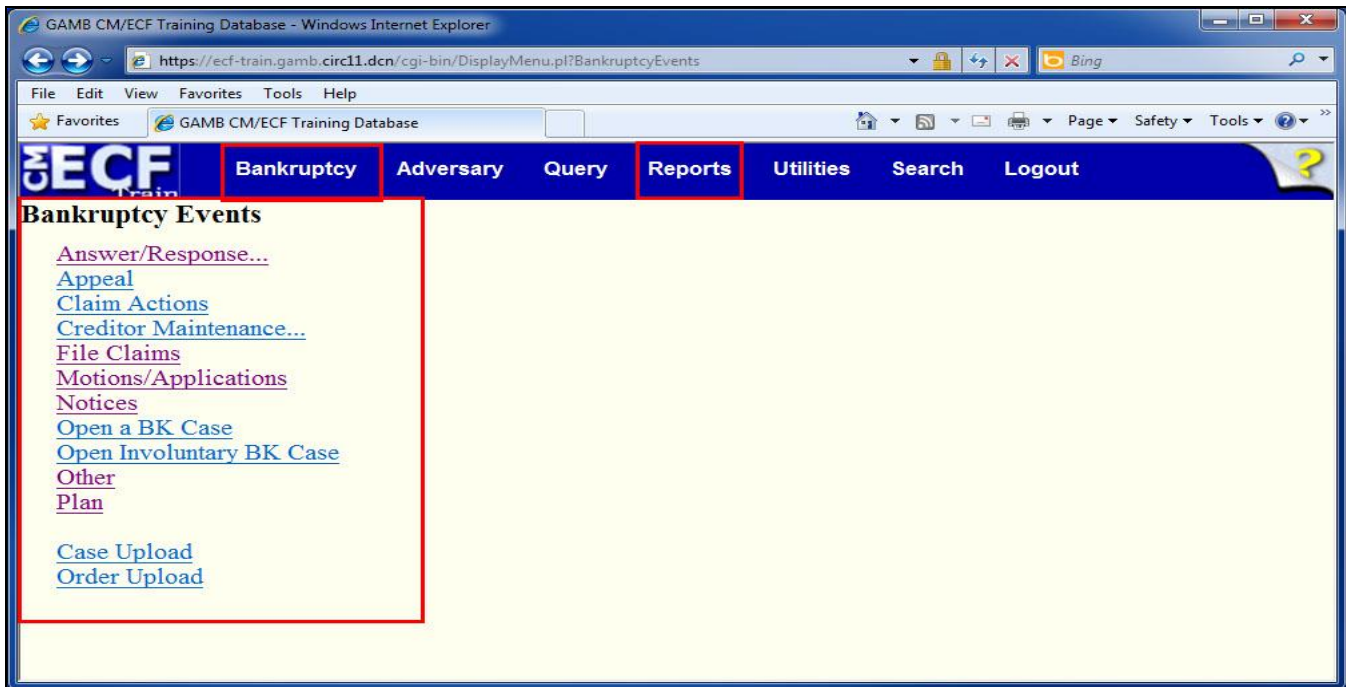


This lesson shows the steps and screens for clearing the cache in Internet Explorer and in Mozilla Firefox.

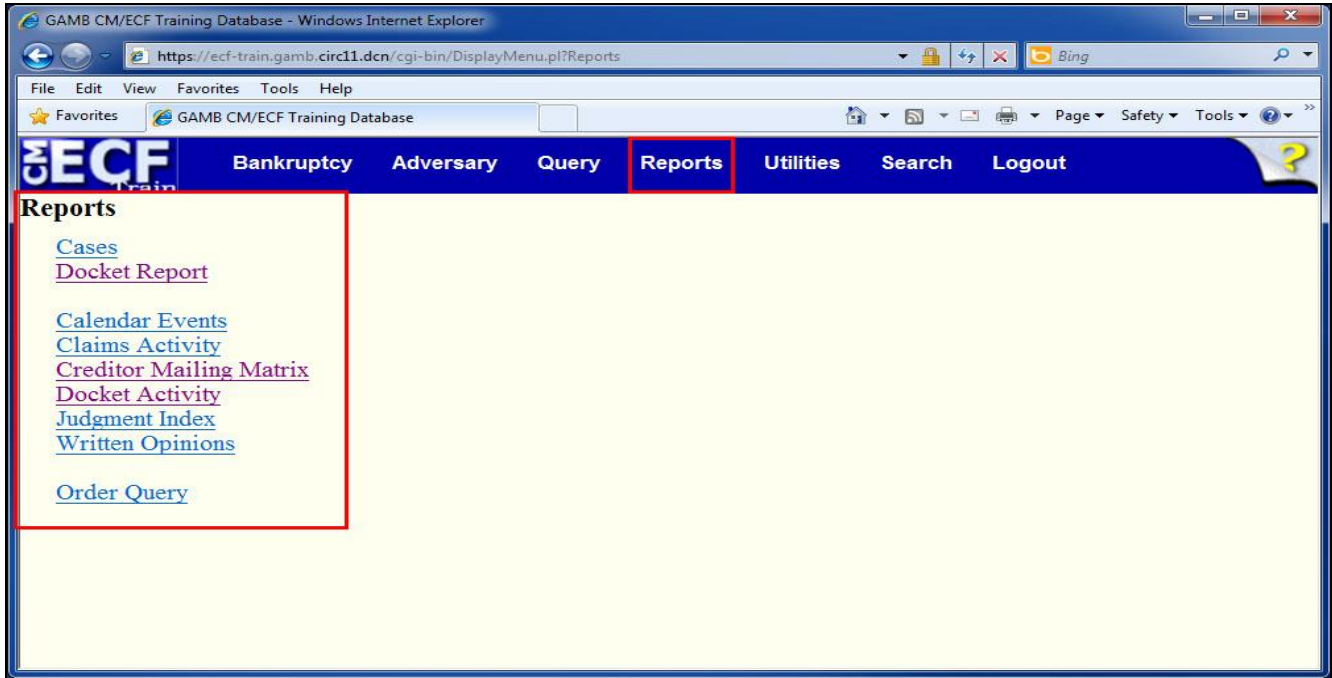


Cache Problems Definition

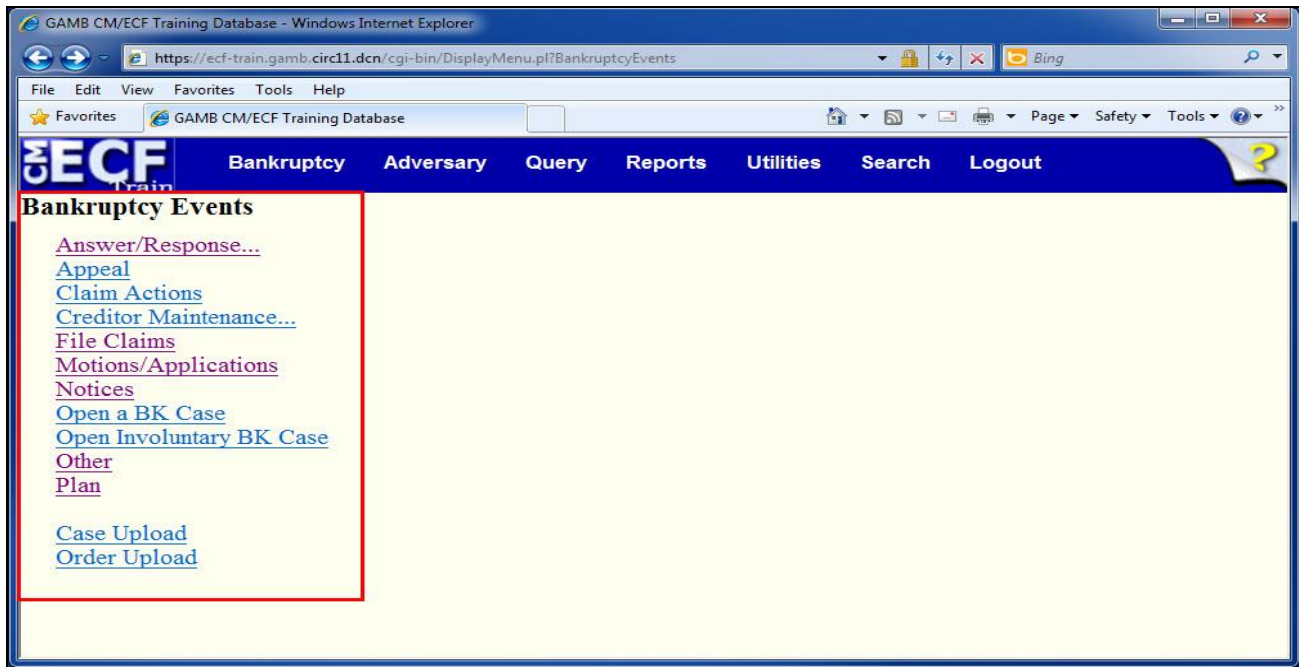
Pages you view on the Internet, including CM/ECF screens and documents, are stored in temporary files for faster viewing later. Usually, it is helpful to have this information stored on your computer because it can improve web-browsing speed or automatically provide information, so you do not have to type it in over and over. If these temporary files are not deleted on a regular basis, they can create problems, including the display of old versions of updated documents, the inability to use the backspace and delete keys, and the opening of a second window within CM/ECF when a menu option is selected. You can tell that you are having cache-related problems when one of these problems occurs or when a CM/ECF menu category remains outlined even though you have selected another menu category. You can avoid problems by periodically clearing your cache.



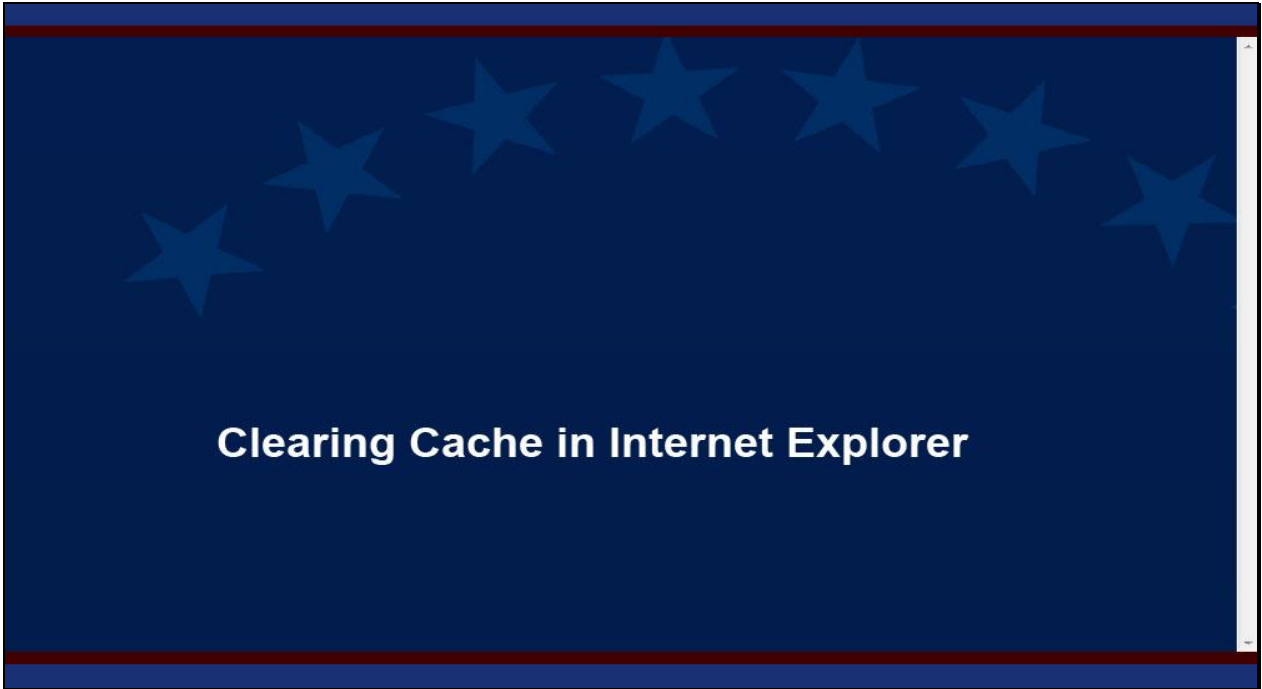
For example, if you have been filing in CM/ECF within the Bankruptcy events list and then click on the Reports link on the blue menu bar,

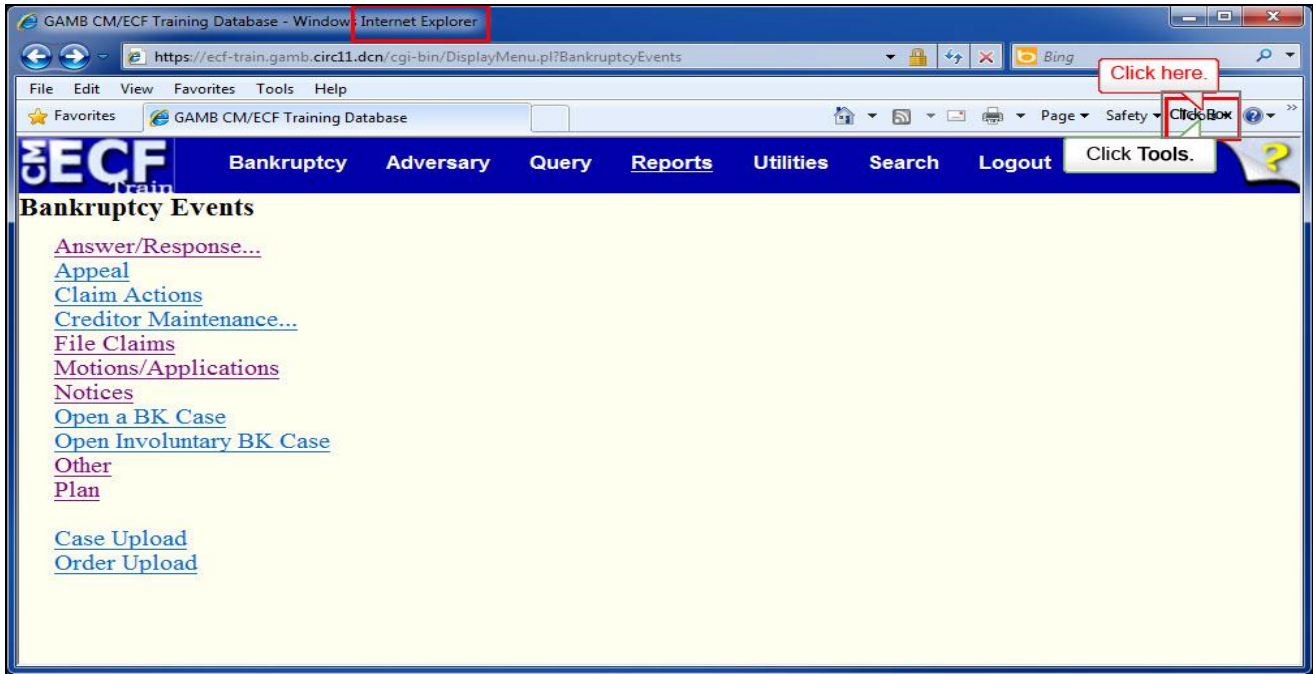


the Reports events categories should display, but if you click on the Reports link on the blue menu bar,

