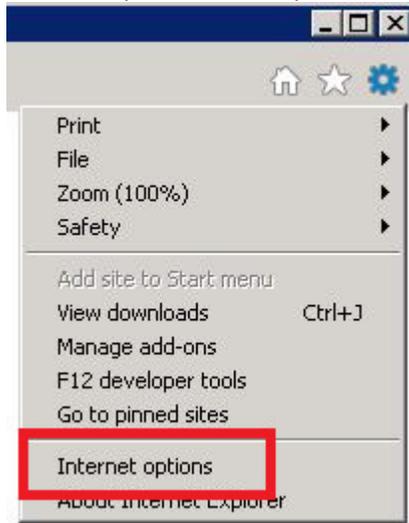


Internet Explorer 9

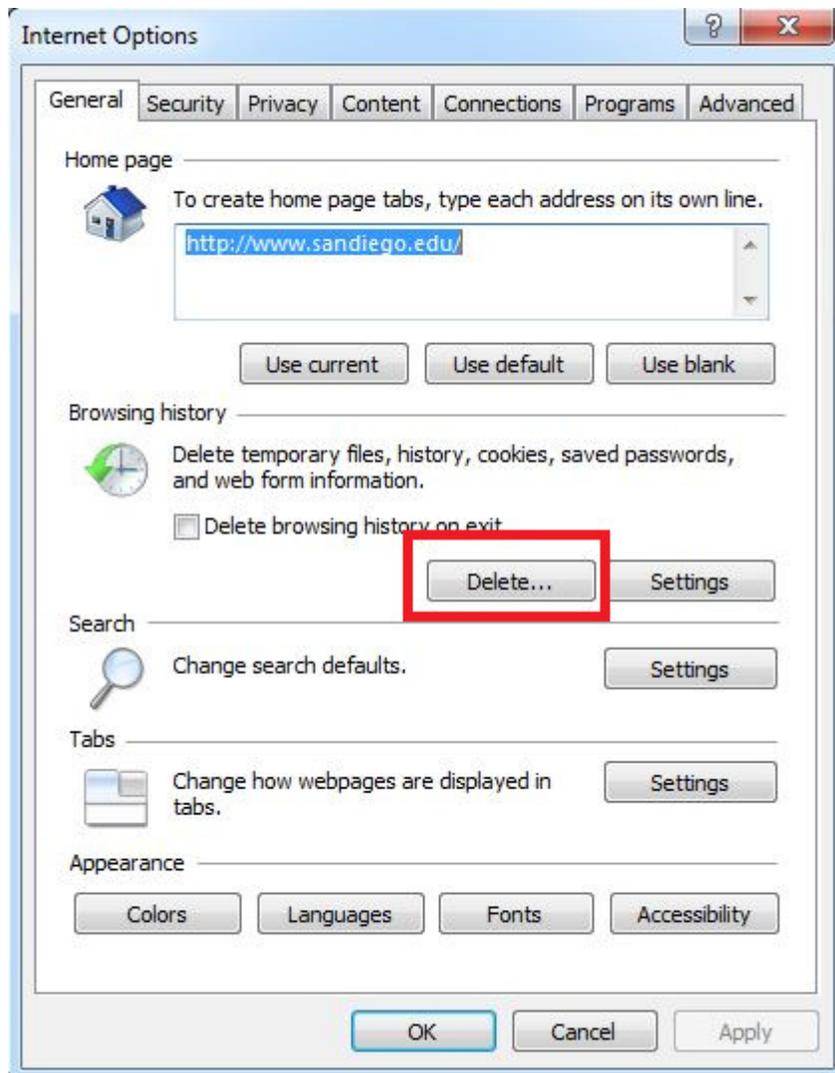
1. In the top right corner of Internet Explorer please click on the gear icon:



