

Clearing the Cache, or, I know I could do this before. Why can't I do it now?

If you have been able to work in CM/ECF in the past, but suddenly find that you cannot view a PDF document, or the menu options you have seen before don't seem to be there, or the system simply starts acting strangely, you may need to delete the temporary internet files in your PC. This is also referred to as "clearing your cache."

You should clear your cache periodically as a matter of basic PC housekeeping. If you only e-file occasionally, you should probably clear your cache each time you log in. If you are a routine e-filer, once a week should be sufficient. If you really want to play it safe, clear the cache before you try to file an unusually large document.

After you clear the cache, re-boot (re-start) your computer.

Start by using your browser to get to the internet.

Internet Explorer

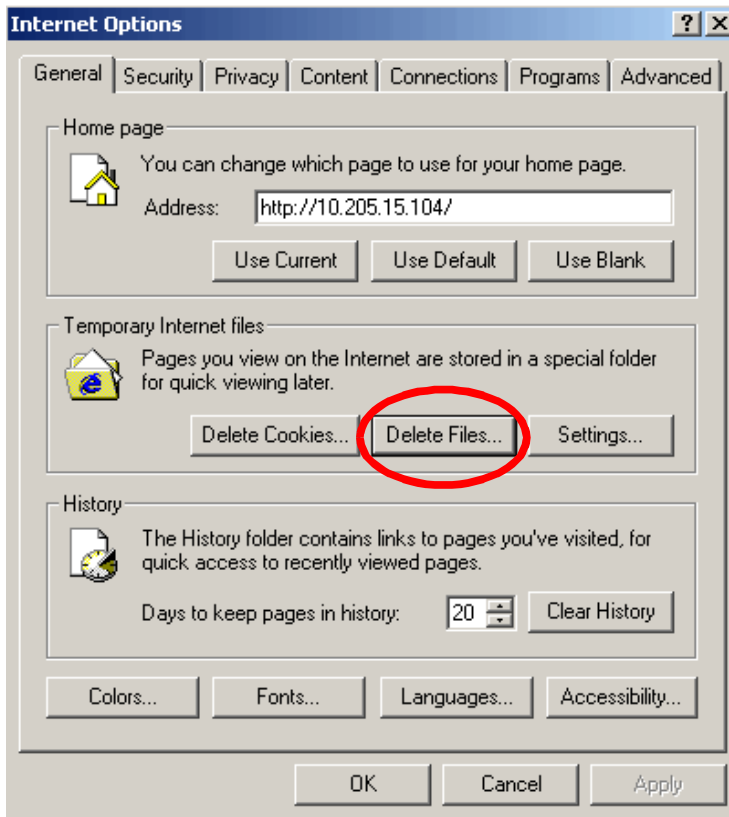
Click on Tools

Click on Internet Options

On the tab labeled General,

Click on Delete Files...(Temporary Internet Files)

Click on OK



Netscape Navigator

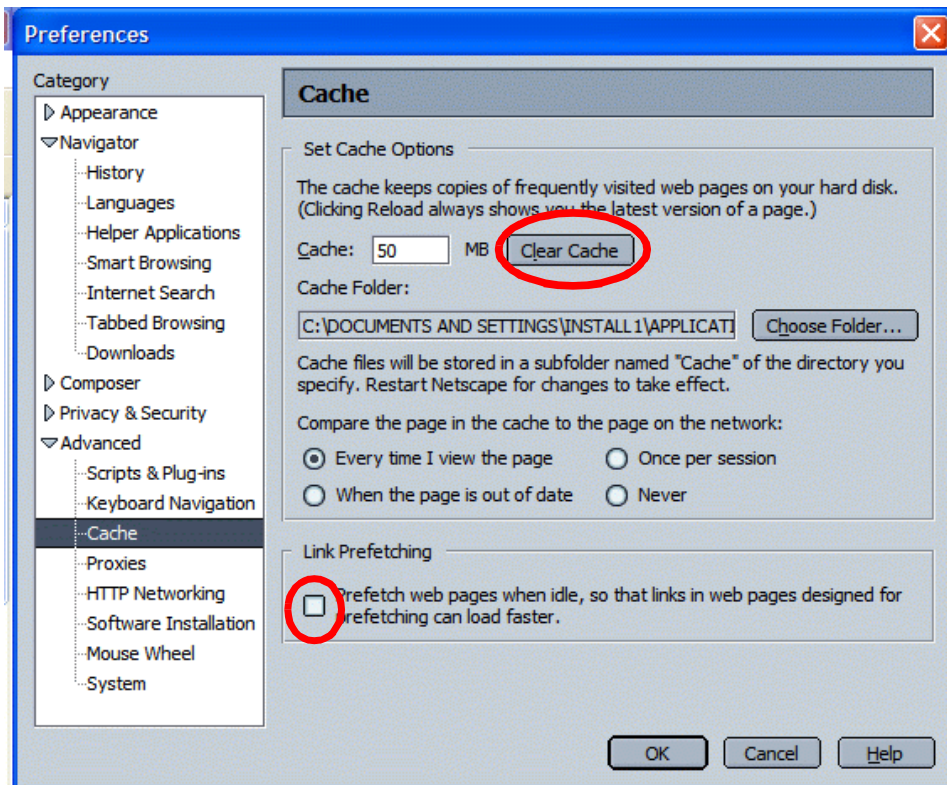
Click on Edit

Click on Preferences

Double click on Advanced

Click on Clear Cache

Make Sure that the check box for “Link Prefetching” is *not* checked.



Firefox (No Illustration Available)

Click on Tools

Click on Options

Click on Privacy on the left side of the screen

Click the Clear button next to Cache