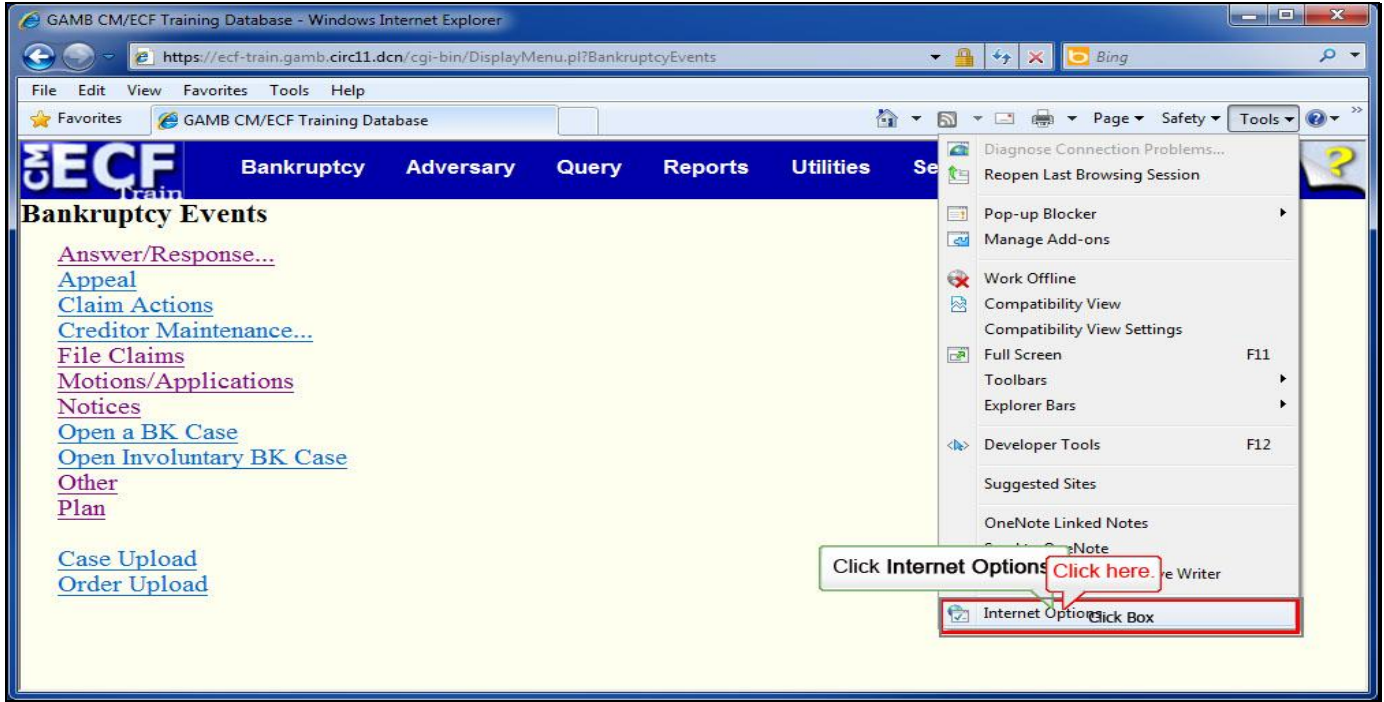


and the Bankruptcy Events list displays, your browser cache probably needs to be cleared. It is recommended that you regularly clear your internet browser cache and the temporary storage area on your hard drive. Also, you might want to delete the stored information if you are using a public computer and do not want any of your personal information to be left behind.

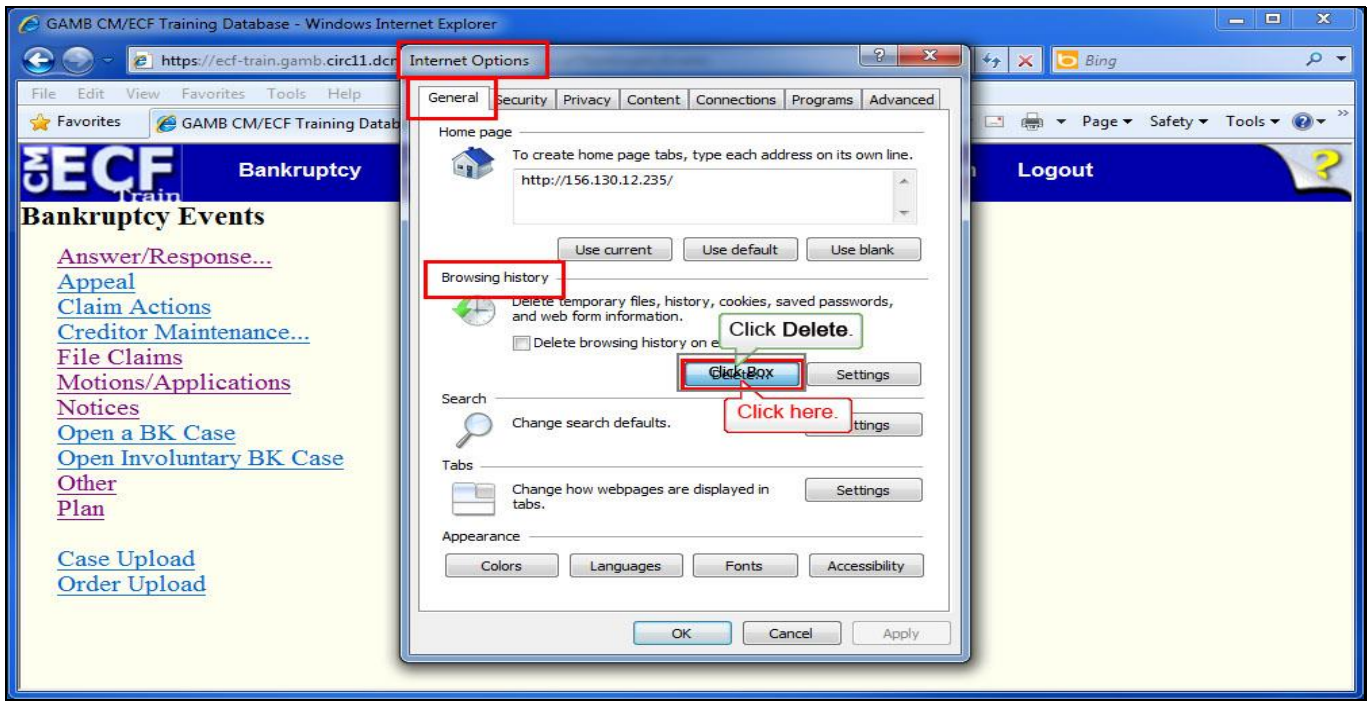




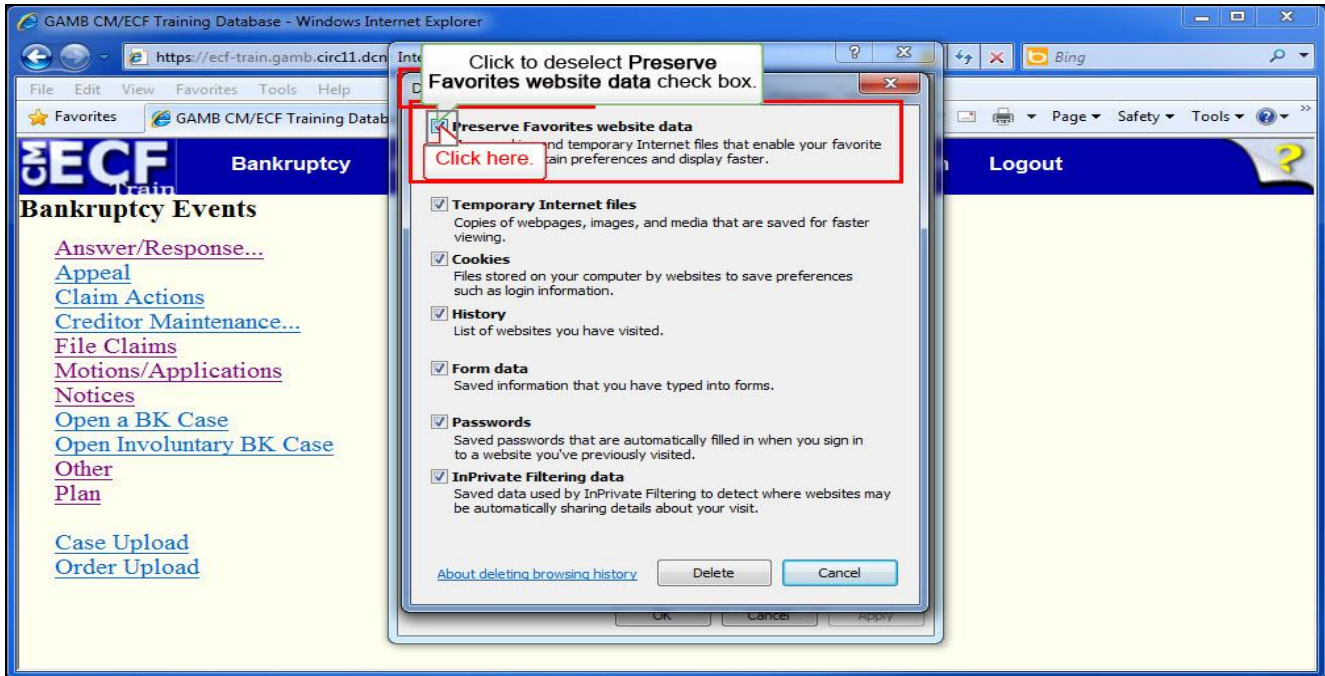
Using Internet Explorer to clear your cache, click the Tools drop-down menu.



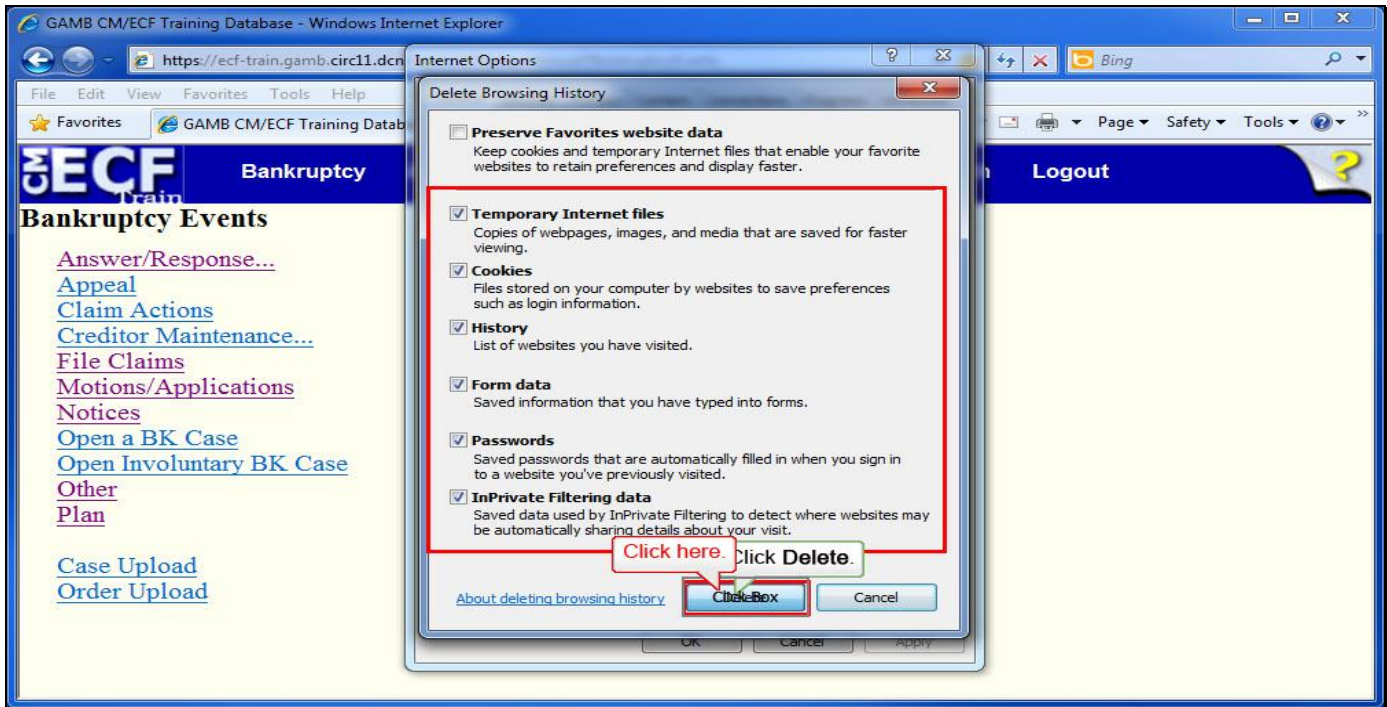
From the drop-down menu, click Internet Options.



