

# How to delete browsing history, cookies, cache to assist with housing apps/contracts

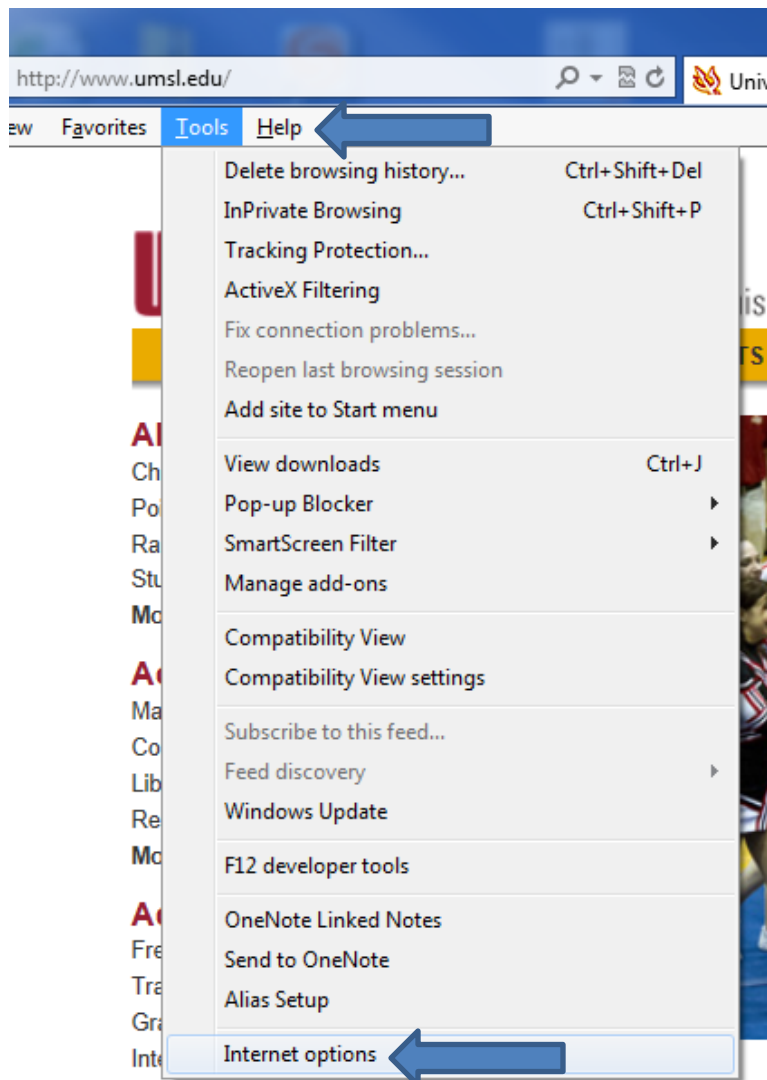
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**\*\*NOTE: SAFARI AND GOOGLE CHROME ARE NOT SUGGESTED BROWSERS TO USE.\*\***

