VBMS Job Aid

Clear Browser Cache

OVERVIEW

As a VBMS user, you may be required to clear the Internet Explorer (IE) cache and Java cache.

When you can no longer open documents within VBMS, it is an indicator of when to clear your IE cache and Java cache.

Additionally, when there has been a new software release, it is important to clear your cache prior to using VBMS. This ensures that you are not accessing the earlier release that was previously stored in cache. By clearing the cache first, you can be certain that you are using the most current release of VBMS.

The **Clear Browser Cache** tool has been developed to help you efficiently perform these actions.

Your browser stores Web pages in order to speed up your access to previously downloaded pages in a place called cache memory. When you clear the cache, you remove copies of Web pages from memory.

Note: If you do not see the **Clear Browser Cache** icon appear in your **Start** window after completing step 3, there are other options for you to use to clear cache. You may choose to clear cache from your **Windows** operating system or from the **Internet Explorer** browser. This job aid provides the steps for clearing cache from both sources.

CLEAR CACHE USING THE CLEAR CACHE TOOL
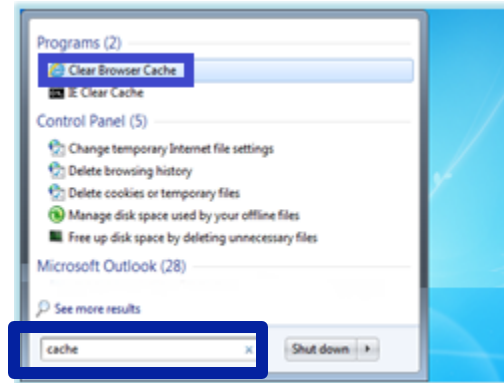
To clear your IE cache:

Step 1: Close your **VBMS** and **IE** windows.
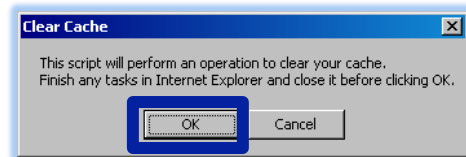
Step 2: Select the **Start** button.

Step 3: Type the word "cache" in the **Search** field.

Step 4: Select the **Clear Browser Cache** icon that appears on the menu.
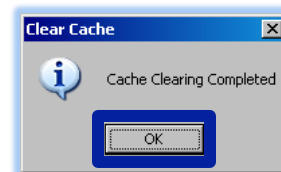

The **Clear Cache** window appears to inform you to close IE.

Step 5: Select **OK**.

A message appears, informing you when the Clear Cache action is complete.

Step 6: Select **OK**.

Reopen VBMS and proceed with your claim processing activities.

CLEAR CACHE WITHOUT THE CLEAR CACHE TOOL

If you do not see the **Clear Browser Cache** icon after completing step 3 above, you can clear cache through **Control Panel** options.

Step 1: Close your **VBMS** and **IE** windows.

Step 2: Select the **Start** button.

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Continue to refer to the latest regulations, Fast Letters, and guidance as provided by your regional office in the performance of work activities in VBMS.

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Step 3: Select the **Control Panel** button from the right vertical menu.

The **Control Panel** window appears.

Step 4: Select the **Network and Internet** link.

The **Network and Internet** window appears.

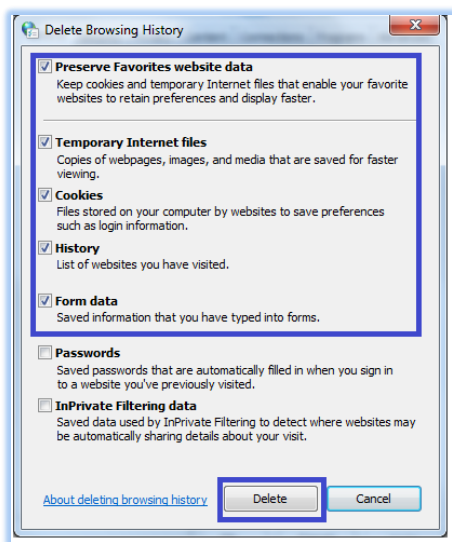**Step 5:** Select the **Internet Options** link.

The **Internet Properties** window appears.

Step 6: Under the **Browsing history** section, select the **Delete** button.

The **Delete Browsing History** window appears.

Step 7: Select those items applicable, if necessary. See the default selections in the image below.

Step 8: Select the **Delete** button.

The **Delete Browsing History** window will appear as your history is deleted. It will automatically close when complete.

Step 9: Select **OK** on the **Internet Properties** window.

