

# Using MyPMS in Web Browsers

There are times when you may be experiencing issues with your MyPMS software that can be fixed by clearing the Cache in your website browsers. Typically, browser cache issues affect the system's ability to perform certain tasks.

These issues include:

- Saving and completing a new booking
- Check-in or Check-out of a Guest
- Cancelling a booking
- Confirming a booking
- Problems with the EZ search function.

If you are experiencing any of these issues, then try clearing the cache in your browser and logging back into MyPMS.

The steps to clear the cache vary by browser. We recommend either Internet Explorer or Mozilla Firefox and have provided the steps for clearing the cache here. Steps may differ on previous versions and on other browsers which can be easily found by searching for "clearing cache" for a specific browser in a search engine. We do recommend you have the most up to date version of Internet Explorer, both for better feature support AND important security updates that microsoft releases!

**Steps to clear the browser cache. These steps should be completed in all of the browsers you use to access MyPMS.**

**Step 1:** Open the browser. Log out of MyPMS. Close all open windows.

**Step 2:** Clear the Cache in each browser you are using.

## Internet Explorer

1. Go to the toolbar at the top of the browser.
2. Choose the "Tools" menu, select "Internet Options". A new window will open.
3. On the "Internet Options" window, the "General" tab will appear by default. If not, select it, it is the first on the left. In the third section, you will see Browsing History. Click on the Delete button and a new window will open.
4. You can choose any items to delete by selecting them, but the "Temporary Internet files" must be selected to clear the cache. Then, click "Delete".

While you are here, verify the cache settings.

- \* Back in the "Internet Options" window, select the "Settings..." button.
- \* Verify that the set of radio options has "Every Visit to the Page" selected, if not have them select it.
- \* Click OK.
- \* Click OK to save settings, and get back to the browser.

## Mozilla Firefox

1. Go to the toolbar at the top of the browser.
2. Choose the "History" menu, select "Clear Recent History". A new window will open.
3. You can choose any items to delete by selecting them, but the "Cache" must be selected to clear the cache. Then, click "Clear All".

## Apple Safari

1. Go to the toolbar at the top of the browser.
2. Click Safari > Preferences then select the Advanced tab.
3. Select: Show Develop menu in menu bar
4. Now from the menu bar click Develop > Empty Caches and this will re-fresh your Cache without also re-setting the History of pages you have visited.

## Google Chrome

1. Click the Chrome menu on the browser toolbar.[blocked URL](#)
2. Select Tools.
3. Select Clear browsing data.
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.
6. Click Clear browsing data.

**Step 3:** Close Browser and then reopen to a new browser window and log in to MyPMS. The issues should be resolved and the system functioning properly. If you continue to experience issues, please submit a Support Ticket.

Note: Some properties have had selected \_Check for newer versions of stored pages:\_ NEVER. It should be set as Every Visit to the Page. The web browser will store web pages / files that it accesses, and under certain circumstances retrieve from disk rather than downloading the file remotely. It is possible that your PCs accessed files from a previous release while it was up, that no longer matches with the current running system.