## INTERNET EXPLORER (IE)

**Step 1) Open a new IE browser**

**Step 2) under the navigation options select “tools” and then select the last option “internet options”**



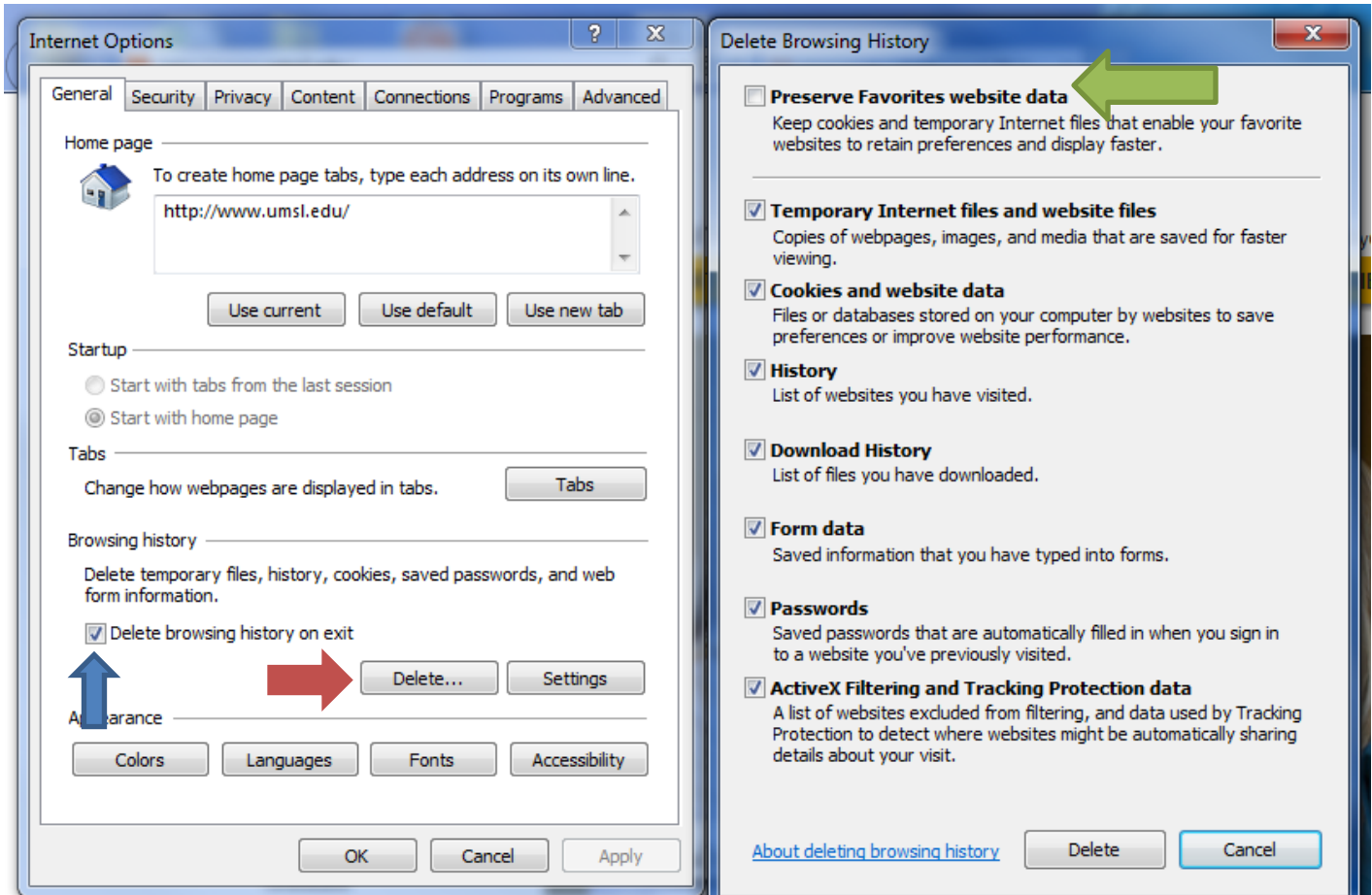
**Step 3) once you select internet options a new window will open. *This is when it gets very important!***

Step 4) Make sure the box next to “delete browsing history on exit” is checked. BLUE ARROW

Step 5) Click on the button “delete” and a third window will open. RED ARROW. See right panel titled “delete browsing history”

Step 6) Make sure every single box is checked EXCEPT the top box “Preserve Favorites website data”. GREEN ARROW

Step 7) close the third window by selecting “delete”. Close the second window by selecting “ok”.



Step 8) It may take some time for the browser to clear everything. Once it's complete CLOSE EVERY SINGLE IE BROWSER THAT'S OPEN.

Step 9) Double check to make sure all IE browsers are closed because if they are not the application/contract will not work!

Step 10) Open a brand new IE browser and direct the student/parent to [www.umsl.edu/reslife](http://www.umsl.edu/reslife) to complete the necessary items. This should resolve all issues.

