SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

Clearing Browsing History and Cache

If you experience difficulties trying to view data or access the log-in page for SWIFT, clearing your browsing history may help resolve these issues. This is commonly referred to as "clearing the cache."

"Clearing the cache" means deleting browsing history. Clear the cache on your Internet browser when:

- SWIFT pages fail to load, do not load correctly, or display the "404 Error" message.

- There are financial management system upgrades or issues.

- MN.IT or SWIFT Help Desk recommends refreshing your Internet browser.

Your Internet browser may be Microsoft Edge, Google Chrome, or Mozilla Firefox. Make sure to follow all the steps listed to clear the cache on your Internet browser.

Clear the cache on Microsoft Edge

1. On the Microsoft Edge browser, select **Settings and more** icon (the triple-dot icon toward the top right).

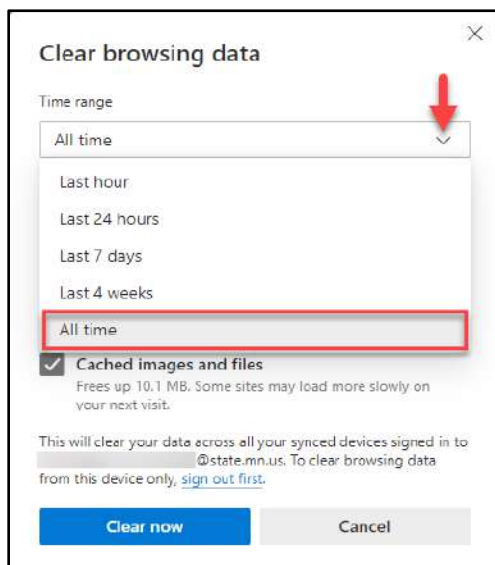2. From the drop-down list, select the "Settings" option.
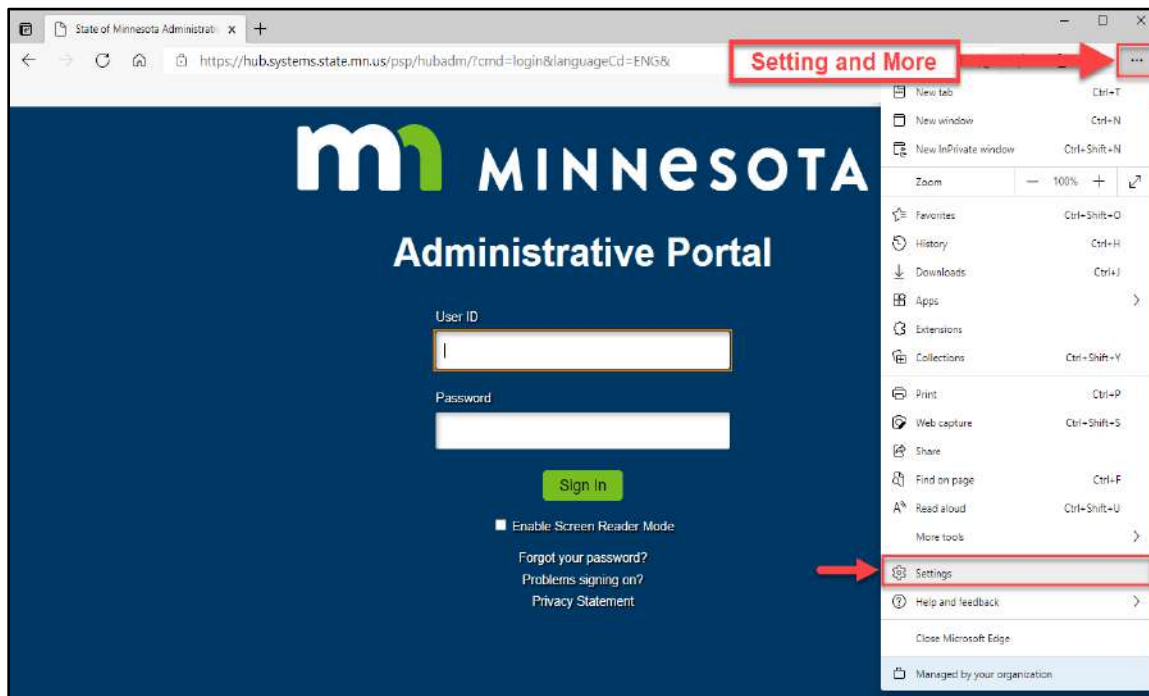
3. The *Settings* will display in a new browser tab. Select the "Privacy, search, and services" option.