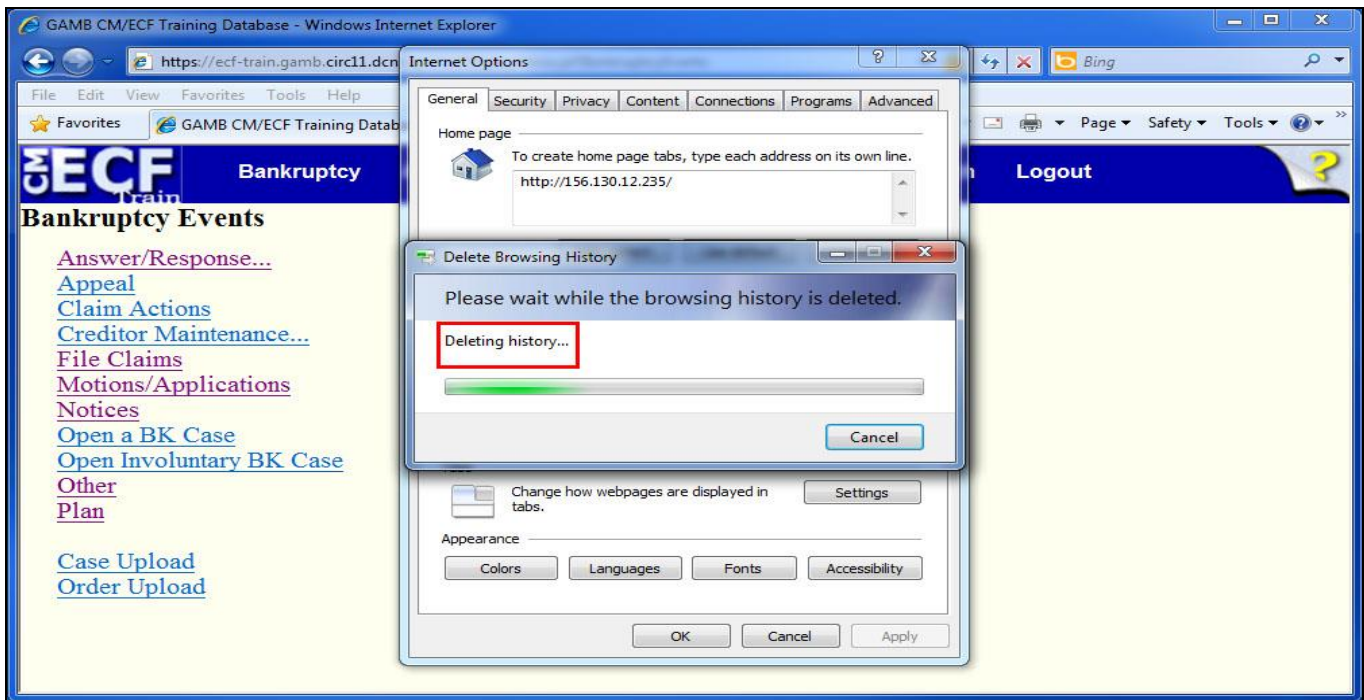
The Internet Options window opens. On the General tab under Browsing history, click Delete.



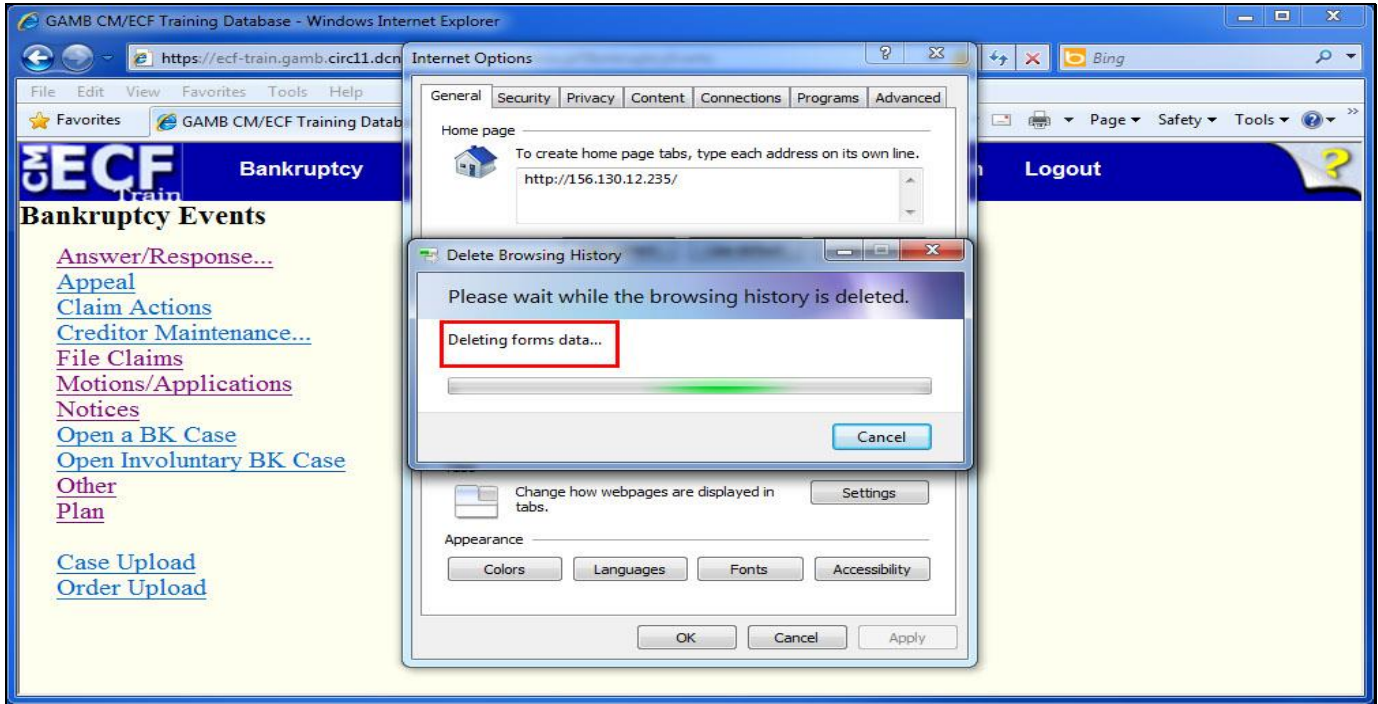
The Delete Browsing History window opens. When you clear your cache, remember to un-check the first option, "Preserve Favorites Website Data," to allow you to clear your cache completely. This option is only in Internet Explorer 8 or greater. Click the check box next to "Preserve Favorites website data" to deselect this item.



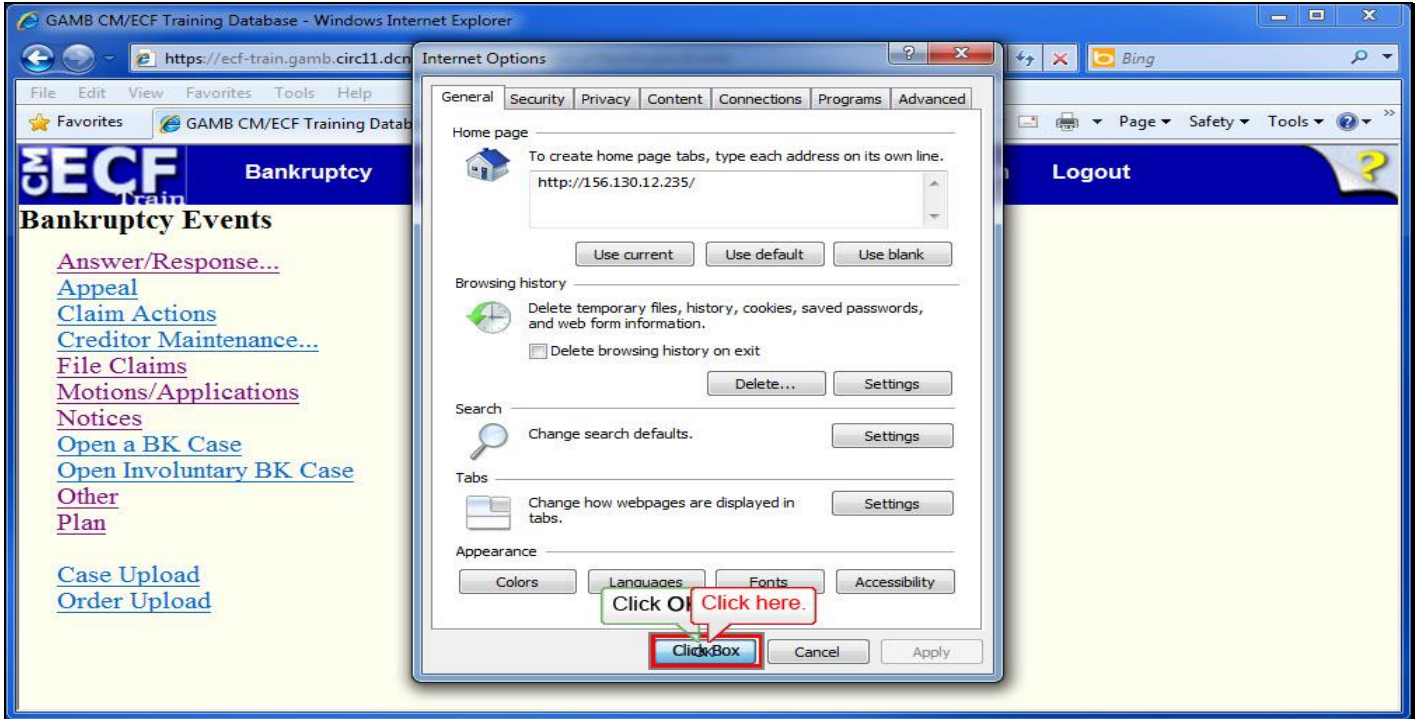
The other check boxes should remain checked. Click "Delete."



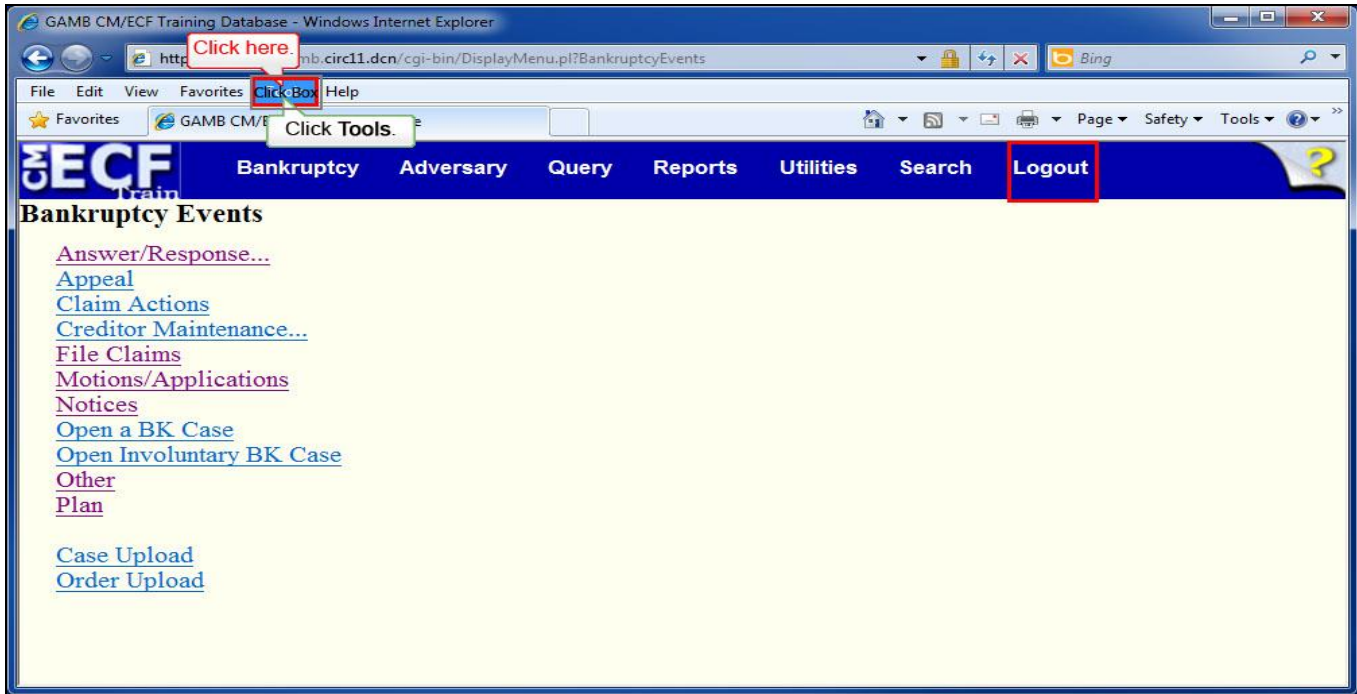
Depending on the amount of stored data in your computer and the speed of the process, you may see the status of the process, such as "Deleting history . . ."



and "Deleting forms data . . ." or any of the other categories you are clearing.

