear browsing data”.

For assistance, please contact PennERA Help pennerahelp@lists.upenn.edu.