4. Find the *Clear browsing data* section to the right, and select the **Choose what to clear** button.
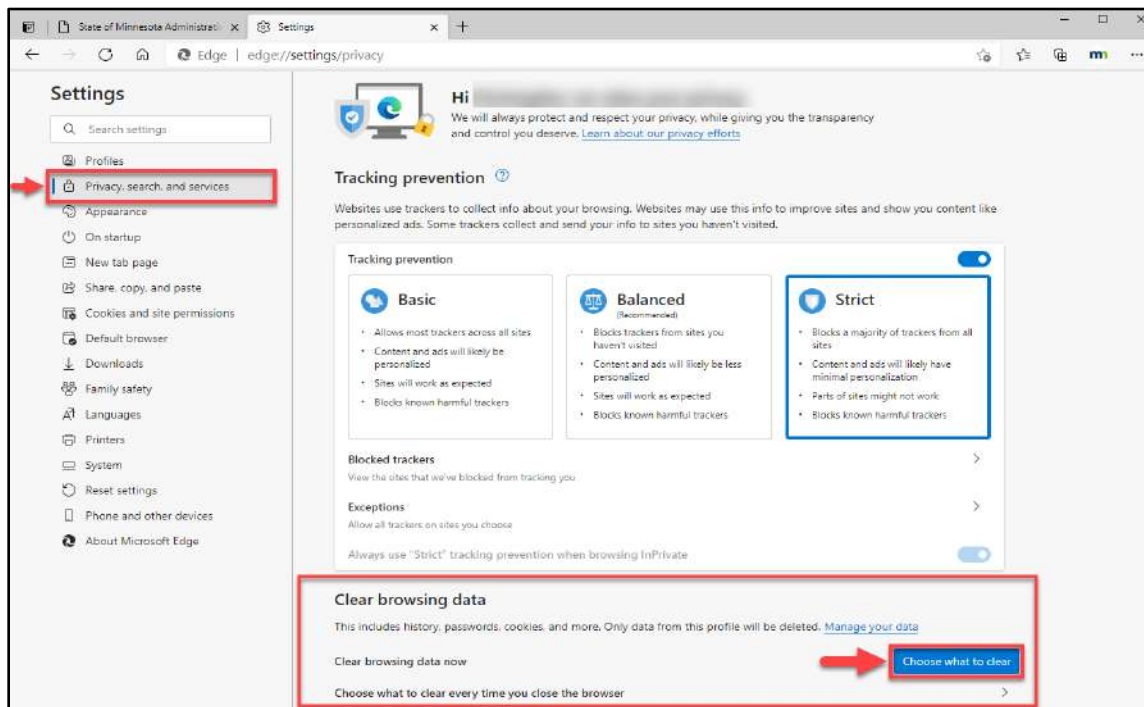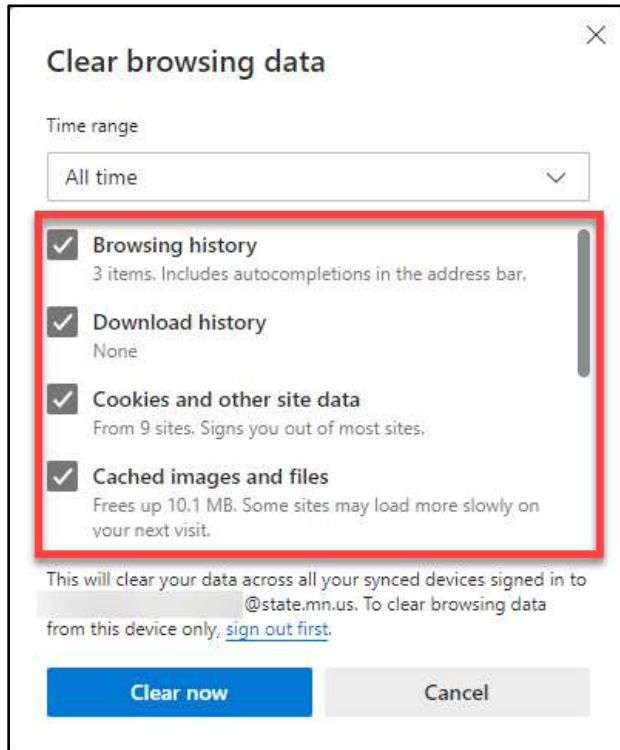