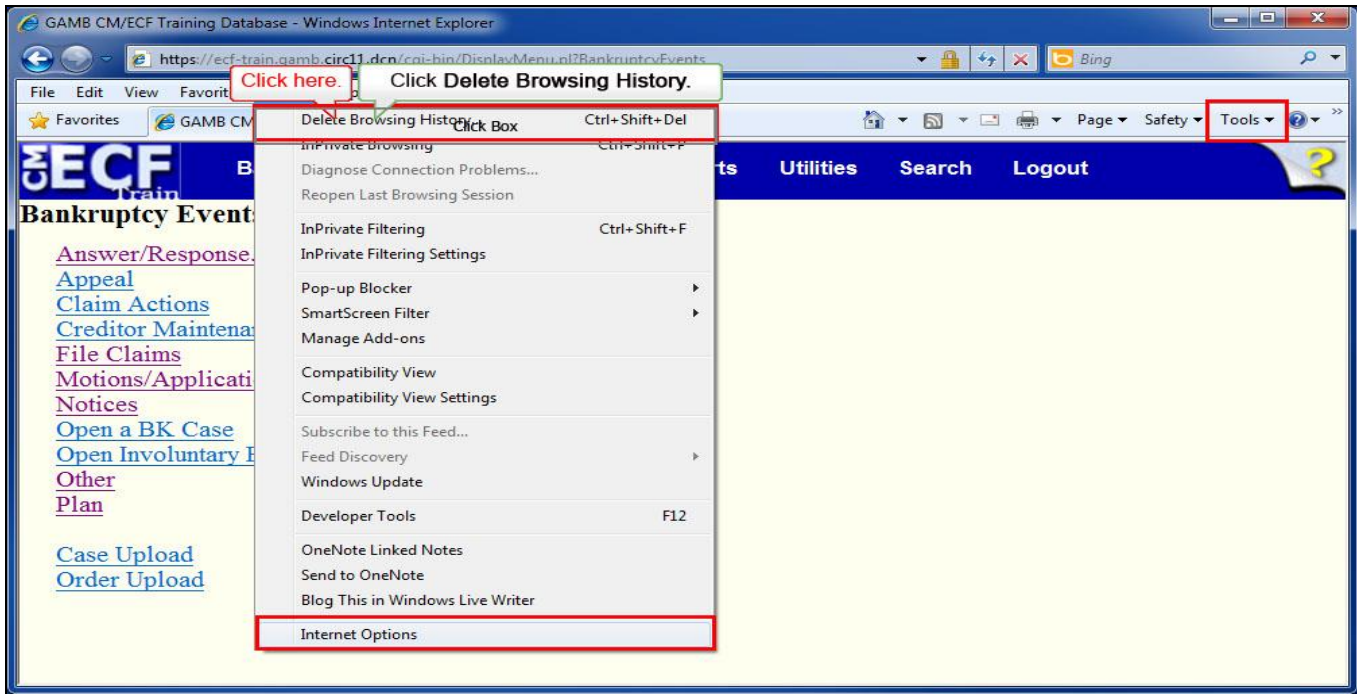


Click "OK."



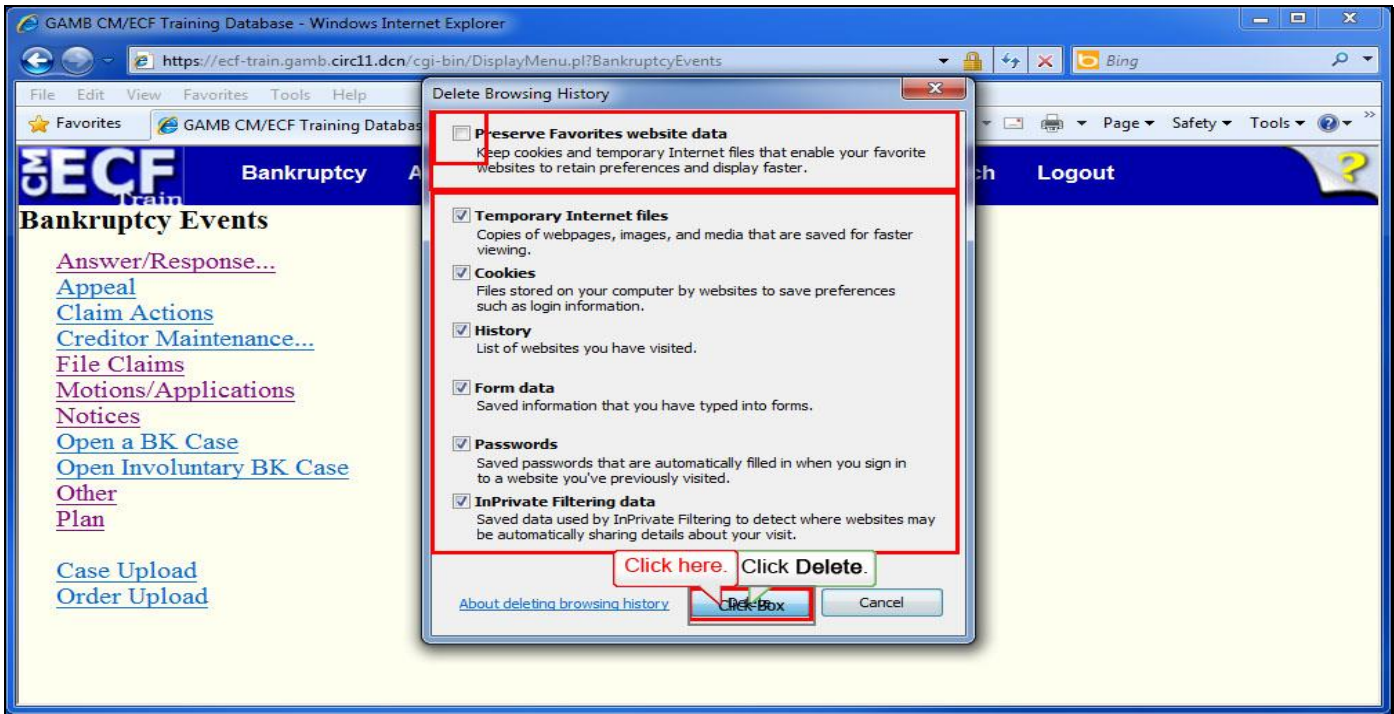
Now, your cache has been cleared, and you should logout, then log back in to continue working.

Before concluding the Internet Explorer section, let me show you an alternate method to use for clearing cache in Internet Explorer. Click "Tools" on the menu bar.



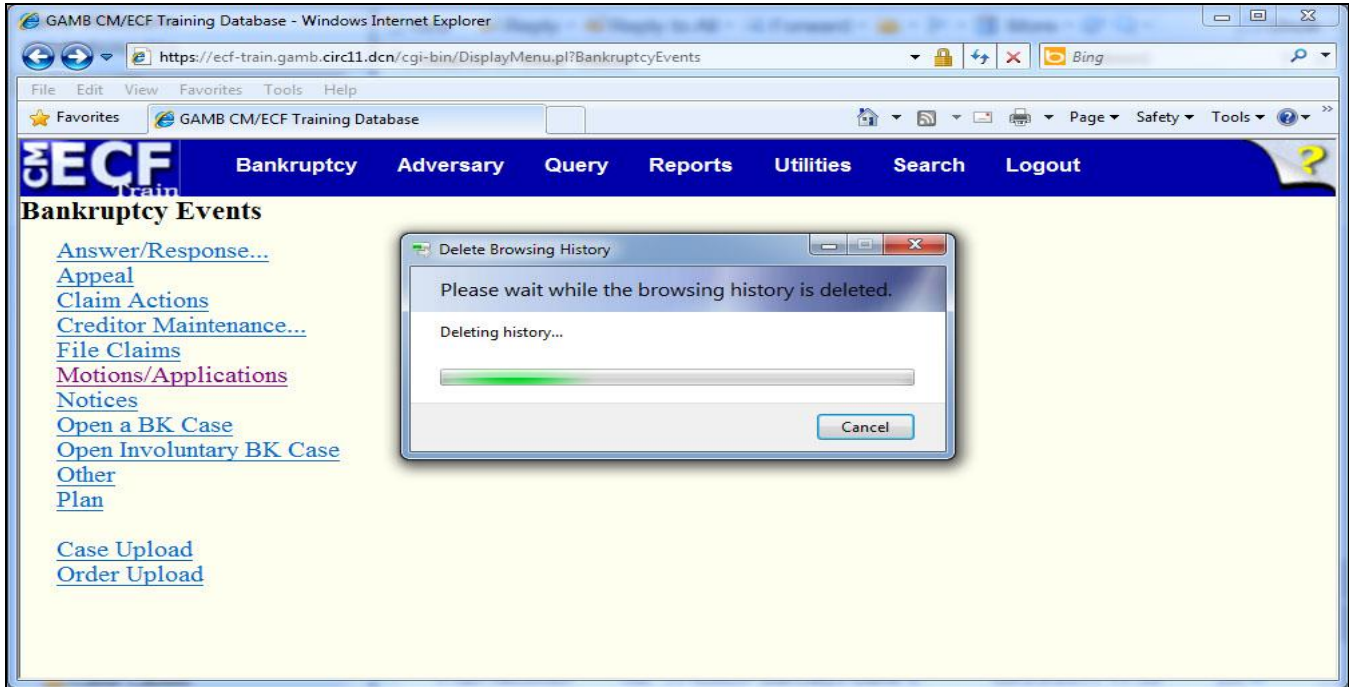
At the bottom of the Tools menu, if you clicked Internet Options, you would be taken through the same steps as clicking Tools on the command bar.

At the top of the Tools menu, click Delete Browsing History.

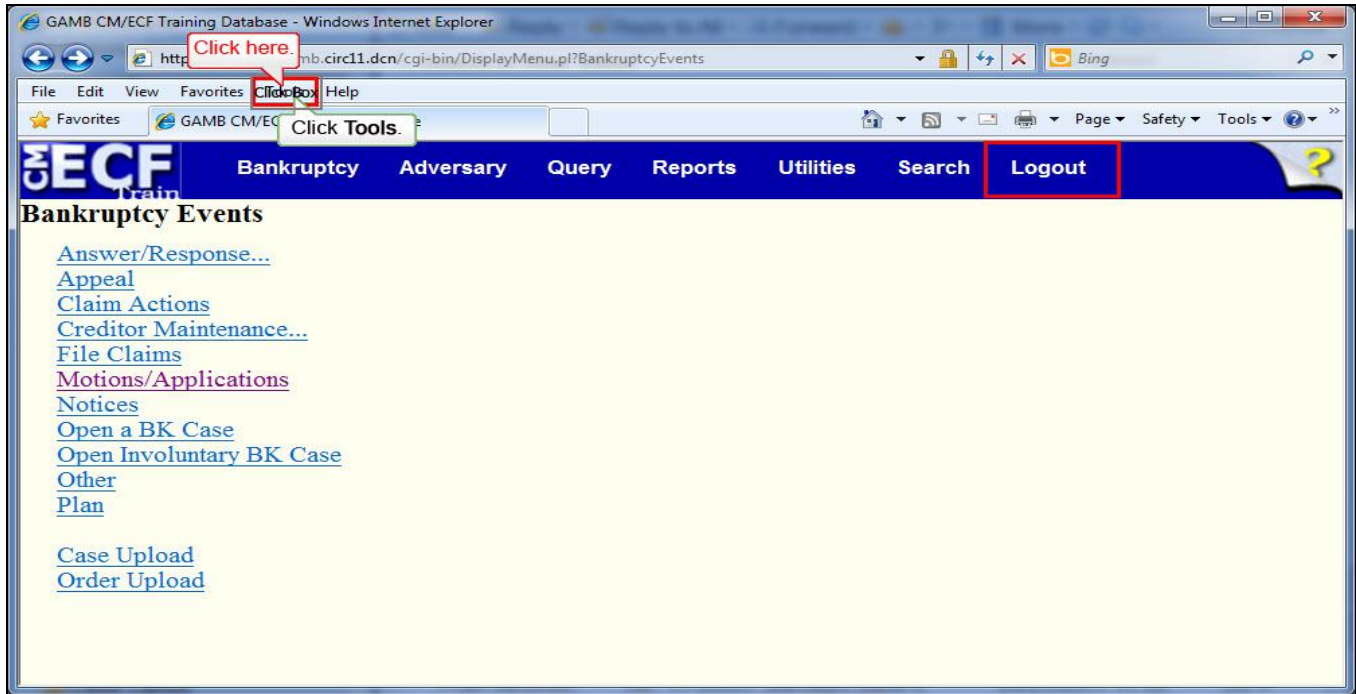


This option links directly to the Delete Browsing History window.

If the "Preserve favorites website data" box is checked, click it to deselect it. The other boxes should remain checked. Click "Delete."

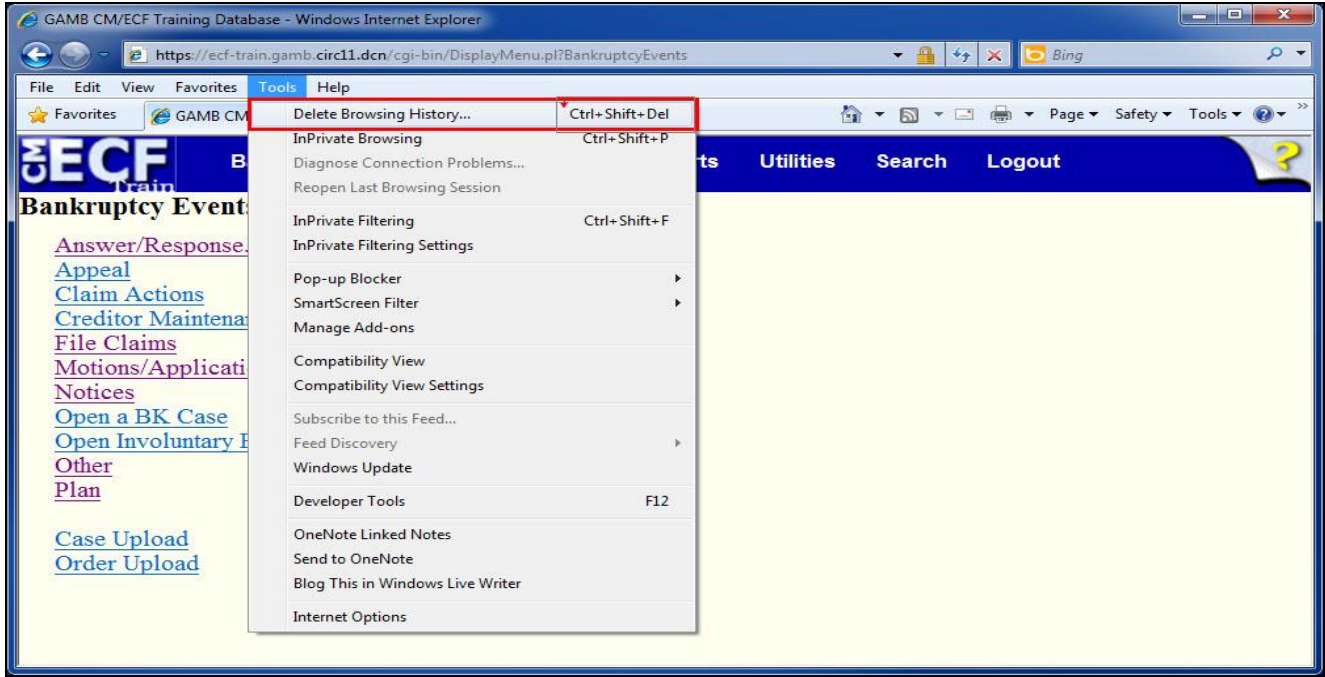


Again, depending on the amount of stored data in your computer and the speed of the process, you may see the status window.