CLEAR CACHE FROM YOUR INTERNET BROWSER

You can also clear your cache from the **Internet Explorer** browser window.
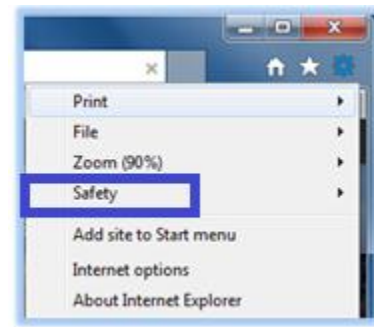
CLEAR CACHE IN IE VERSIONS 9 AND 10

Step 1: Close your **VBMS** windows and open a new **IE** window.

Step 2: Select the **Gear** icon at the top right of the window.
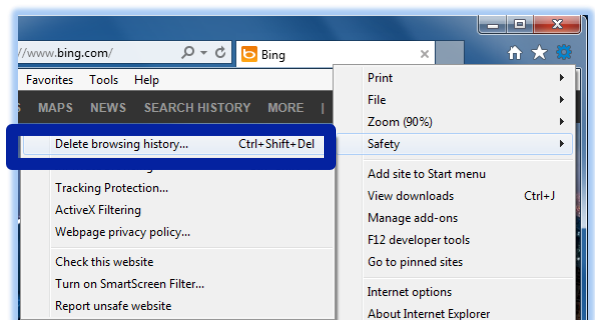

The **Settings** menu appears.

Step 3: Select the **Safety** option.

A sub-menu appears.

Step 4: Select **Delete browsing history**.

The **Delete Browsing History** window appears.

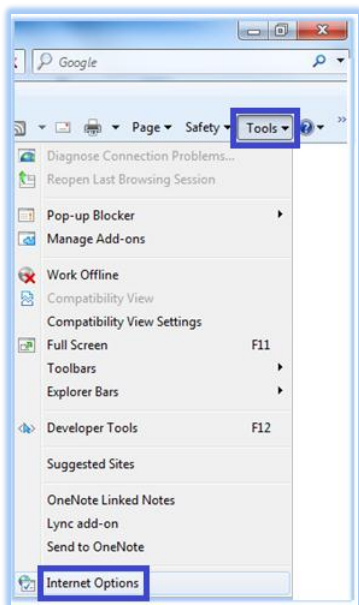**Step 5:** Complete steps 6 to 8 from the previous directions.

CLEAR CACHE IN IE VERSIONS 7 AND 8

Step 1: Close your **VBMS** windows and open a new **IE** window.

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Step 2: Select the **Tools** button from the menu above the browser window at the top right.

A vertical menu appears.

Step 3: Select the **Internet Options** link at the bottom of the **Tools** menu.

The **Internet Properties** window appears.

Step 4: Complete Steps 5 to 8 from the directions in column one on the previous page.
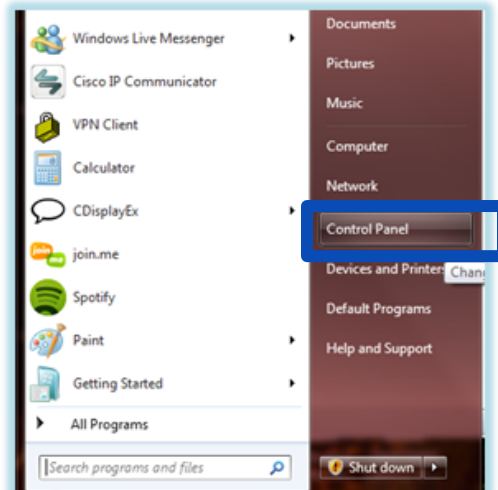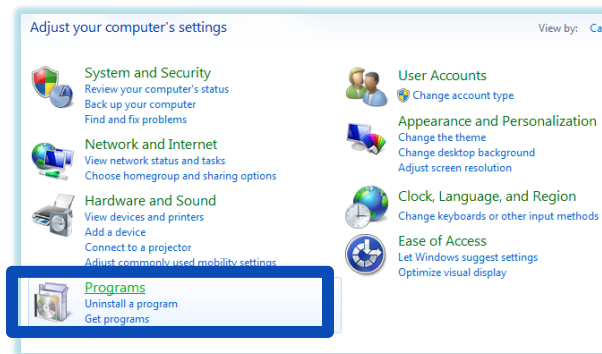
CLEAR JAVA CACHE

To clear your Java cache:

Step 1: Select the **Start** button.

Step 2: Select the **Control Panel** menu option.

Step 3: Select the **Programs** icon.

The **Programs** window appears.

Step 4: Select the **Java** icon at the bottom of the screen.

The **Java Control Panel** window appears.

Step 5: Select the **Settings** button.

The **Temporary Files Settings** window appears.

Step 6: Select the **Delete Files** button.

Step 7: Ensure that all boxes are checked and select the **OK** button.

MORE INFORMATION

VBMS User Guide

VBMS Help (embedded in VBMS)

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