

How to Clear Your Browsing History (Cache)

If you encounter a performance problem using Your HR

If you experience performance issues when using Your HR, logging out of the system, clearing your browser's cache and logging back into Your HR often resolves the issue. The next three sections tell you how to do this in Google Chrome, Internet Explorer and Microsoft Edge.

Save any work before you clear your cache.

Clearing your cache in Google Chrome

You may receive a "Request entity is too large" message when trying to access Your HR. This is caused by your browser exceeding the system accepted amount of cached images and files in the background. Having this situation prevents the Your HR system from processing correctly and causes this error message as well as performance issues generally.

This is often found within Google Chrome so here are details on how to fix this:

- While the browser is open then press CTRL + H to bring up the history
- From the left menu choose the 'Clear browsing data' option
- in the pop up, select the time range of 'All time' and ensure the 'Cookies and other site data' and 'Cached images and files' and are selected
- Select 'Clear Data' from the bottom
- Close down your browser and then reopen for the changes to take effect
- Try accessing Your HR again.

Clearing your cache in Internet Explorer

- While the browser is open, click on the Wheel (Tools) icon in the top right corner of your Internet Explorer window
- Select 'Internet options' to display the Internet Options window.
- On the 'General' tab you'll see a section called 'Browsing history'. Click on the 'Delete...' button in this section, which will display the 'Delete Browsing History' window
- Make sure 'Temporary Internet Files and website files' and 'Cookies and website data' and 'History' are ticked
- Click the 'Delete' button
- Close the browser and reopen it for changes to take effect
- Try accessing Your HR again.

Clearing your cache in Microsoft Edge

- While the browser is open, press CTRL + H
- Click on the three stacked dots in the top right corner and select 'Clear browsing data'

- In Time range select 'All time'
- Make sure 'Cookies and other site data' and 'Cached images and files' are ticked
- Click the "Clear now" button
- Close the browser and reopen it for changes to take effect
- Try accessing Your HR again.