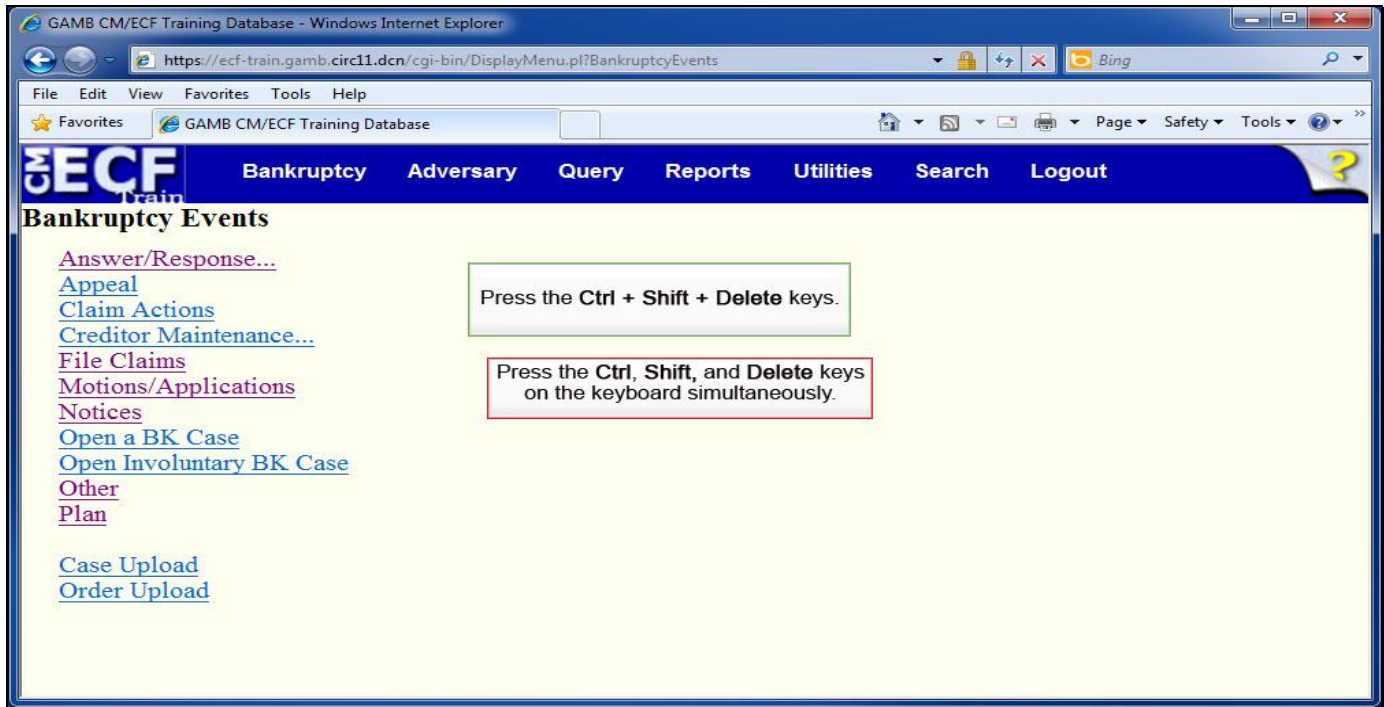


At this point, you should logout and then log back into CM/ECF to continue working.

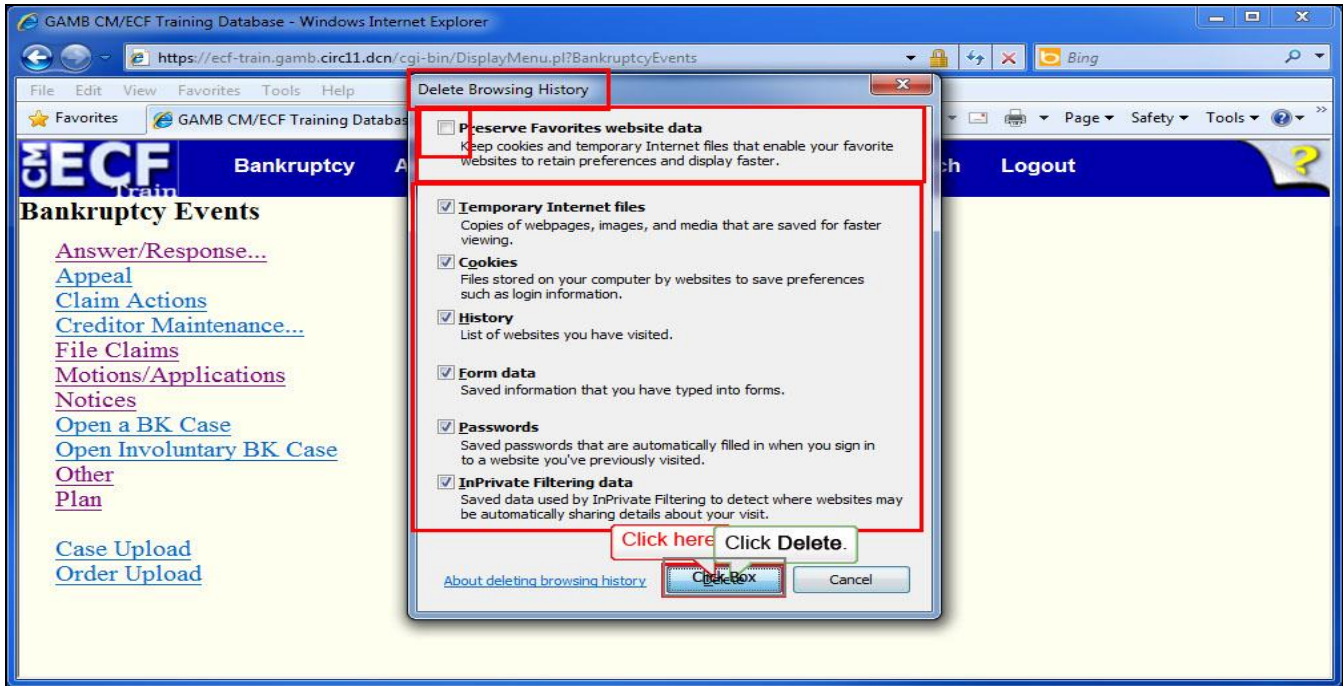
To view a third option for clearing cache that works for some versions, open the Tools menu by clicking Tools on the menu bar.



Notice to the right of "Delete Browsing History" is a shortcut key combination.

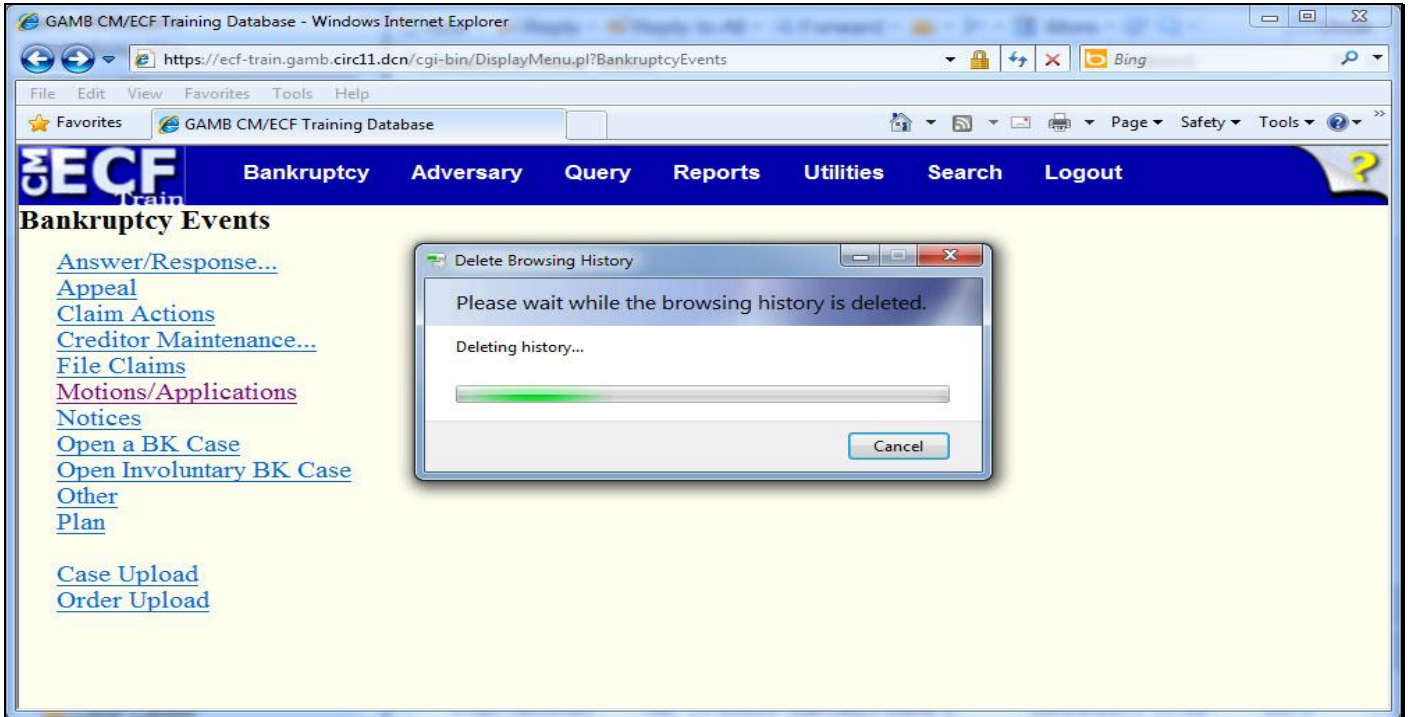


Press the "Ctrl," "Shift," and "Delete" keys on the keyboard simultaneously.

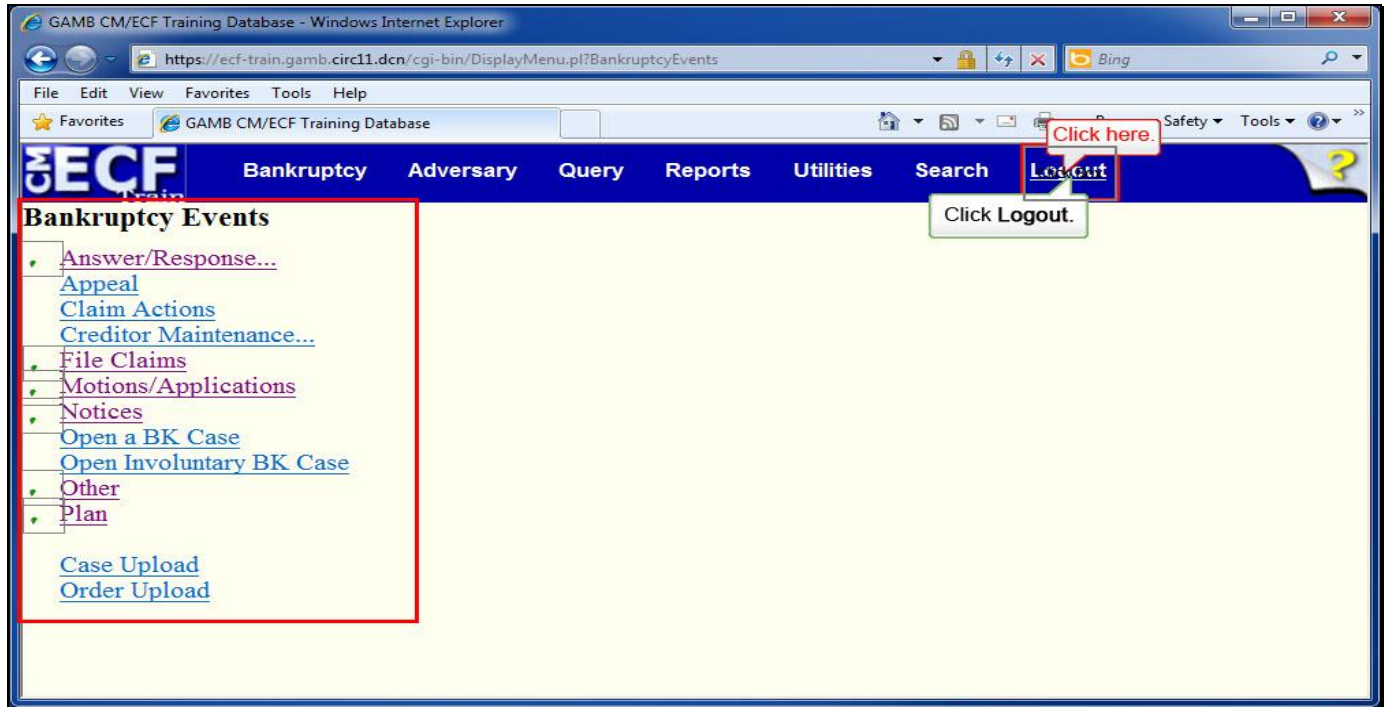


The "Delete Browsing History" window opens. As in the other methods, if the "Preserve favorites website data" box is checked, deselect it. The other check boxes should remain checked.

Click "Delete."



The browsing history is deleted.



You may notice the links used prior to clearing the cache still appear highlighted as if cached.

Logout of CM/ECF by clicking "Logout" on the blue menu bar.

