

RamCT: Clearing Browser Cache/History

A number of concerns in RamCT (grade book appearing blank, assessment window appearing blank or not saving answers) can usually be resolved by clearing the Browser Cache on your local computer. The most common browsers that we see are Internet Explorer, Firefox and Safari.

- I. **Clear Internet Explorer (IE) History (Windows)**
 - A. [How to tell which version of IE is on your computer](#)
 - B. [Clear Internet Explorer 7 or 8](#)
- II. **Clear Firefox Private Data**
 - A. [Firefox 3x – Windows and Macs](#)
- III. **Clear Apple Safari Recent History**
 - A. [Clear Safari 3 or 4](#)
- IV. [RamCT Questions and Support](#)

- I. **Clear Internet Explorer (IE) History (Windows)**
 - A. **How to tell which version of IE is on your computer**

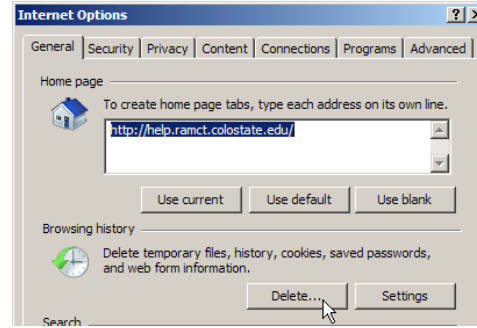
With Internet Explorer open *click* on the **Help** menu item and *select* **About Internet Explorer**. This window will list the version of Internet Explorer on your Windows computer.



B. Clear Internet Explorer 7 or 8

With Internet Explorer open *click* on the **Tool** menu and *select* **Internet Options**

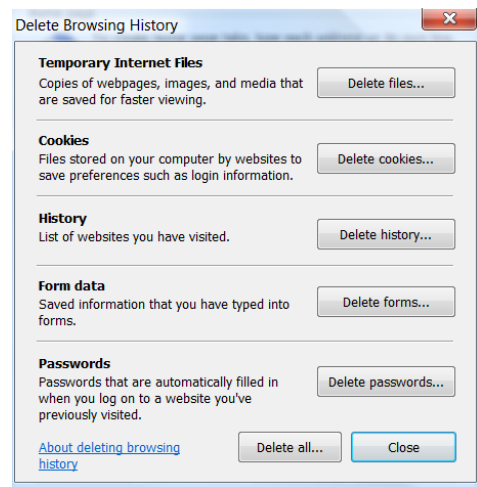
- a. Under the **General** tab in the **Browsing History** section *click* on the **Delete** button.



- b. *Delete* these items:

- Temporary Internet Files
- Cookies
- History

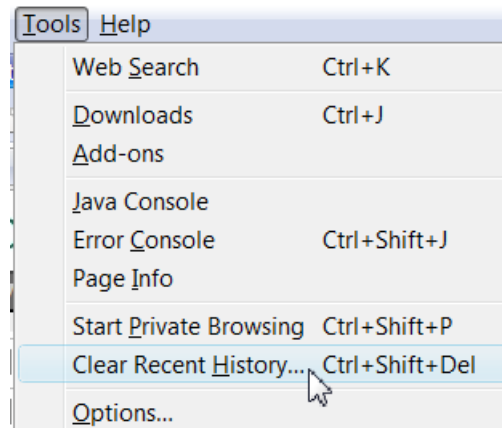
- c. *Close* and *reopen* **Internet Explorer**.



II. Clear Firefox Private Data

A. Firefox 3.x (Windows and Mac)

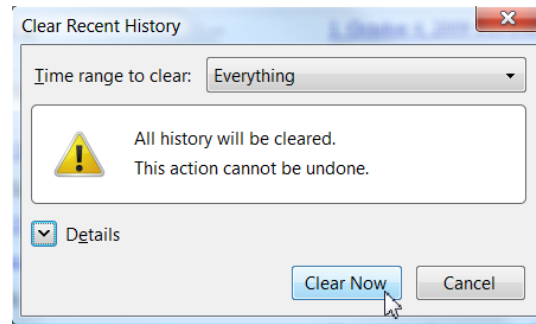
- a. With Firefox open *click* on the **Tools** menu and *select* **Clear Recent History**.



b. Time range: *select* **Everything**.

c. *Click* **Clear Now**.

d. *Close and reopen* **Firefox**.



III. Clear Apple Safari Recent History

A. Clear Safari 3 or 4

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

b. **Click Empty**.

c. *Close and reopen* **Safari**.

IV. Questions/Support:

Contact your RamCT College Coordinator

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

Visit the <http://help.ramct.colostate.edu> website

Email support at: ramctsupport@colostate.edu