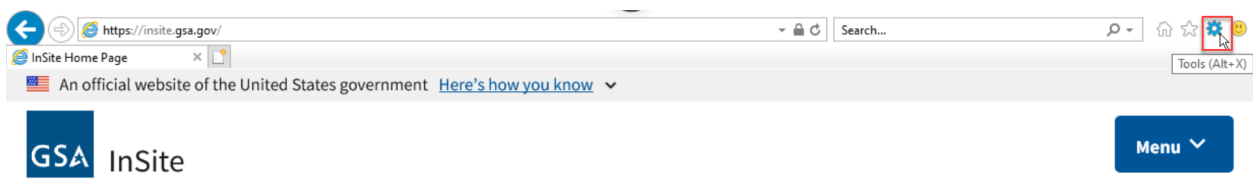


Clearing the Internet Explorer Cache

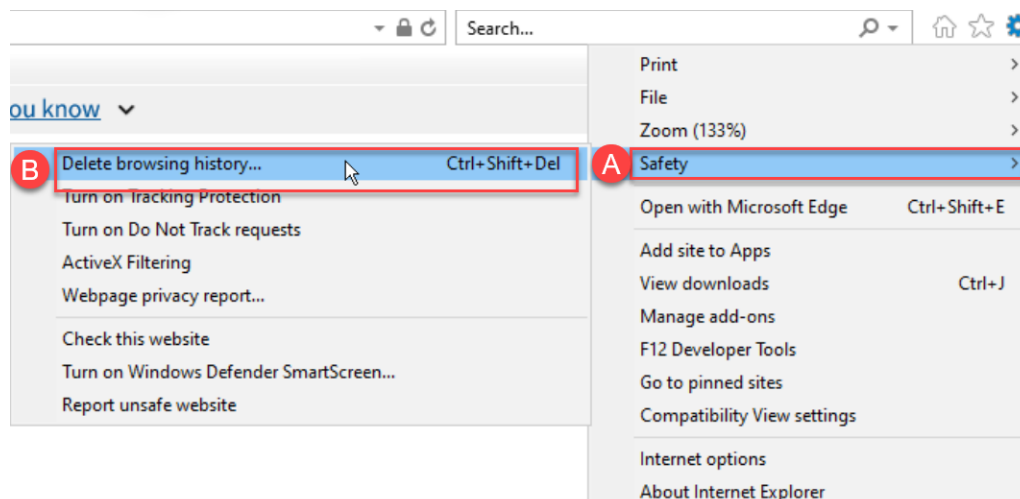
Follow this job aid to learn how to clear the cache for Microsoft Edge. This can resolve appearance and performance issues with HR Links.

Clear the Cache in Microsoft Internet Explorer

1. Sign out of HR Links if you are in it.
2. Select the **Tools** (Gear) icon in the upper right corner of the Internet Explorer window.

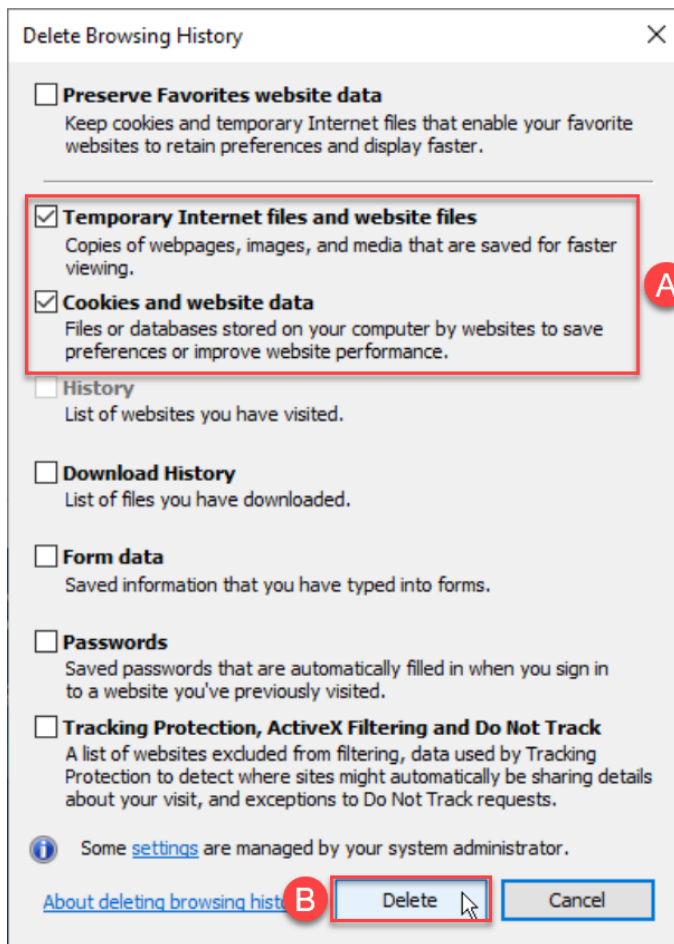


3. The Tools menu is displayed.



- a. Select **Safety**.
- b. Select **Delete browsing history**.

- The **Delete Browsing History** dialog box is displayed.



- Select both the **Temporary Internet files and website files** and the **Cookies and website data** checkboxes.
 - Select the **Delete** button.
- A confirmation message is displayed.



- Close all Google Chrome, Microsoft Edge, and Microsoft Internet Explorer application windows using the **X** button in the upper right corner.





Questions?

Check out our [complete library](#) of job aids, videos, and training courses! You can search based on your role ([employee](#), [supervisor](#), [timekeeper](#)) or by topic ([time and leave](#), [telework](#), [benefits](#), [performance](#)).

If you still have questions, contact the following:

- **Issues with Single Sign On (SSO):** GSA IT Service Desk at 866-450-5250 or ITServiceDesk@gsa.gov
- **Time and Attendance:** [your Timekeeper or Time Administrator](#)
- **Benefits:** the [Benefits and Retirement Center](#)
- **Performance Management:** the [HR performance team](#)
- **Need a new labor code in HR Links:** Contact your [regional Labor Admin](#)
- **All other HR Questions contact your servicing HR Office:**
 - [PBS HR Service Center](#)
 - [FAS HR Service Center](#)
 - [Staff Office HR Service Center](#)
 - [Executive Resources HR Service Center](#)