CM/ECF Filer or PACER Login

Notice

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Instructions for filing:

Enter your CM/ECF filer login and password if you are electronically filing something with the court.

Authentication

Login:

Password:

Client code:

IMPORTANT NOTICE OF REDACTION RESPONSIBILITY: All filers must redact: Social Security or taxpayer-identification numbers; dates of birth; names of minor children; and financial account numbers, in compliance with [Fed. R. Bankr. P. 9037](#). This requirement applies to all documents, including attachments.

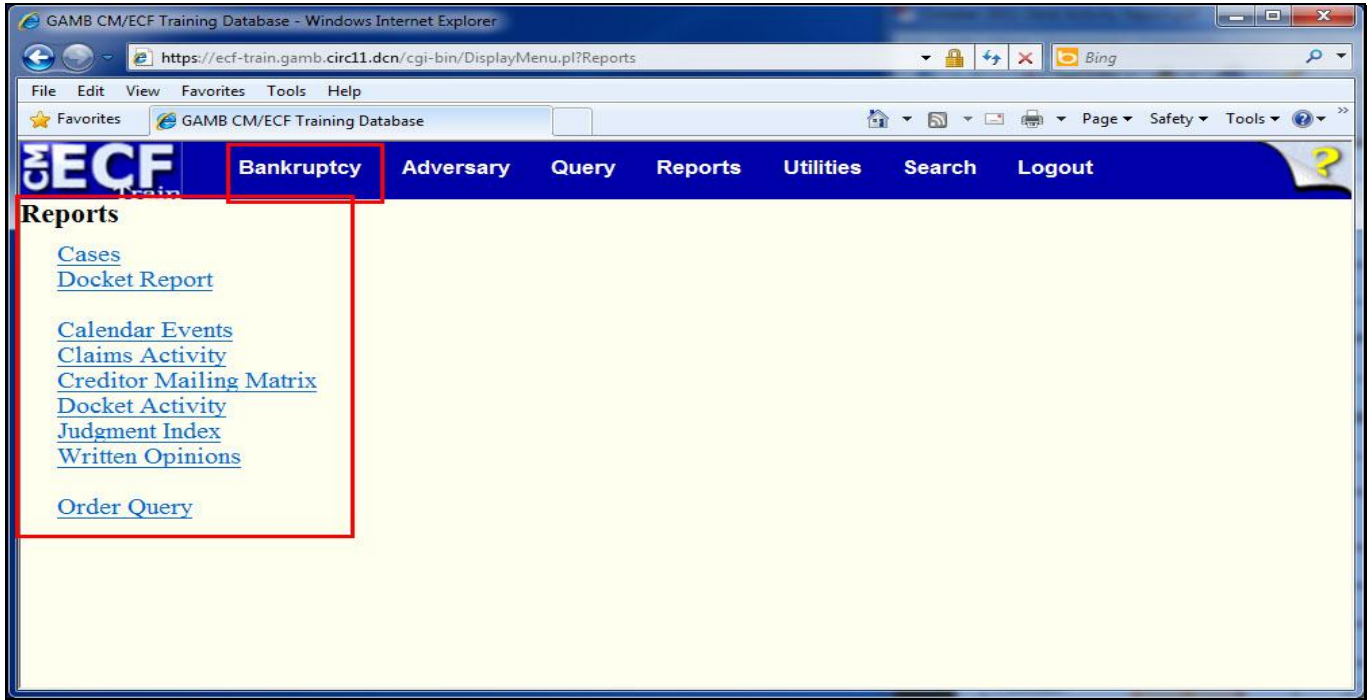
I understand that, if I file, I must comply with the redaction rules. I have read this notice.

Notice

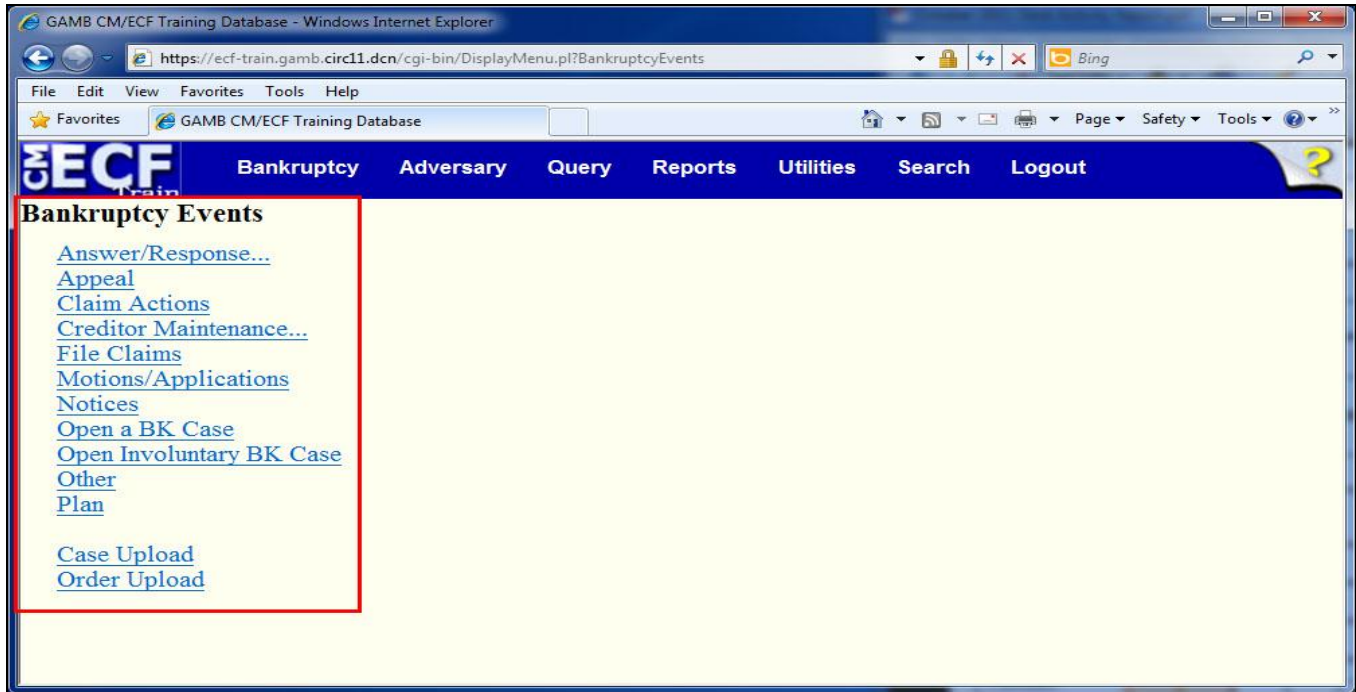
After you have logged out and logged back into CM/ECF,



you would click a category on the blue menu bar to continue working in CM/ECF.
Clicking "Reports" on the blue menu bar



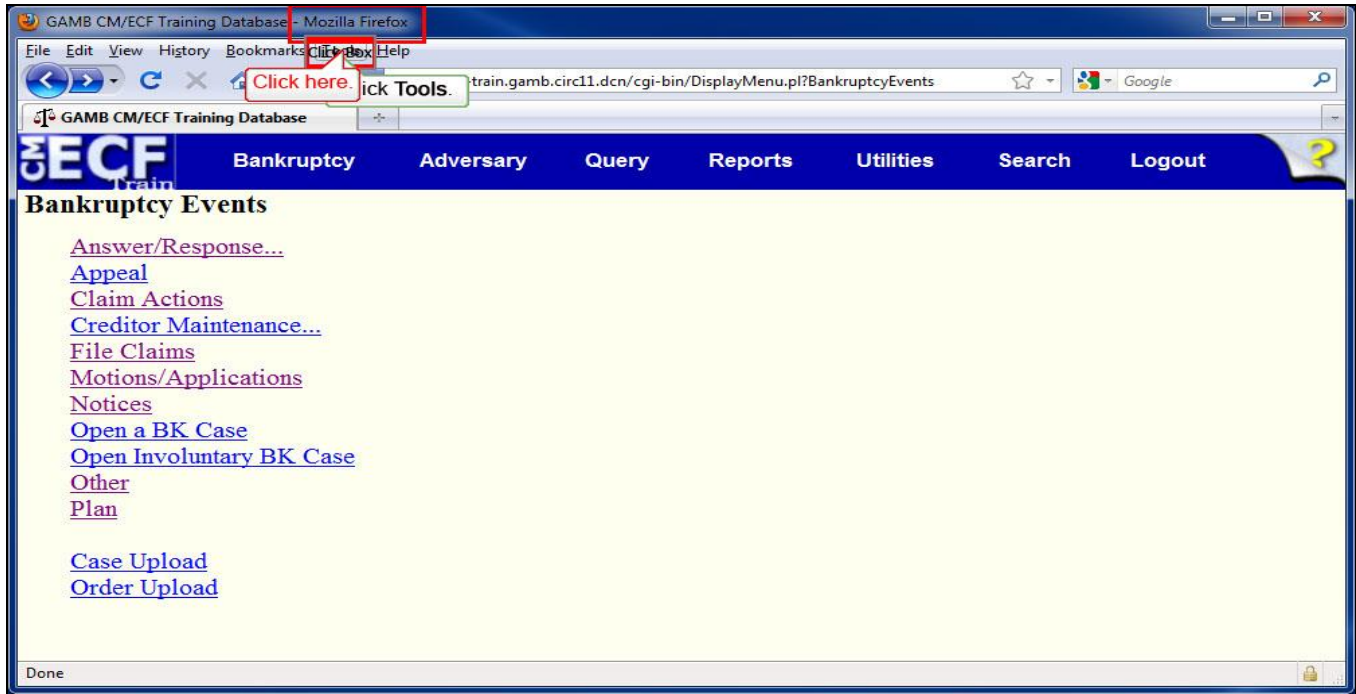
displays the Reports menu, and clicking "Bankruptcy" on the blue menu bar



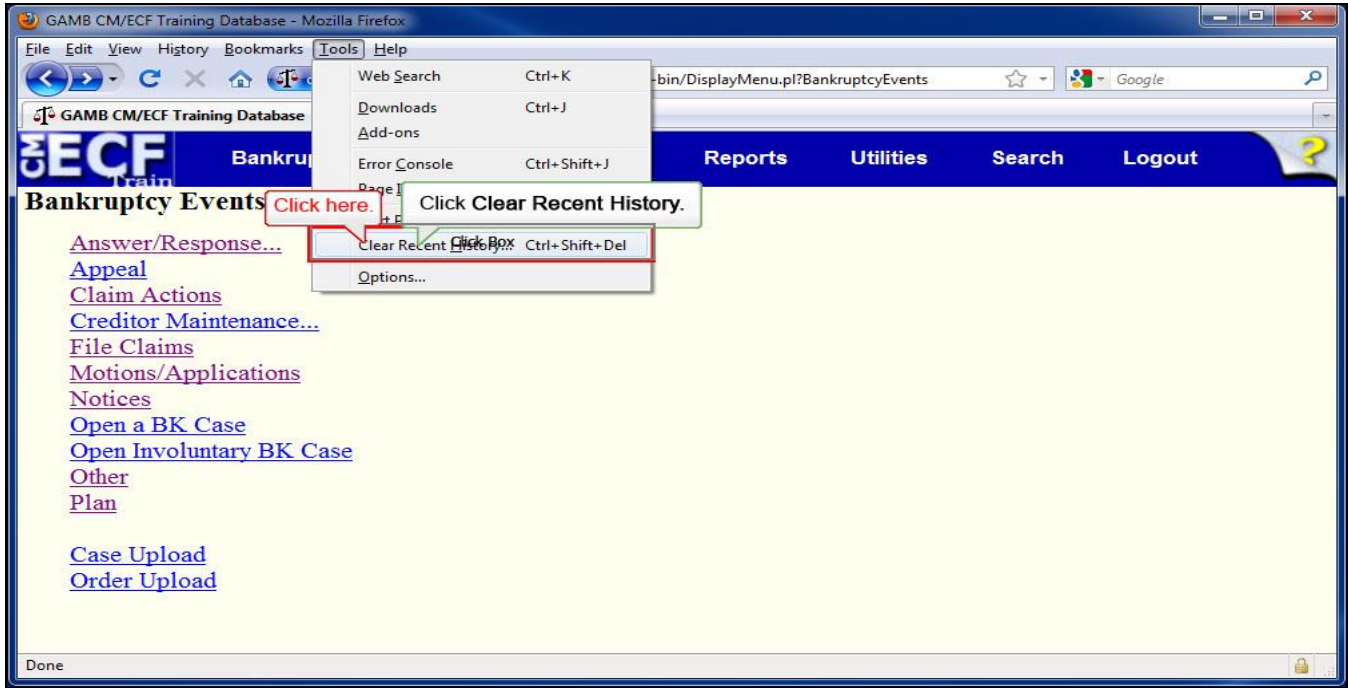
displays the Bankruptcy Events menu. Notice that the previously highlighted categories under the Bankruptcy Events menu have been refreshed.

You should now be able to identify cache-related problems and clear the cache in Internet Explorer.

