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 Tool 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.**

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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.

   Firefox will remember your browsing, download, form and search history, and keep cookies from websites you visit.

   You may want to clear your recent history, or remove individual cookies.

   **Time Range: Everything**

   **The default checked items will work for most users:**

   - Browsing & Download History
   - Form & Search History
   - Cookies
   - Cache
   - Active Logins
   - Offline Website Data
   - Site Preferences

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.**

4. **Click Clear browsing data…**
5. **Check the first four boxes.**

6. **Click Clear browsing data.**

7. **Close Chrome.**

8. **Reopen Chrome and access RamCT.**

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**V. RamCT Help / Support**

- **RamCT Help Web Site**
  [http://help.ramct.colostate.edu](http://help.ramct.colostate.edu)

- **Blackboard’s On Demand Learning Center**

- **College RamCT Coordinators**
  [http://help.ramct.colostate.edu/ramctsupport_faculty.aspx](http://help.ramct.colostate.edu/ramctsupport_faculty.aspx)

- **Central RamCT Support**
  ramctsupport@colostate.edu