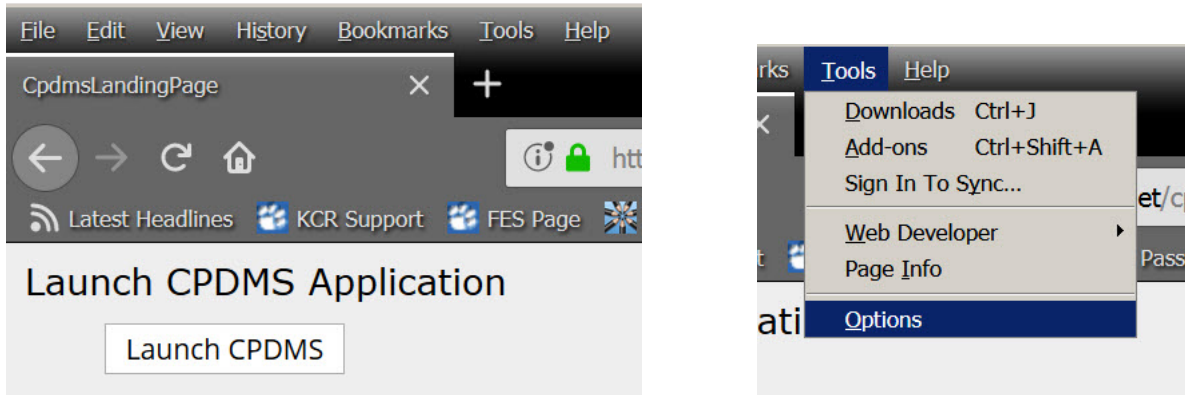


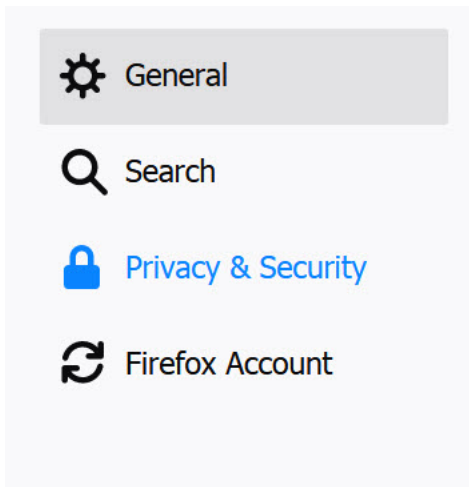
Clearing your web browser's cache for CPDMS

Sometimes, clearing your browser's cache will solve some issues in CPDMS. This document will contain the ways to do this for Firefox ESR

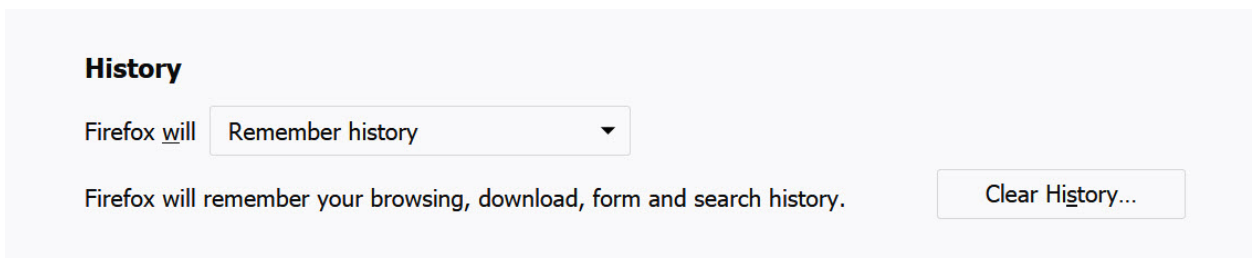
1. Go to the Tools menu and select Options



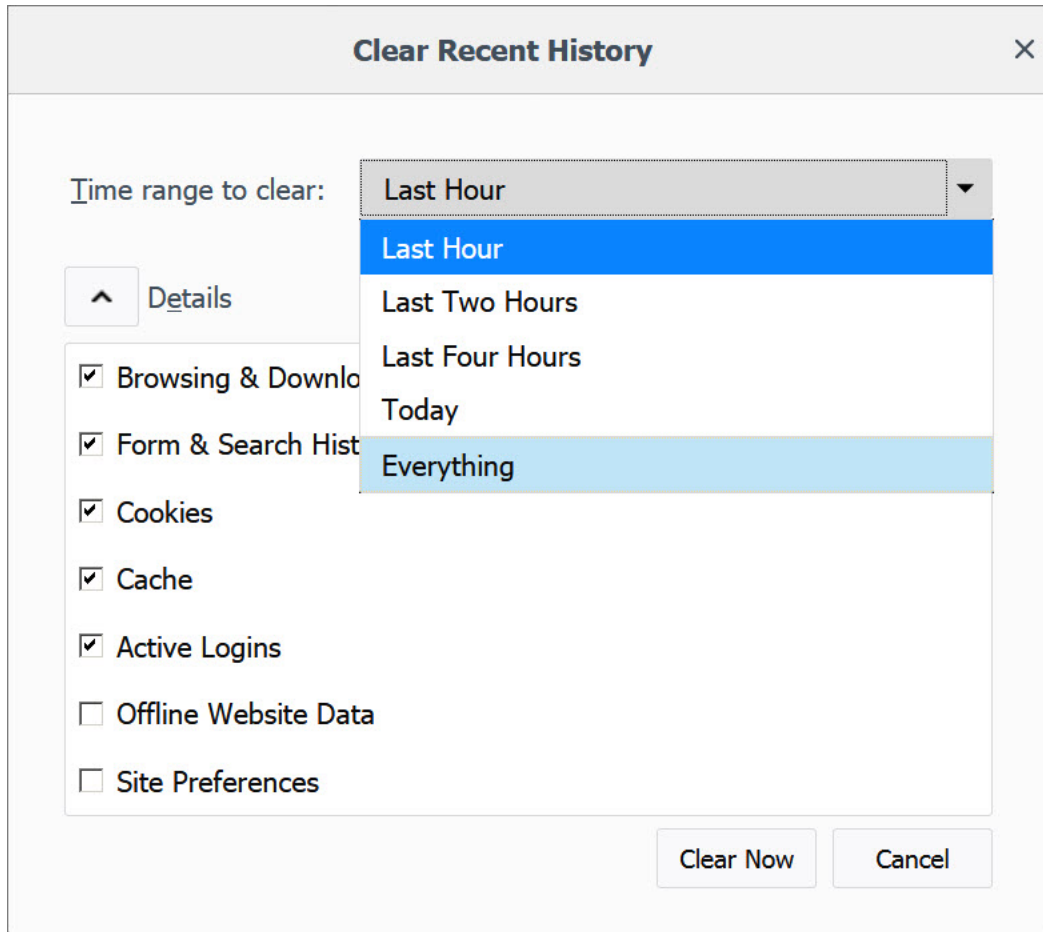
2. Select Privacy and Security on the left side of the screen



in this section you will see History, click on Clear History



3. In the box that comes up. Change the Time range to clear dropdown to Everything



4. In the Details section, make sure the first 5 boxes are selected and click Clear Now. We do recommend to fully close the browser out and re-launch for best results.

If you still experience the same issue? Give us a call at 859-218-2222 or email cpdmsnetsupport@kcr.uky.edu We are here Monday thru Friday from 7AM to 5PM Eastern time, and are happy to assist you.