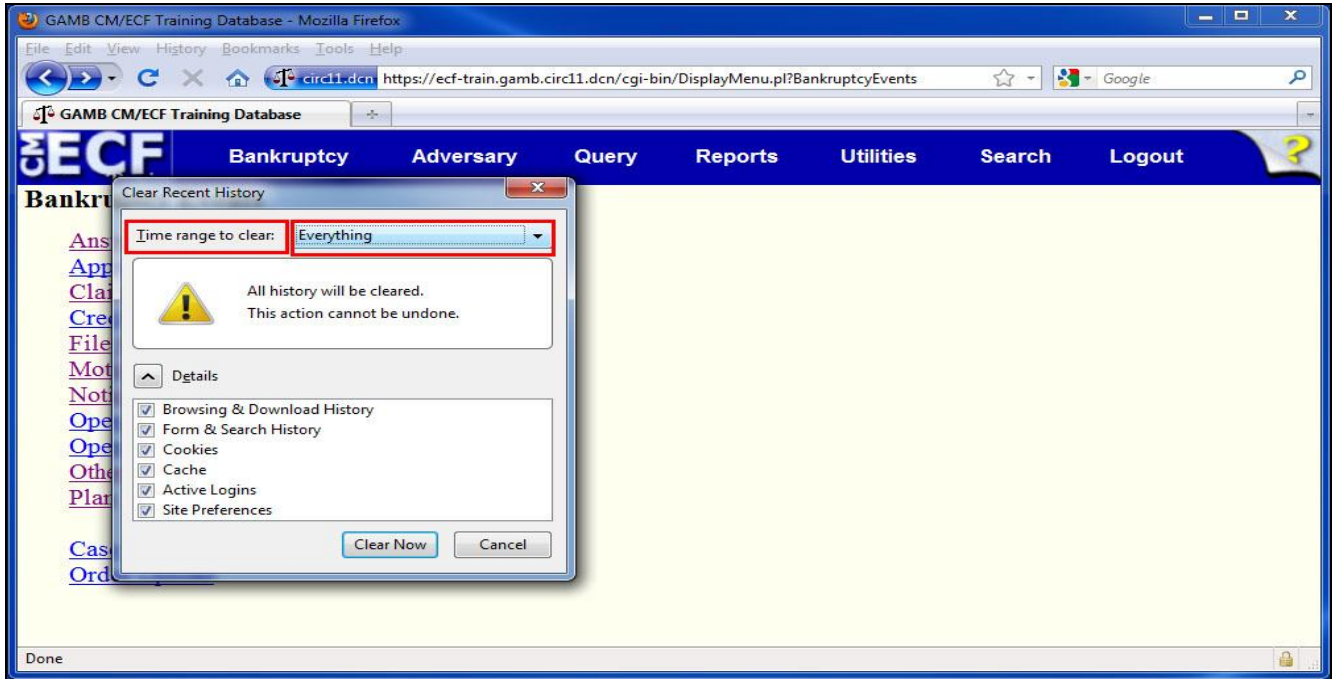




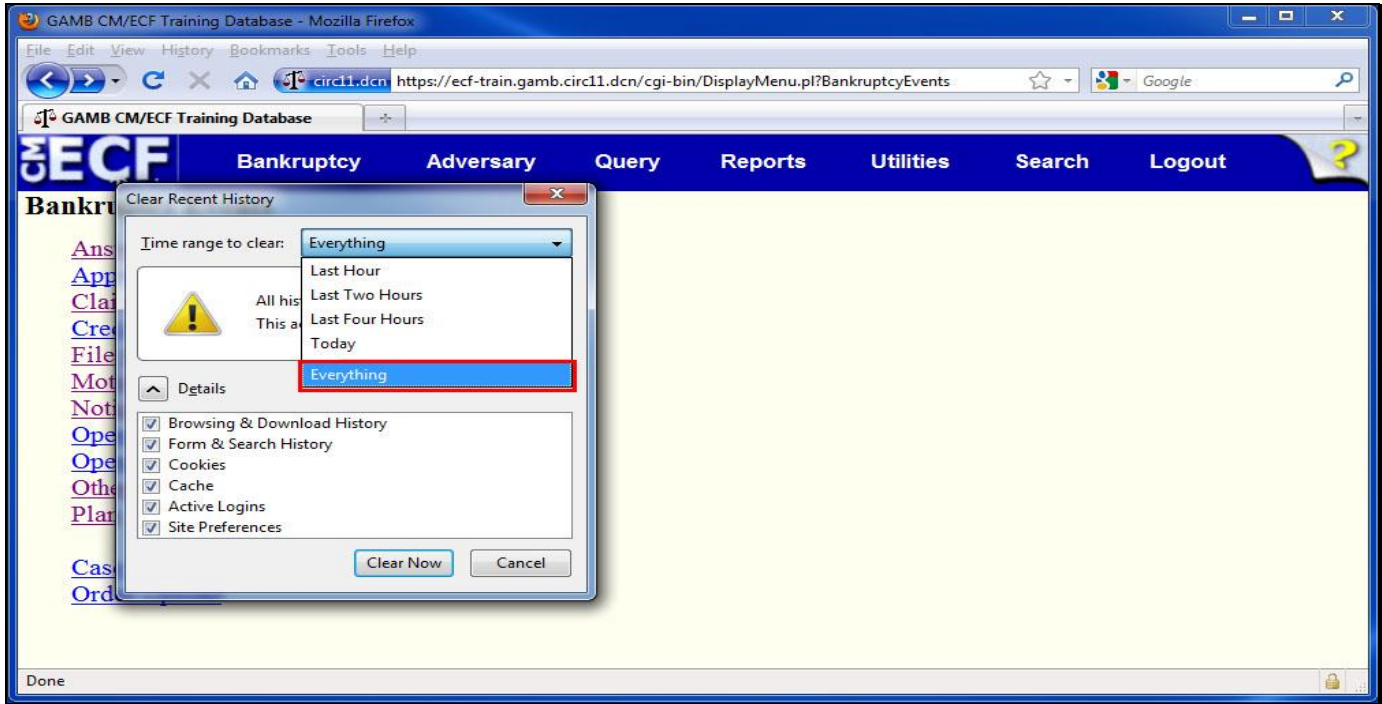
To clear your cache in Mozilla Firefox, click "Tools" on the menu bar.



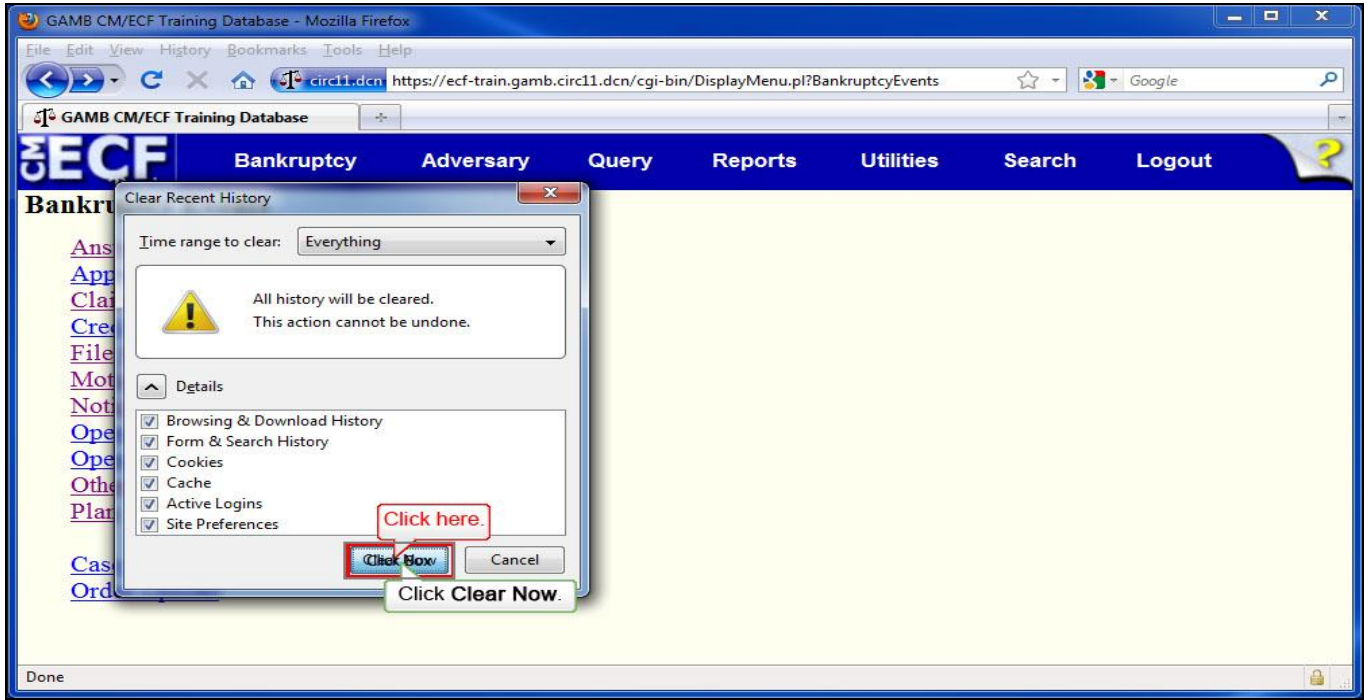
Click "Clear Recent History."



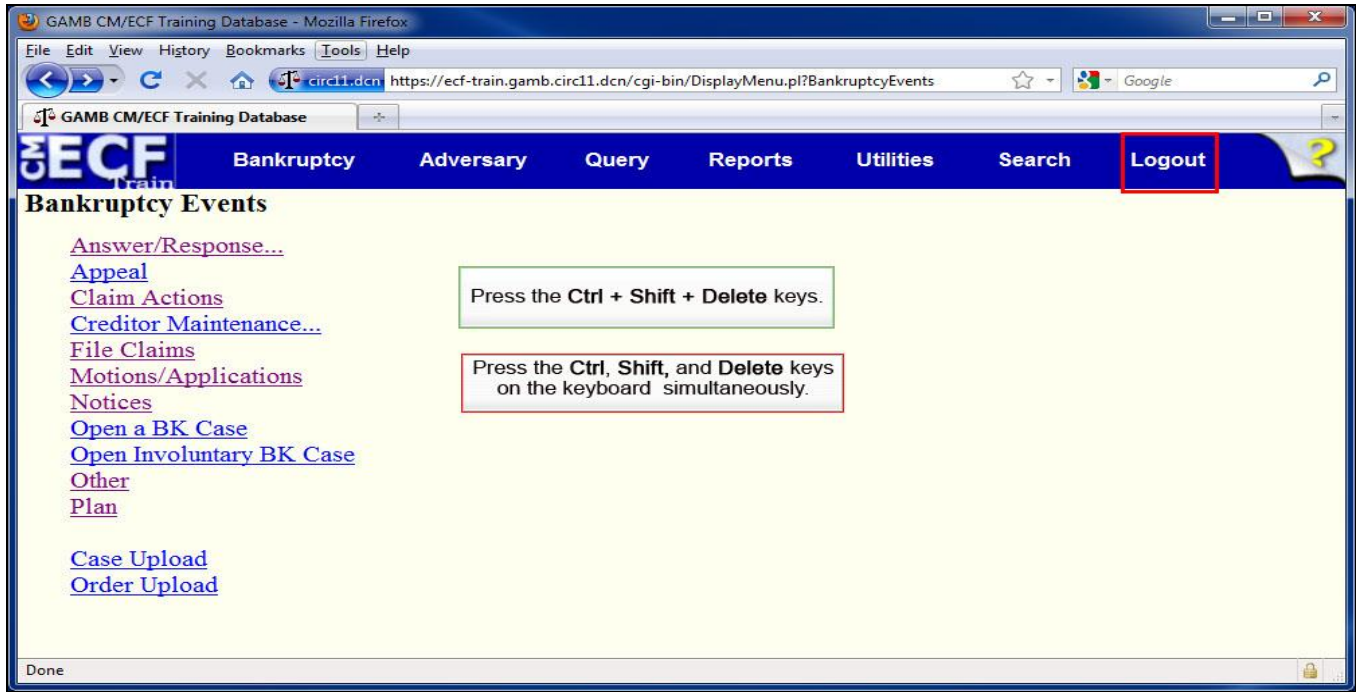
The "Time range to clear:" should be the "Everything" selection



from the drop-down list of choices.



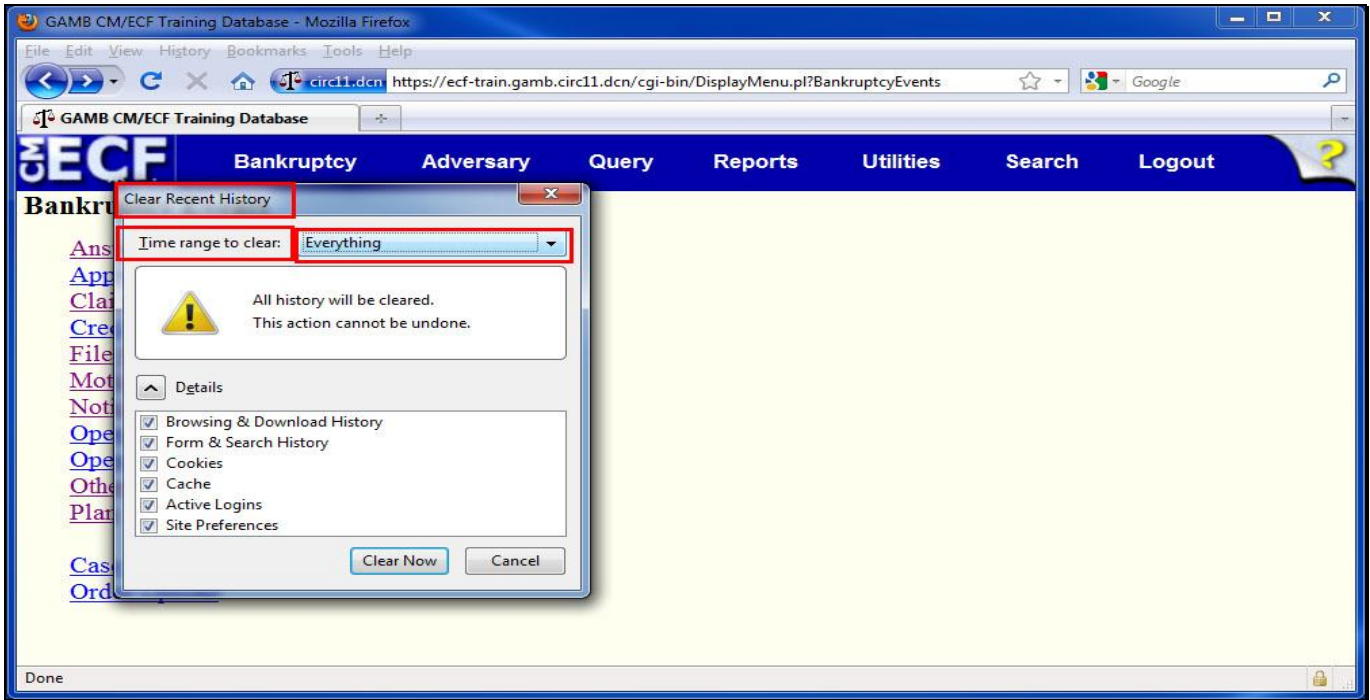
Click "Clear Now."