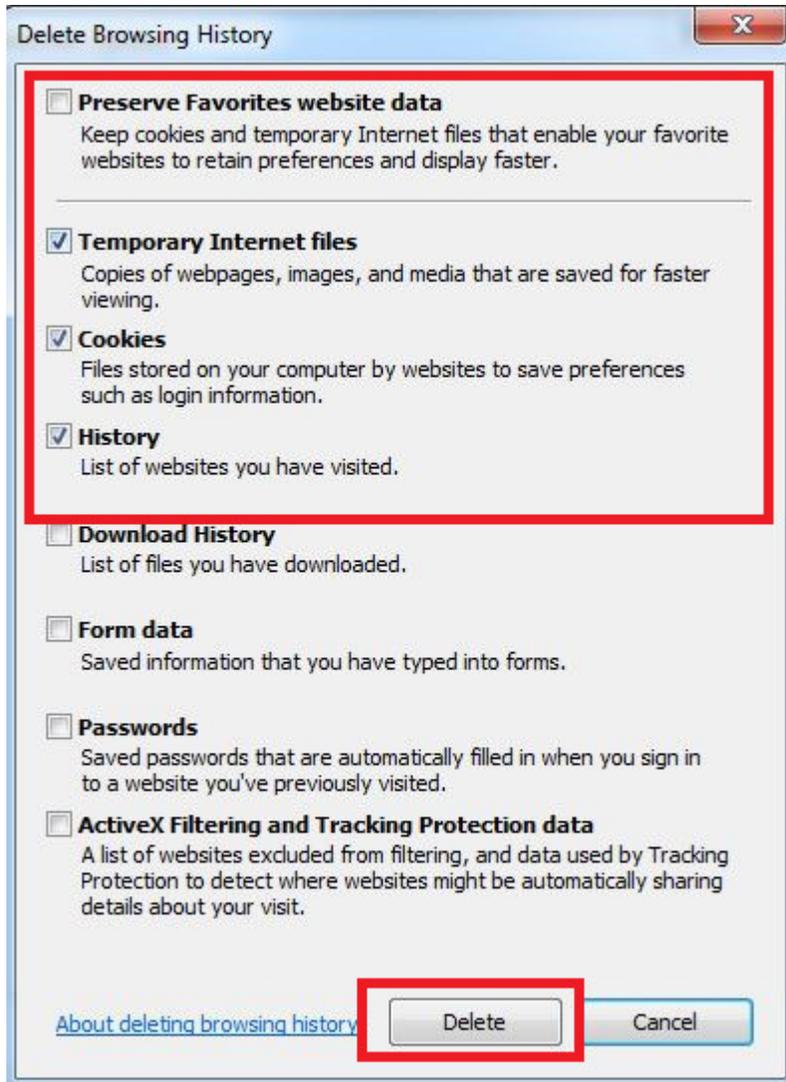
2. In the drop down menu please select Internet Options:



3. In the Internet Options Window that opens within the General Tab please click Delete... from the Browsing History Section:



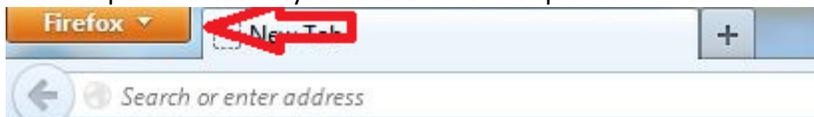
4. In the Delete Browsing History Window please be sure to uncheck Preserve Favorites website data and that Temporary Internet Files, Cookies, and History is checked then click Delete at the bottom:



