

Clearing Cache for Different Browser Types

At times users experience some issues viewing reports and screens within CSI. Oftentimes, the solution could be for users is to clear the cache on their computer. Below are some instructions for clearing cache for different browser types:

Chrome

On your computer, open Chrome.

At the top right, click More.

Click More tools Clear browsing data.

At the top, choose a time range. To delete everything, select All time.

Next to "Cookies and other site data" and "Cached images and files," check the boxes.

Click Clear data.

IE11

Select Tools (via the Gear Icon) > Safety > Delete browsing history....

Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.

You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Edge

To clear cache and cookies when using Microsoft Edge, follow the steps detailed below: Click on the menu button situated in the upper right corner. Under Clear browsing data, click on Choose what to clear. Check the boxes next to Cookies and saved website data and Cached data and files.

Firefox

Click the menu button and choose Options.

Select the Privacy & Security panel.

In the Cookies and Site Data section, click Clear Data....

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Remove the check mark in front of Cookies and Site Data.

For more information about managing site data, see Manage local site storage settings.

With Cached Web Content check marked, click the Clear button.

Close the about: preferences page. Any changes you've made will automatically be saved.

If you should have any questions, please feel free to contact one of Southern Star's customer service representatives listed below.

Scott Warren	Office: (270) 852-4559	Cell: (270) 925-5519
Robin Joska	Office: (270) 852-4565	Cell: (270) 231-6297
Chris Williams	Office: (270) 852-4544	Cell: (270) 302-1143
David Tipmore	Office: (270) 852-4591	Cell: (270) 302-0547
Scheduling Desk	Office: (855) 730-2926	