Clearing Browser Cache

If you are experiencing a problem submitting a form in Drexel One, the problem may be caused by old data that is stored in your web browser. These steps outline the process of clearing stored data from Internet Explorer. Please log out of Drexel One, complete the steps below, log back into Drexel One and try to submit your form again. If you are still experiencing problems, please contact Payroll at payroll@drexel.edu.

Step 1. Access Internet Options Menu

Open Internet Explorer and select “Tools” from the menu bar. On the drop-down list, choose “Internet Options”.

Step 2. Delete Cookies

On the “General” tab of the “Internet Options” window, go to the “Temporary Internet Files” section and click on “Delete Cookies”.
Step 3. Delete Temporary Internet Files

On the “General” tab of the “Internet Options” window, go to the “Temporary Internet Files” section and click on “Delete Files”.

You will be prompted to confirm your choice, click “OK”.

![Delete Cookies dialog box]
You will be prompted to confirm your choice, click “OK”.

Step 4. Clear History

On the “General” tab of the “Internet Options” window, go to the “History” section and click on “Clear History”.
You will be prompted to confirm your choice, click "Yes".

Step 5. Clear SSL State

On the "Content" tab of the "Internet Options" window, go to the "Certificates" section and click on "Clear SSL State".
You will receive a “Success” message, click “OK”.

Step 6. Access the AutoComplete Menu

On the “Content” tab of the “Internet Options” window, go to the “Personal Information” section and click on “AutoComplete”.
Step 7. Verify AutoComplete Settings

On the “AutoComplete Settings” menu, go to the “Use AutoComplete For” section and verify that only the check box for “Web Addresses” is marked.

If the check boxes for either “Forms” or “User Names and Passwords on Forms” is marked, un-check them.
Step 8. Clear AutoComplete Forms History

On the “AutoComplete Settings” menu, go to the “Clear AutoComplete History” section and click on “Clear Forms”.

You will be prompted to confirm your choice, click “OK”.
Step 9. Clear AutoComplete Password History

On the “AutoComplete Settings” menu, go to the “Clear AutoComplete History” section and click on “Clear Passwords”.

You will be prompted to confirm your choice, click “OK”.
Step 10. Close Internet Options Menu

On the “AutoComplete Settings” menu, click “OK”. On the “Internet Options” menu, click “OK”.