5. The *Clear browsing data* window will open. Under the *Time* range field, select the down arrow to open the drop-down list, and select the "All time" option.
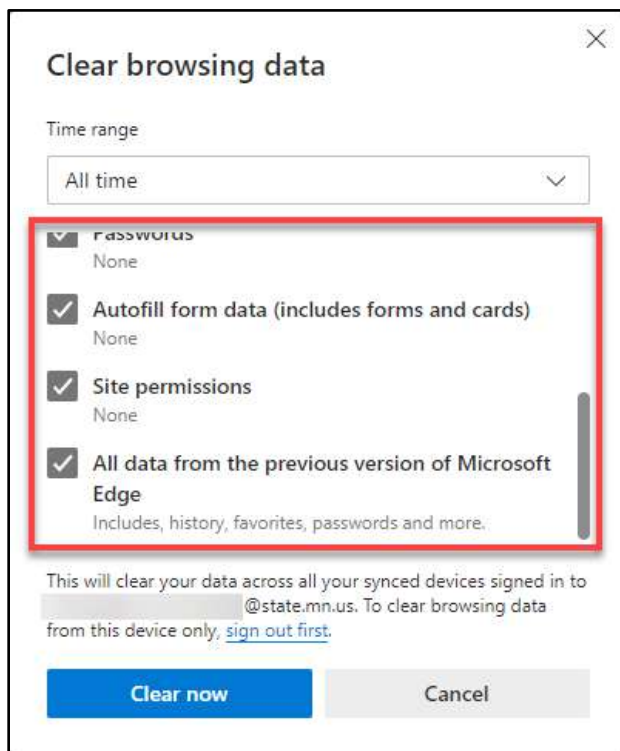
6. Check mark each box below.

Clear browsing data

Time range

All time ⌄

☑ **Browsing history**
3 items. Includes autocompletions in the address bar.

☑ **Download history**
None

☑ **Cookies and other site data**
From 9 sites. Signs you out of most sites.

☑ **Cached images and files**
Frees up 10.1 MB. Some sites may load more slowly on your next visit.

This will clear your data across all your synced devices signed in to ▓▓▓▓▓▓ @state.mn.us. To clear browsing data from this device only, sign out first.

[**Clear now**] [Cancel]

Note: You will need to scroll down to check mark all boxes.

Clear browsing data

Time range

All time ⌄

☑ Passwords
None

☑ **Autofill form data (includes forms and cards)**
None

☑ **Site permissions**
None

☑ **All data from the previous version of Microsoft Edge**
Includes, history, favorites, passwords and more.

This will clear your data across all your synced devices signed in to ▓▓▓▓▓▓ @state.mn.us. To clear browsing data from this device only, sign out first.

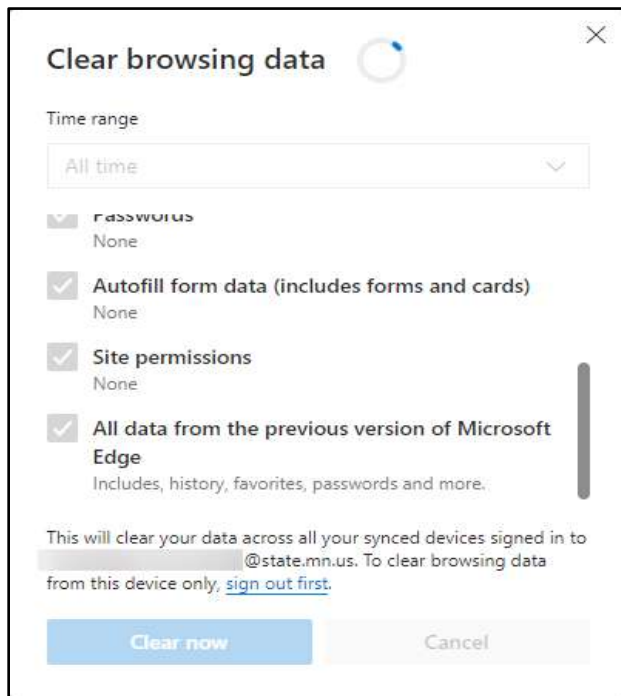[**Clear now**] [Cancel]