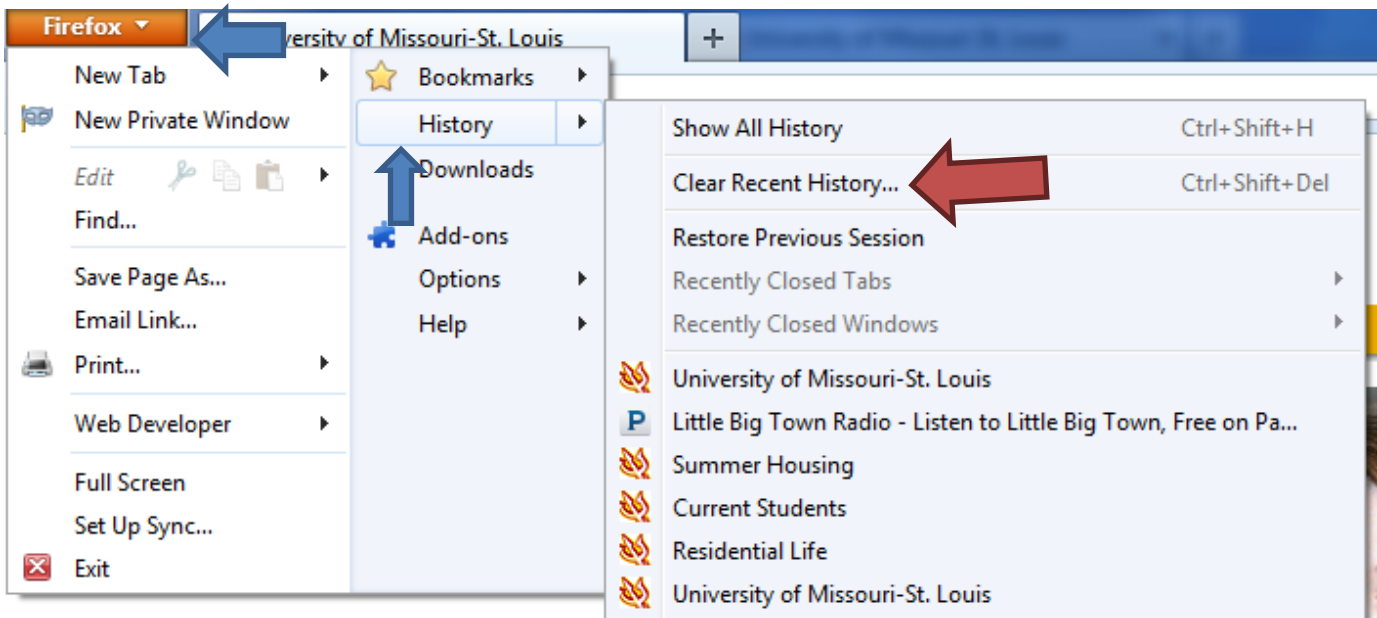
Step 11) If the student gets a message that they are “**ineligible**” then this is a different issue and they must be directed to Adriana Nieman (314-516-4389).

## MOZILLA FIREFOX

Step 1) Open a new Firefox browser

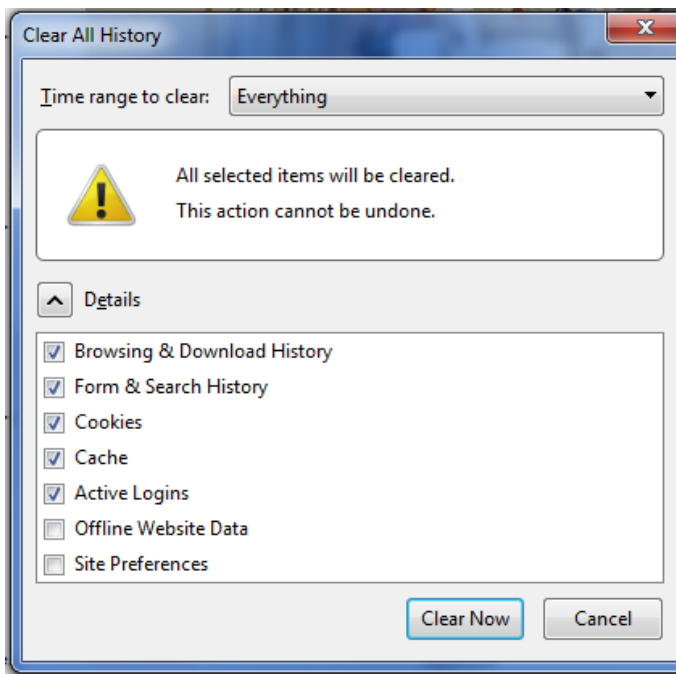
Step 2) Click on the large orange “firefox” logo in the left hand corner. Scroll over to “history” and by hovering over another side bar opens. **DO NOT CLICK ON HISTORY.** Just allow these windows to open and not click on them. **BLUE ARROWS**

