



Clearing Browser Cache/History

A number of concerns in RamCT can usually be resolved by clearing the Browser Cache on your local computer. The browsers that are supported with RamCT are Internet Explorer, Firefox, Safari and Chrome.

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I. Clear Internet Explorer (IE) History (Windows)

A. How to tell which version of IE is on your computer

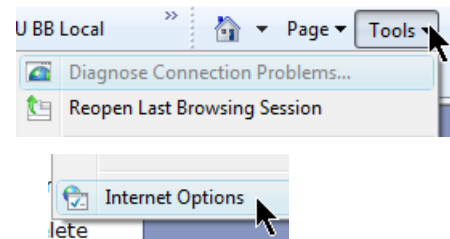
With Internet Explorer open *click* on the **Help** menu item and *select* **About Internet Explorer**.

This window will list the version of Internet Explorer on your Windows computer.

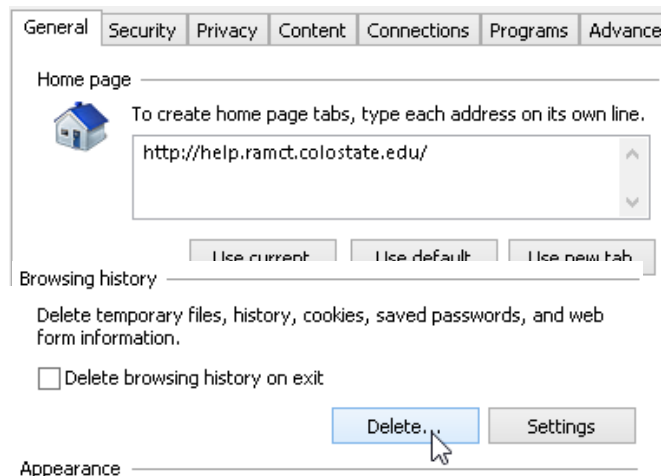


B. Clear Internet Explorer 8, 9 or 10 Cache.

1. With Internet Explorer open *click* on the **Tools** menu and *select* Internet Options



2. Under the **General** tab in the **Browsing History** section *click* on the **Delete** button.

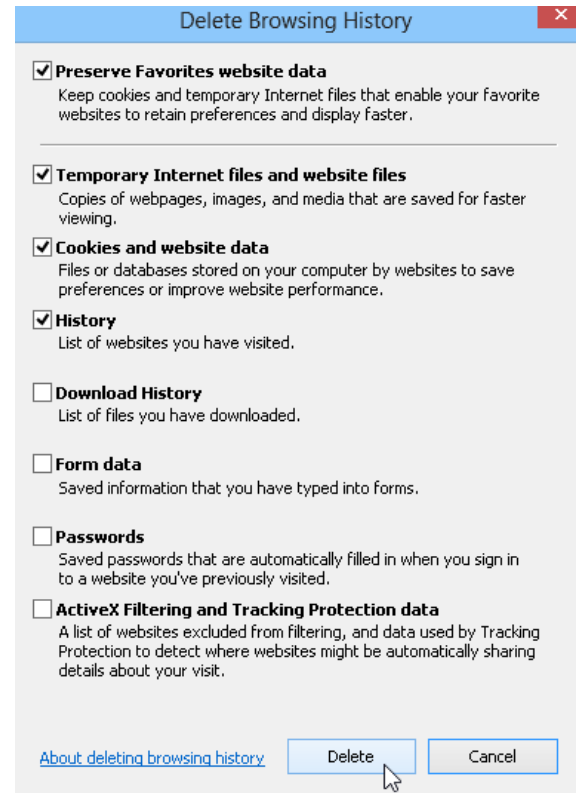


3. Under **Delete Browsing History** *select*:

- Preserve Favorites
- Temporary Internet Files
- Cookies
- History

4. *Click Delete.*

5. *Close and reopen Internet Explorer.*



II. Clear Firefox Cache

A. Clear Firefox version 21 and higher (PC and Mac)

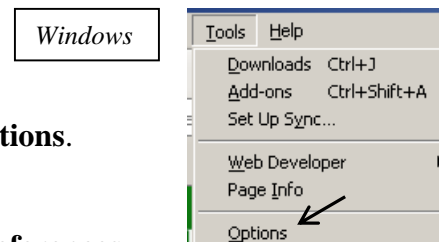
By default, Firefox 21 and higher is supposed to clear cache memory when you close Firefox.

1. First, try *closing Firefox* and then *reopen Firefox* and access RamCT.

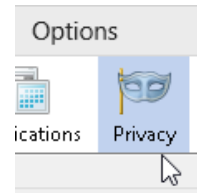
2. If the problem persists,

Windows: under the **Firefox Tools** menu *select Options*.