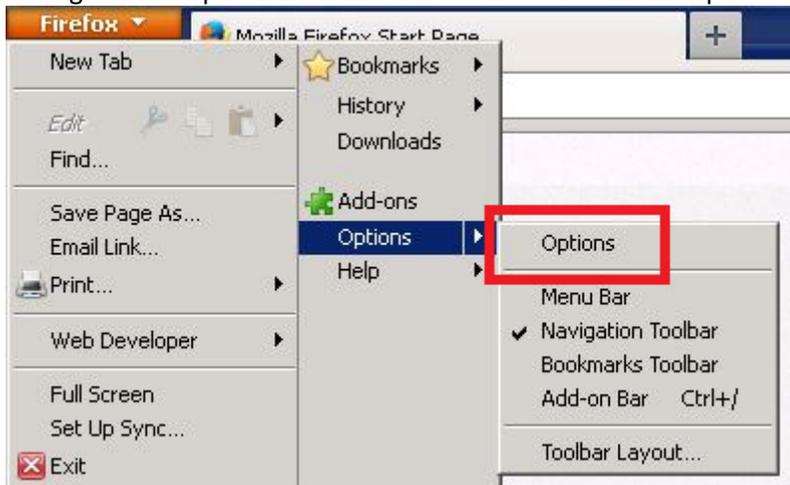
5. This will effectively clear your cache files in Internet Explorer. Please try again to reach the portal by going to <https://my.sandiego.edu>. If you have any bookmarks please remove and recreate them.

Firefox

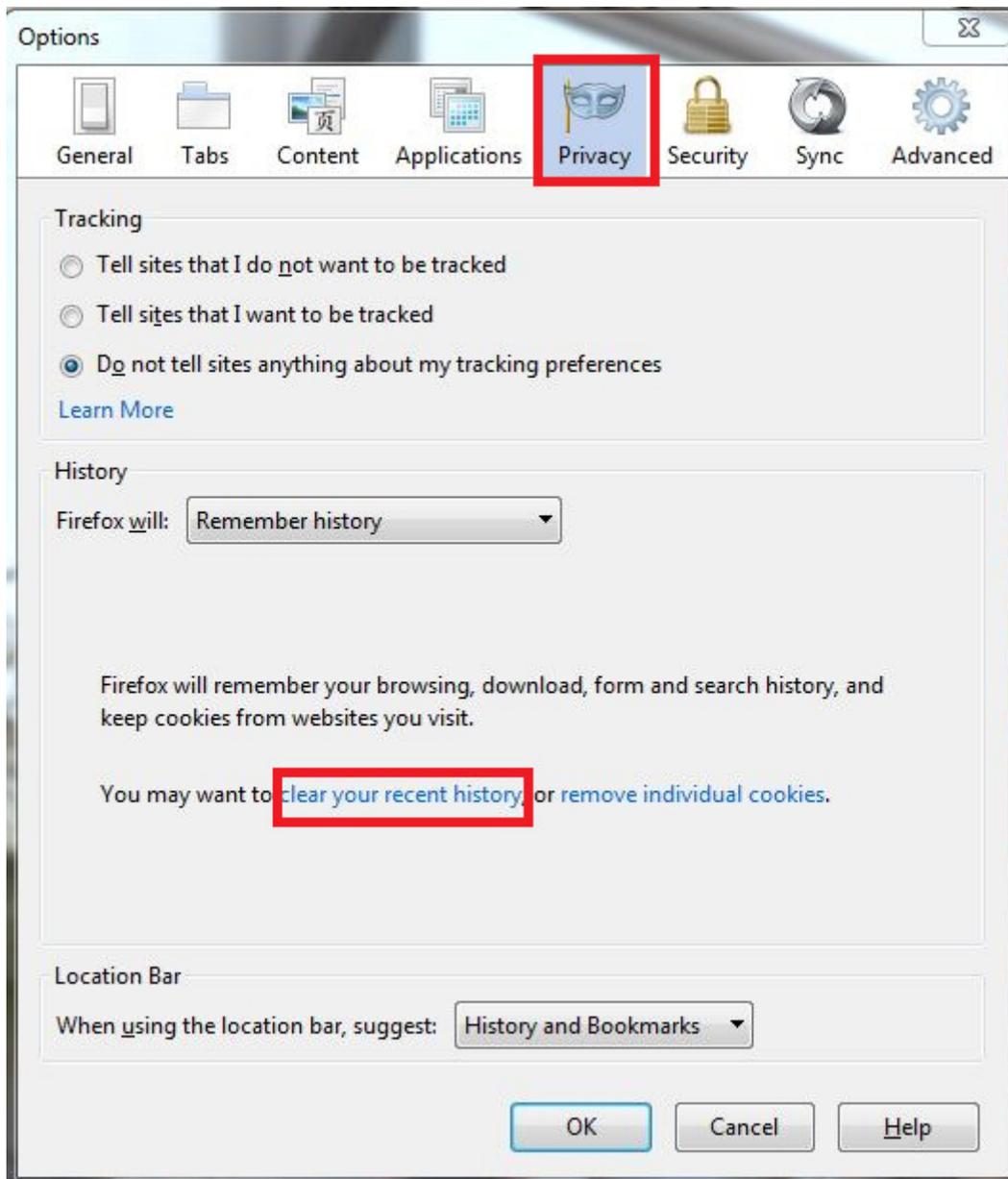
1. In the top left corner of your Firefox browser please click on the orange Firefox button:



