Clearing Your Browser Cache After PowerSchool Upgrades

To assure you are viewing the most recent version of PowerSchool, after any system update it is advised that you clear the cache in your browser. The simplest way to do this is hold down the **crtl +F5** keys at the same time. In some cases this will not work and you should then follow the steps below.

Clearing Cache in Internet Explorer 11

- 1. Launch Internet Explorer 11.
- 2. Press the following 3 keys simultaneously on your keyboard: **Ctrl + Shift + Delete.**
- 3. In the window that pops up, select the following and click on Delete

| ete Browsing History | |
|--|--|
| Preserve Favorites website Keep cookies and temporary Int websites to retain preferences | : data ternet files that enable your favorite and display faster. |
| Temporary Internet files ar Copies of webpages, images, a viewing. | n d website files nd media that are saved for faster |
| Cookies and website data Files or databases stored on yo preferences or improve website | ur computer by websites to save performance. |
| History List of websites you have visite | d. |
| Download History List of files you have downloade | ed. |
| Form data Saved information that you hav | re typed into forms. |
| Passwords Saved passwords that are auto to a website you've previously | matically filled in when you sign in visited. |
| Tracking Protection, Active A list of websites excluded from Protection to detect where sites about your visit, and exception | X Filtering and Do Not Track filtering, data used by Tracking s might automatically be sharing deta s to Do Not Track requests. |
| About deleting browsing history | Delete Cancel |

4. There will be a notification when the deletion is complete and your cache is clear. Click on the x to close the message and logon to PowerSchool/PowerTeacher

Clearing Cache in Google Chrome

- 1. Launch Google Chrome
- 2. Press the following 3 keys simultaneously on your keyboard: Ctrl + Shift + Delete.
- 3. When the following screen pops up, select the following and click on Clear Browsing Data.

| Clear browsing data | × |
|--|---|
| Obliterate the following items from: the past week | |
| Browsing history | |
| Download history | |
| Cookies and other site and plugin data | |
| Cached images and files – less than 404 MB | |
| Passwords | |
| Autofill form data | |
| Hosted app data | |
| Media licenses | |
| Clear browsing data Cancel | |
| Some settings that may reflect browsing habits will not be cleared. Learn more | |

4. A blue circle will spin while your cache is clearing, if you have not cleared it recently this may take a minute or two. When the clearing of your cache is completed the Google Chrome Setting Page will appear. You can close this page and log on to PowerSchool/PowerTeacher.

| Clear brow | vsing data Cancel | | | | |
|---|----------------------------------|----------------------------|-------------------------|--------------------|---|
| Settings | × | | Concerner of the second | C | |
| \leftrightarrow \rightarrow $	extsf{C}$ (i) chr | ome://settings | | | | |
| Apps 🦳 Yoga Challeng | ge 🚯 Calendar PowerSchool Traini | PowerSchool 10 ASDS | S D ASDE | ASDW 🚺 ASDN | 1 |
| Chrome | Settings | | | | |
| History | Use a prediction servic | e to help complete searche | s and URLs typed | in the address bar | |
| Extensions | Use a prediction servic | e to load pages more quick | dy | | |
| | | | | | |