

Quick Reference Guide – Problem resolution

If you are having problems with your Membership menu options not being available, please try the following:

For Internet Explorer Users

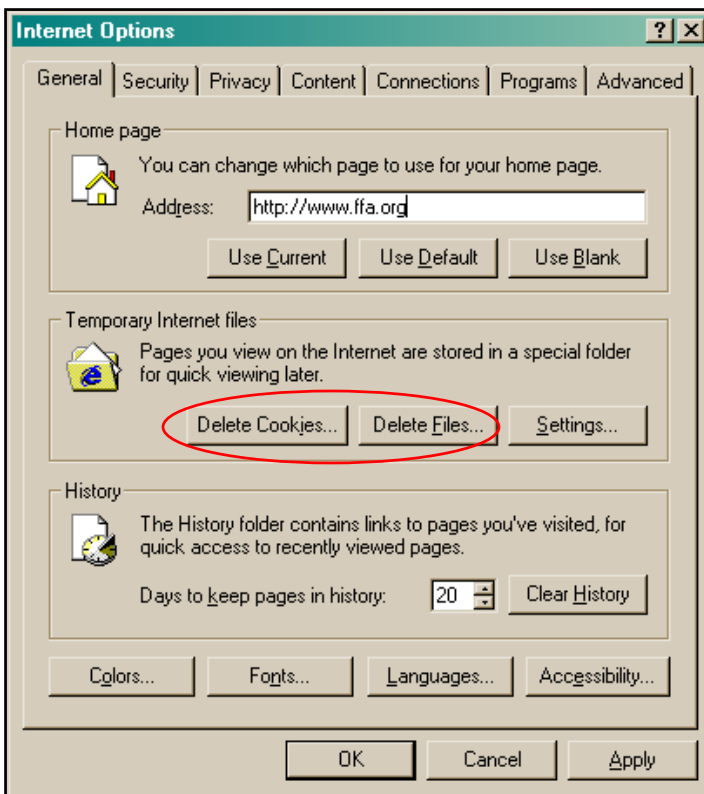
Exit PeopleSoft and return to your Internet Explorer HOME menu page.

On the Internet Explorer top menu Bar (File/Edit/View/Favorites/Tools/Help)

Select: Tools

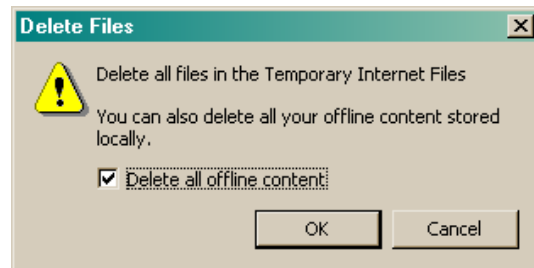
Select: Internet Options

A screen like the following will appear.



Use the 'Temporary Internet Files' section.
Select the command 'Delete Files.'
Click the box that states: 'Delete all offline content.'
On completion, Click OK.
Click the box that states: 'Delete Cookies.'
On completion, Click OK.

Close Internet Explorer.
Re-open and Log back into Peoplesoft.



This will not delete any of your work in progress on the membership system, it will not delete any of your files. It will delete all those old copies of internet pages you have visited in the past.

For Netscape Navigator Users

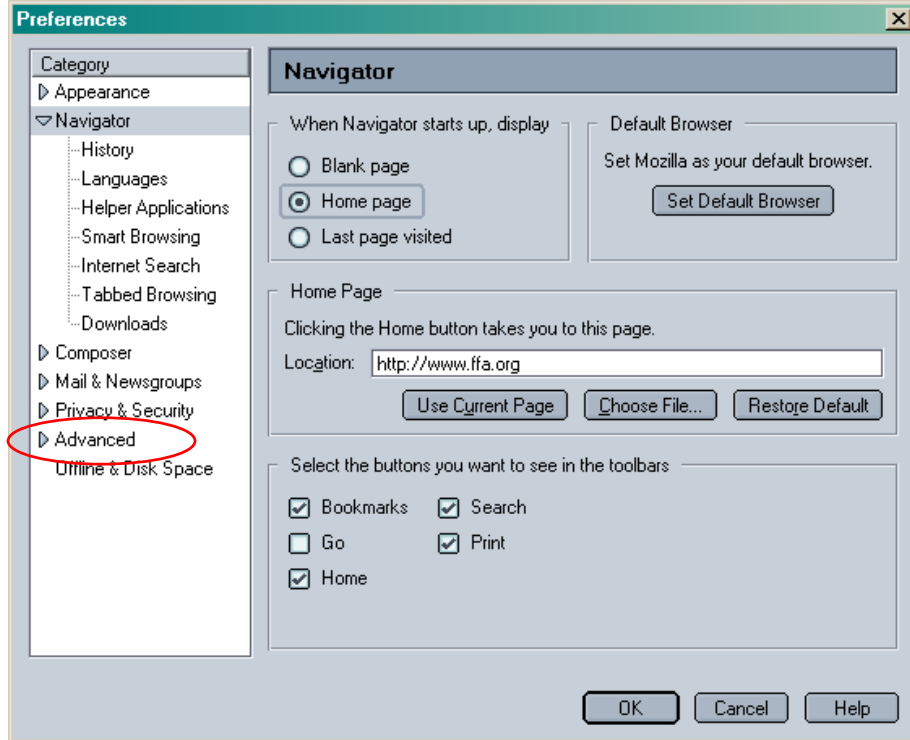
Exit PeopleSoft and return to your Netscape Navigator HOME page.

On the Netscape Navigator top menu Bar (File/Edit/View/Go/Bookmarks/Tools/Window/Help)

Select: Edit

Select: Preferences

A screen like the following will appear.



Click the arrow to expand the 'Advanced' category.

Once expanded, select the 'Cache' category.

Select the 'Clear Memory Cache' button.

Select the 'Clear Disk Cache' button.

Close Netscape Navigator.
Re-open and Log back into PeopleSoft.