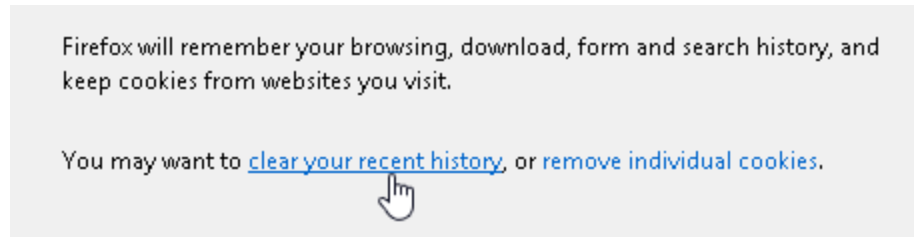
Mac: Under the **Firefox drop down** menu *select Preferences*



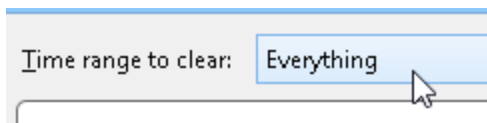
3. Click on the **Privacy** tab.



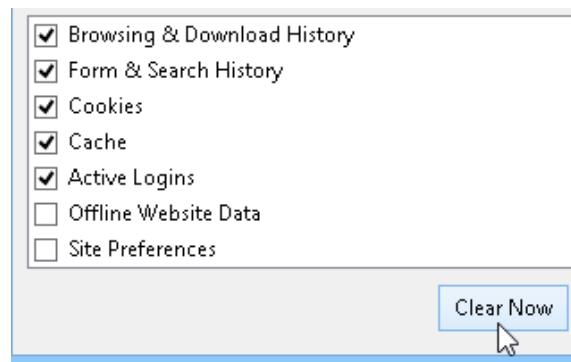
4. Under the **History** section click on **clear your recent history** link.



Time Range: Everything



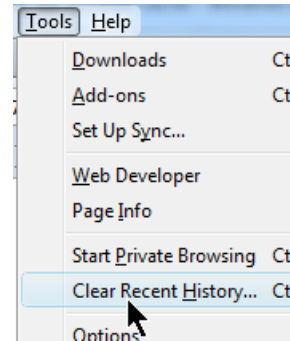
The default checked items will work for most users:



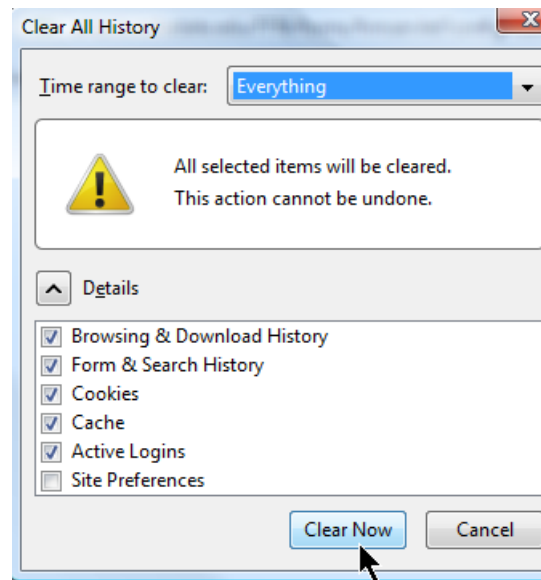
5. Click **Clear Now**.

B. Clear Firefox 3.x (Windows and Mac) Private Data

1. With Firefox open *click* on the Tools menu and select Clear Recent History.



2. Time range: *select Everything.*
3. *Click Clear Now.*
4. *Close and reopen Firefox.*



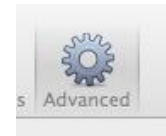
III. Clear Apple Safari Caches

A. Clear Safari 6 - Macintosh

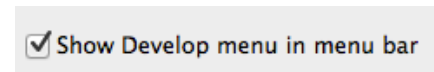
1. Under the **Safari** menu *select* **Preferences**



2. *Click* on **Advanced**

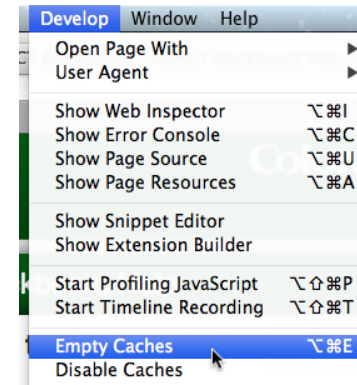


3. At the bottom *check* **Show Develop menu in menu bar**.



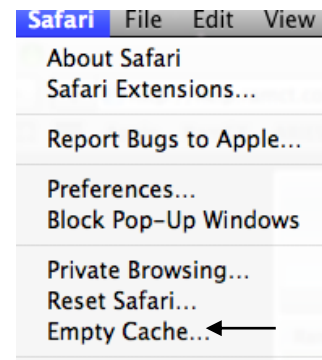
4. *Close* the **Preferences** window.