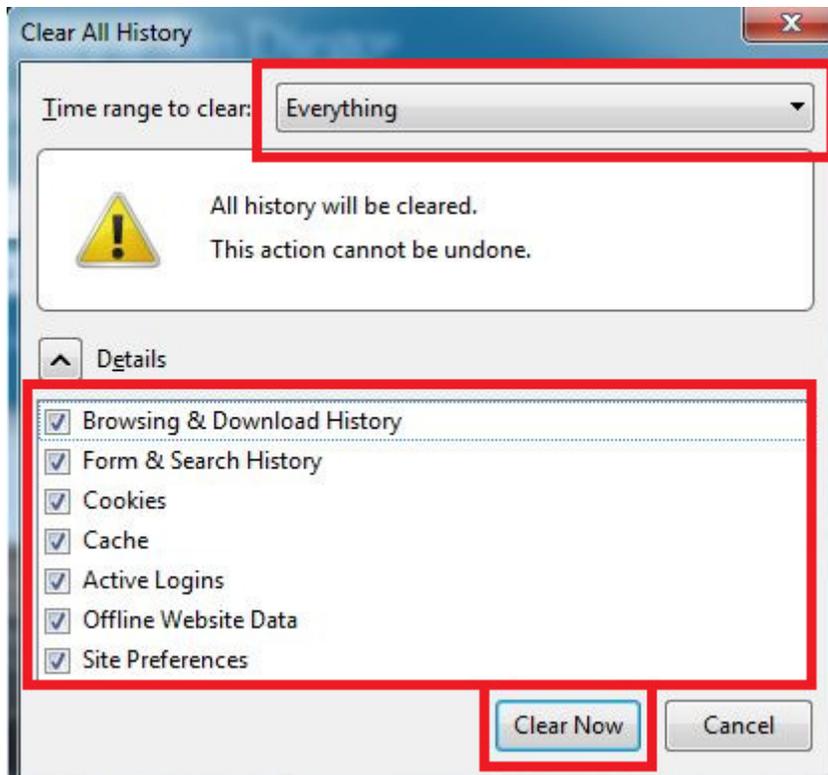
2. Next go to the Options menu and in the sub-menu select Options:



3. Please click on the Privacy tab and underneath the History section please click on “clear your recent history”



4. In the Clear All History window please select the Time range to clear and select Everything with all options checked in the details area. Then click on Clear Now:



5. This will effectively clear your cache files in Mozilla Firefox. Please try again to reach the portal by going to <https://my.sandiego.edu>. If you have any bookmarks please remove and recreate them.

Google Chrome

1. Click the Chrome menu  on the browser toolbar
2. Select Tools --> Clear Browsing Data
3. Here please select "Obliterate the following items from: the beginning of time" and ensure that "Delete cookies and other site and plug-in data", "Empty the cache", and "Clear data from hosted apps"



4. This will effectively clear your cache files in Google Chrome. Please try again to reach the portal by going to <https://my.sandiego.edu>. If you have any bookmarks please remove and recreate them.

Please try using these steps in your browser to resolve the issue. Please let us know at mysandiego@sandiego.edu if you encounter any problems.