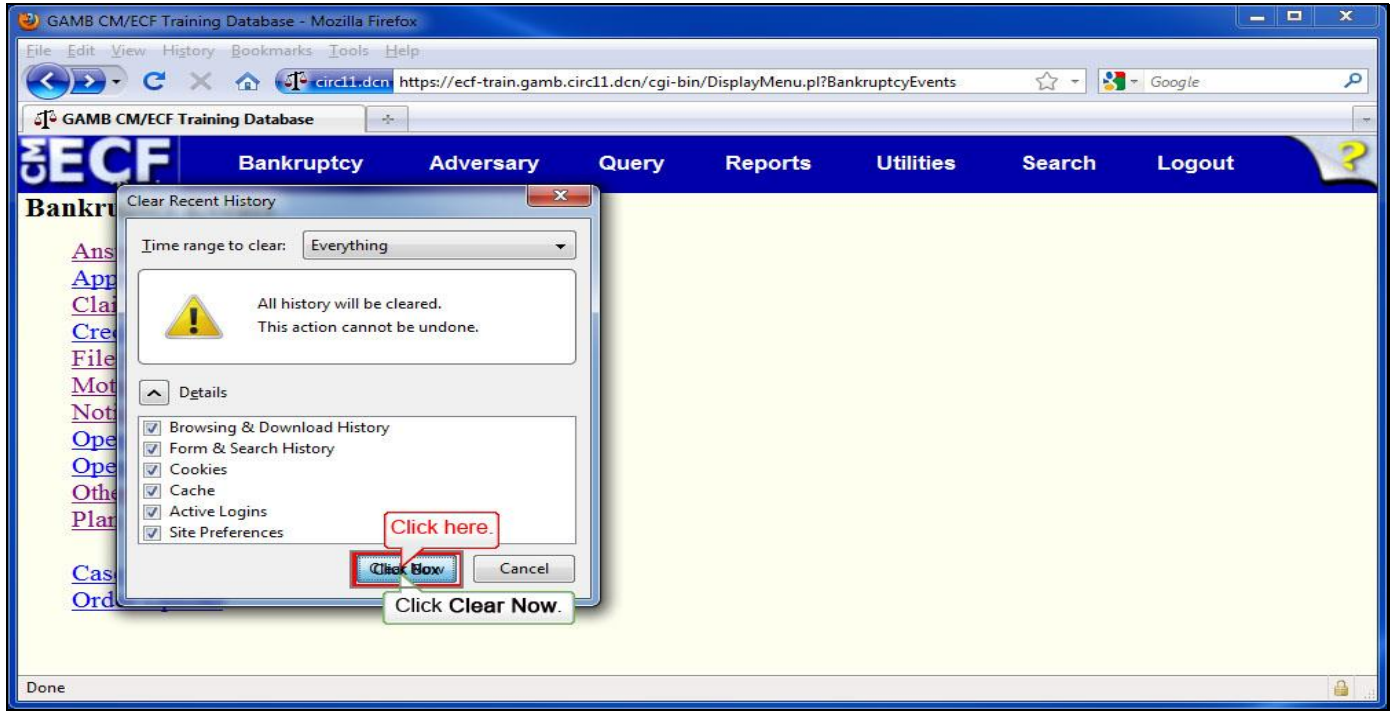
Your cache has been cleared, and you should logout of CM/ECF, then log back in to continue working.

Before concluding the Mozilla Firefox section, let me explain an alternate method to use for clearing cache in Mozilla Firefox.

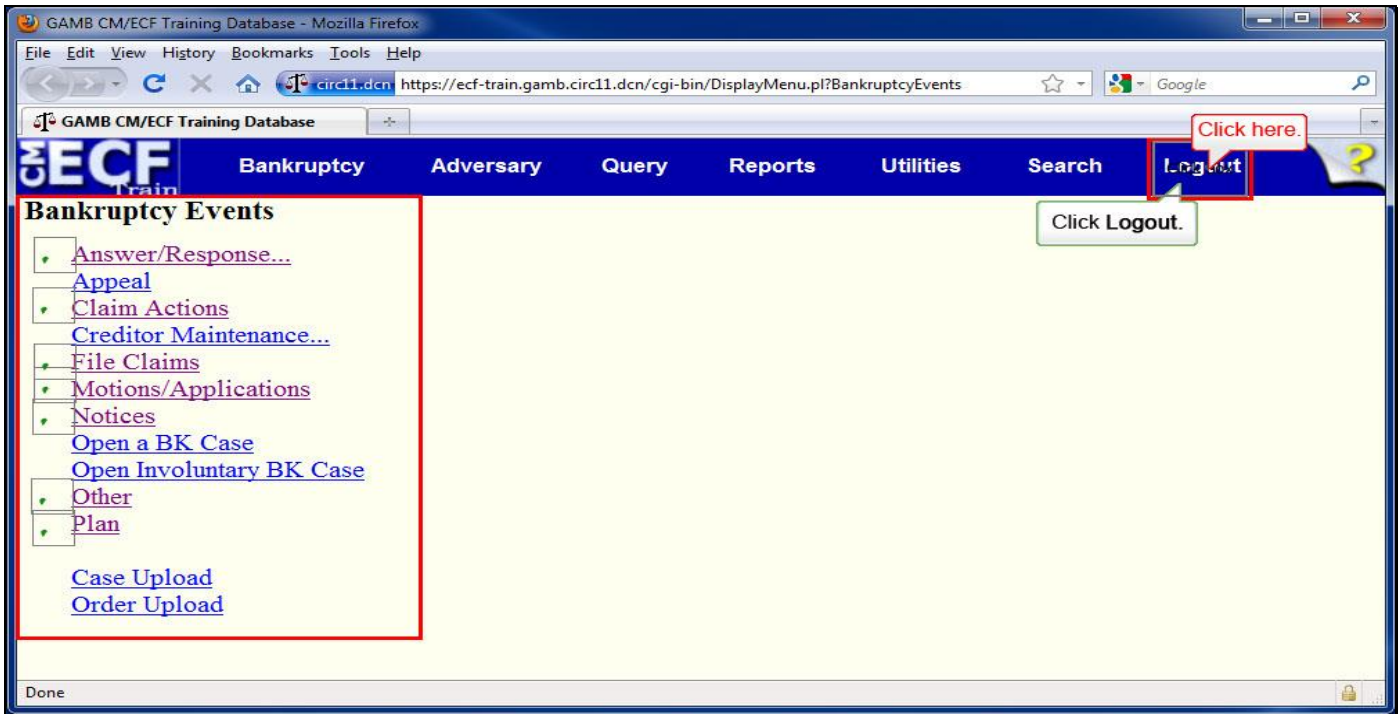
Press the "Ctrl," "Shift," and "Delete" keys on the keyboard simultaneously.



The "Clear Recent History" window opens. The "Time range to clear" should be set for Everything.



Click "Clear Now."



You may notice that the links used prior to clearing the cache still appear highlighted as if cached.

Click "Logout" on the blue menu bar.

CM/ECF Filer or PACER Login

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Client code:

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I understand that, if I file, I must comply with the redaction rules. I have read this notice.

Notice

Log back into CM/ECF.

CM/ECF Filer or PACER Login

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Password:

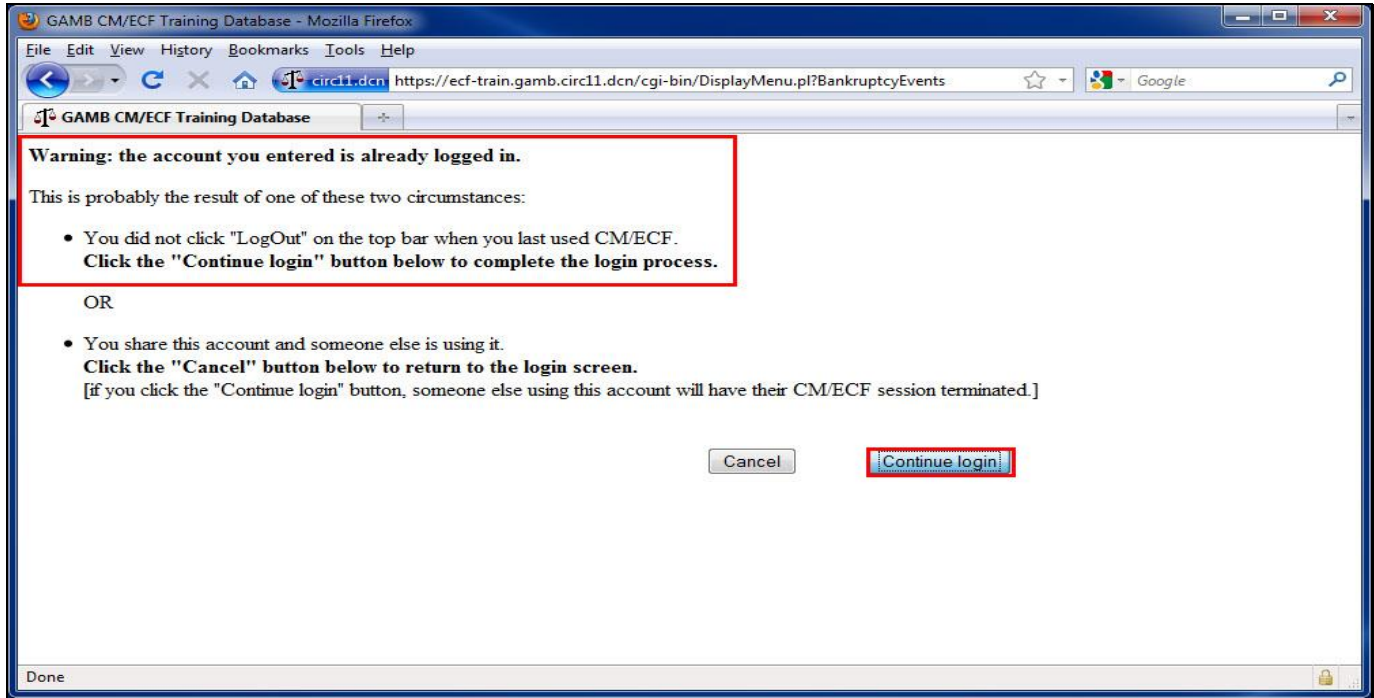
Client code:

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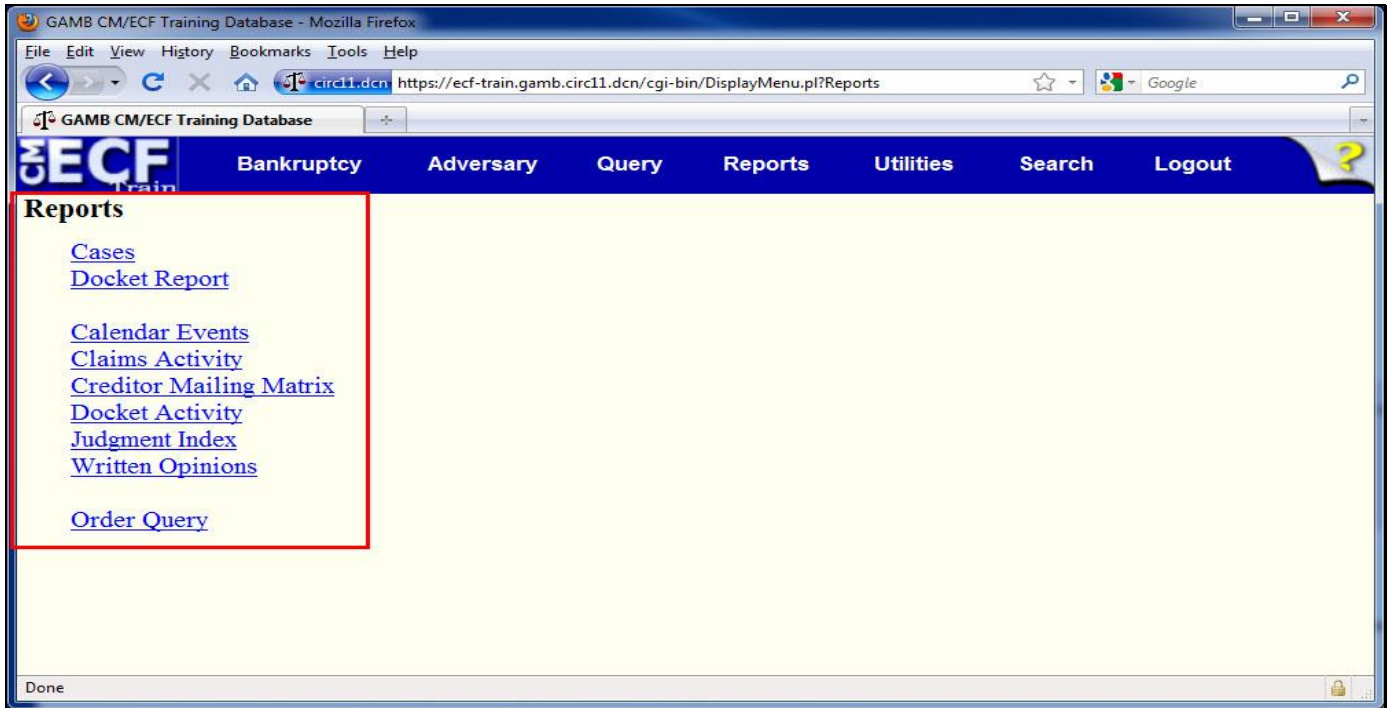
After you have logged out and logged back into CM/ECF,



you may receive this warning screen. If so, click "Continue login."



Now that your cache is cleared, clicking "Reports" on the blue menu bar



displays the Reports menu.

You should now be able to identify cache-related problems and clear the cache in Mozilla Firefox.

This concludes the module on Clearing Your Cache in Internet Explorer and Mozilla Firefox.