5. Under the **Develop** menu *select* **Empty Caches**

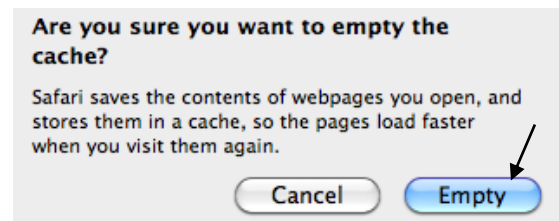


B. Clear Safari 4 or 5 – Macintosh

1. With Safari open, under the **Safari menu item**, *select* **Empty Cache**.

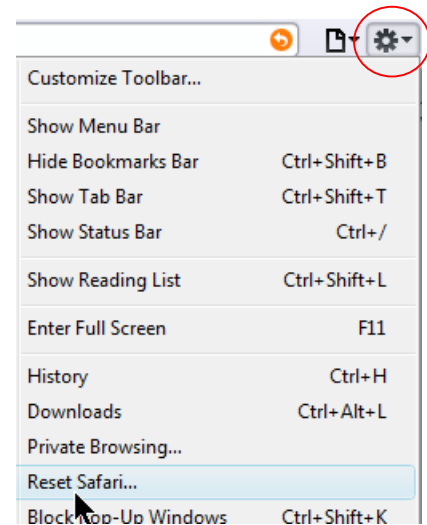


2. **Click Empty.**
3. *Close and reopen Safari.*

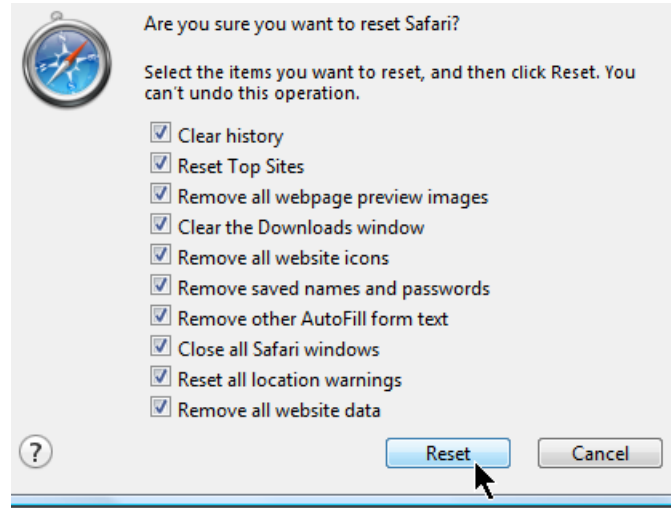


C. Clear Safari 4 or 5 - Windows

1. With Safari open, under the **gear icon in the top right**, *select* **Reset Safari**.



2. Click **Reset**.
3. Close and reopen **Safari**.

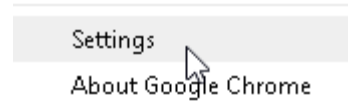


IV. Clear Chrome Browsing Data

1. In **Chrome**, in the top right corner, click the **icon with three bars**.



2. From the drop down menu click **Settings**.



3. On the **left menu** click **History**.

Chrome

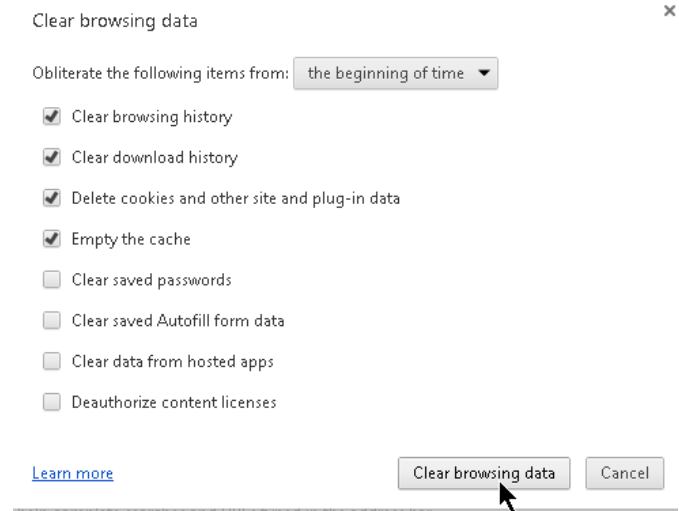
History
Extensions

4. Click **Clear browsing data...**

History

Clear browsing data...

5. Check the **first four boxes**.
6. Click **Clear browsing data**.
7. Close **Chrome**.
8. Reopen **Chrome** and access **RamCT**.



V. RamCT Help / Support

RamCT Help Web Site

<http://help.ramct.colostate.edu>

Blackboard's On Demand Learning Center

<http://ondemand.blackboard.com/>

College RamCT Coordinators

http://help.ramct.colostate.edu/ramctsupport_faculty.aspx

Central RamCT Support

ramctsupport@colostate.edu