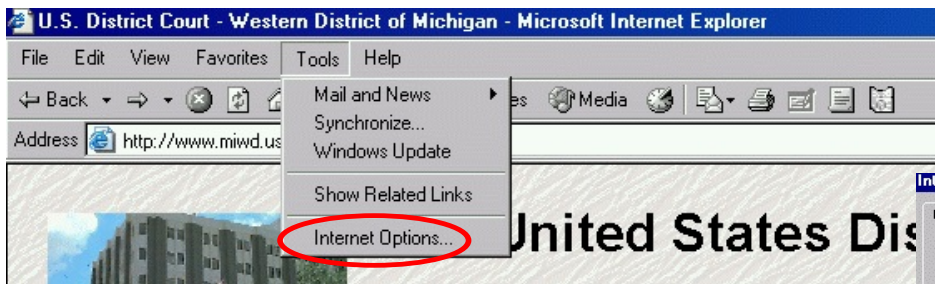




Clearing Cache

Cache is a storage facility for temporary Internet files that your computer is designed to maintain. Pages you view are stored in the cache for quicker viewing later, which is a workload and time saver for your computer. Instead of doing the work of accessing a page on the Internet that you have visited before, your computer is designed to display to you what you saw last time (it pulls the temporary Internet file for that site from your cache and displays it to you). On occasion, particularly with respect to e-filing, cache may need to be cleared; you may have been advised to do so by our CM/ECF Help Desk staff.

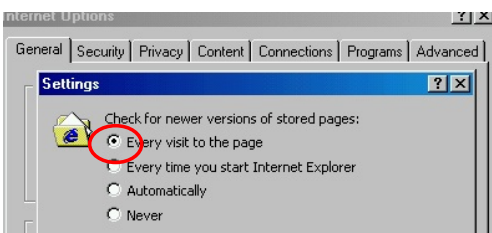
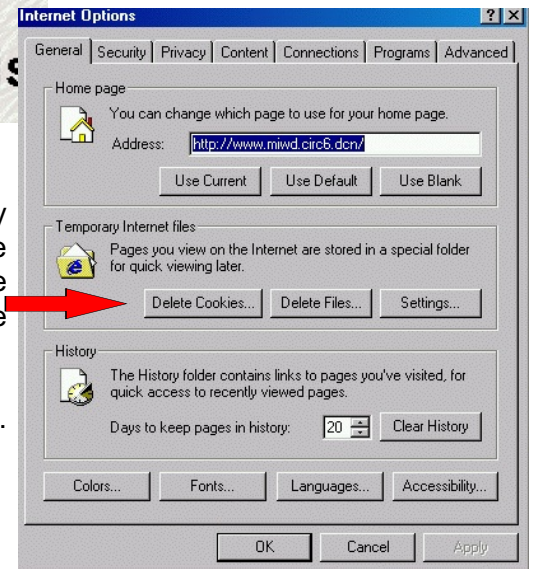
If your computer uses Internet Explorer as the browser:



Click Tools, Internet Options.

In the middle section under the General tab, entitled, "Temporary Internet Files," click the "Delete Cookies..." button. Then click the "Delete Files..." button. The "Delete Files..." process may take anywhere from a few seconds to several minutes, depending on the number of temporary Internet files stored on your computer.

Click on the OK button at the bottom of the Internet Options screen. Your cache is now clear.



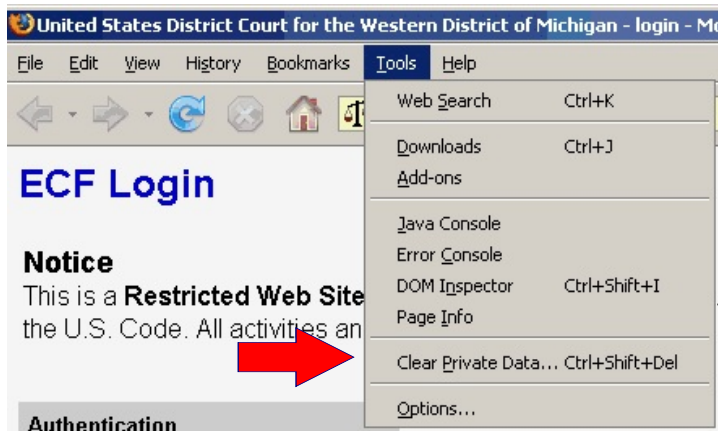
If you are experiencing difficulties that require you to clear your cache often, you might consider having your Technical Support review your browser settings.

To see your settings, click the "Settings..." button (Click Tools, Internet Options. Under the General tab, in the Temporary Internet Files section). The court recommends that it be set as follows (check with your Technical Support before making any changes to your settings).

Selecting "Every visit to the page" will cause your computer to take a fresh look any time it looks at items on the Internet, including documents filed in Western District of Michigan cases. While this may slow down (slightly) your Internet "surfing" process, this setting is particularly helpful for support staff that work for more than one attorney that access the system. By taking a fresh look every time a document is accessed, your computer is less likely to become confused between the different logins, etc. (possibly the reason you need to clear cache in the first place).

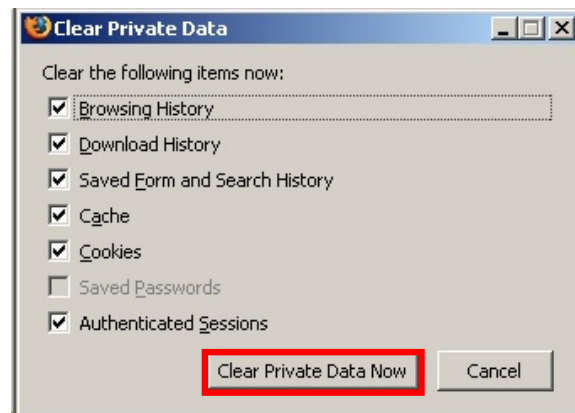
If support staff do not work for more than one attorney that accesses the CM/ECF system, a selection of "Automatically" is sufficient.

If your computer uses [Firefox](#) as the browser:



Click Tools, Clear Private Data.

Click the “Clear Private Data Now” button.
Your cache is now clear.



If you were logged in to the system at the time you cleared the cache on your browser, it is expected that you will have to log back in to the CM/ECF system.