Step 3) Click on “Clear Recent History...” **RED ARROW**



Step 5) Once you click on “Clear Recent History...” a new window will open. Make sure **EVERY SINGLE** box is checked. Then click on “clear now”

Step 6) This may take a long time to delete and clear all history. Once it’s complete close **ALL** FireFox browsers.



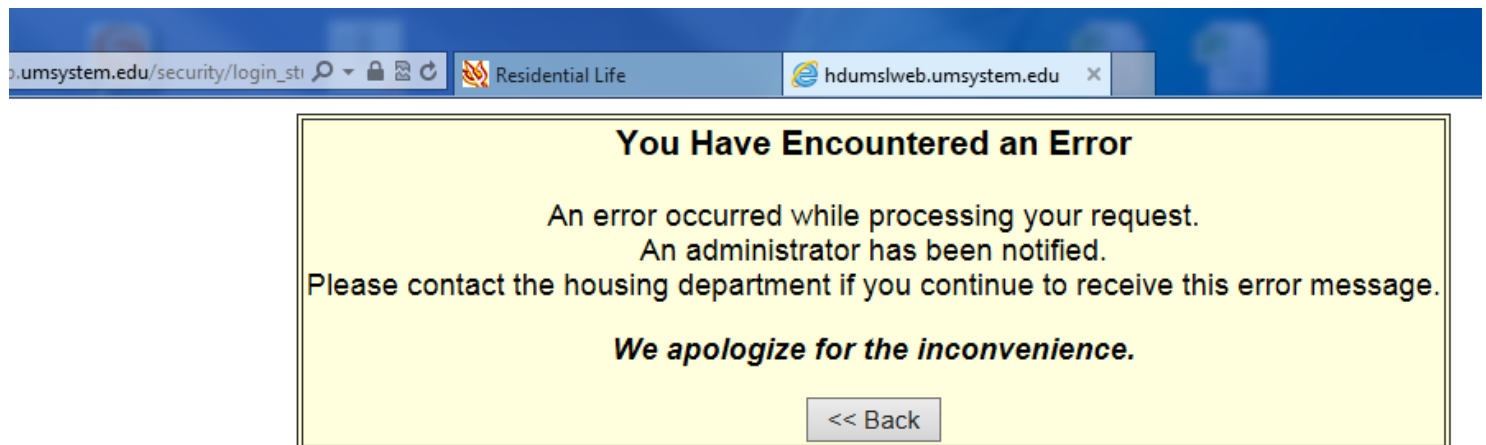
Step 7) Double check to make sure all FireFox browsers are closed because if they are not the application/contract will not work!

Step 8) Open a brand new Firefox browser and direct the student to [www.umsl.edu/reslife](http://www.umsl.edu/reslife) to complete the necessary items. This should resolve all issues.

Step 9) If the student gets a message that they are "ineligible" then this is a different issue and they must be directed to Adriana Nieman (314-516-4389).

## POSSIBLE ERROR MESSAGES ON HOUSING APPLICATION AND CONTRACT

This error message shows that it's a browser issue and nothing is wrong with the application. Its protecting our data in Housing Director and requiring that no previous history, cache, or cookies and access out personal files.



The screenshot shows a Firefox browser window with the address bar displaying [umslweb.umsl.edu/security/login\\_sti](http://umslweb.umsl.edu/security/login_sti). The page title is "Residential Life" and the URL in the address bar is [hdumslweb.umsl.edu](http://hdumslweb.umsl.edu). The main content area is a yellow box with the following text:

**You Have Encountered an Error**

An error occurred while processing your request.  
An administrator has been notified.  
Please contact the housing department if you continue to receive this error message.

*We apologize for the inconvenience.*

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