7. Once every box is check marked, press the **Clear now** button.

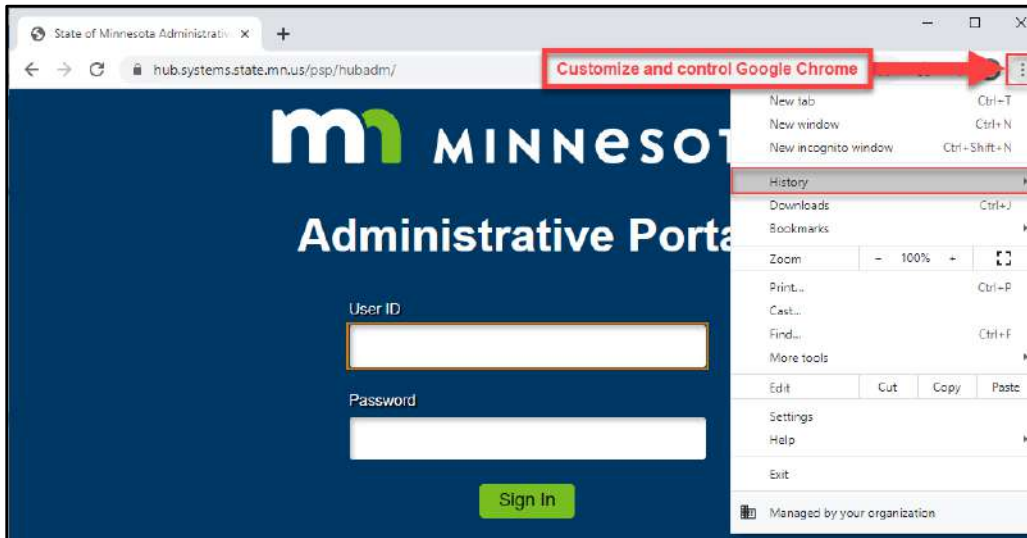

8. Microsoft Edge will take a few moments to clear all the cache. After this process is finished, close the Internet browser before opening it again

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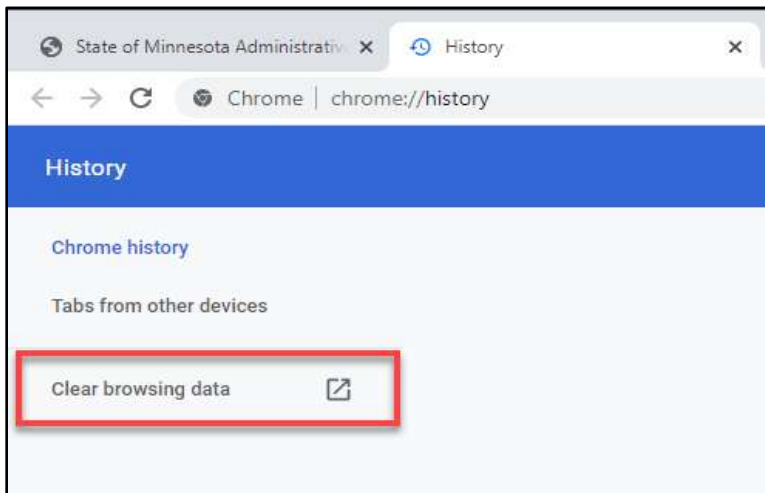
Clear the cache on Google Chrome

1. Select the **Customize and control Google Chrome** icon (the triple-dot icon toward the top right).

2. From the drop-down list, hover over the "History" option.

3. Then select "History" to the right.

4. The *History* will display in a new browser tab. Select the **Clear browsing data** button.
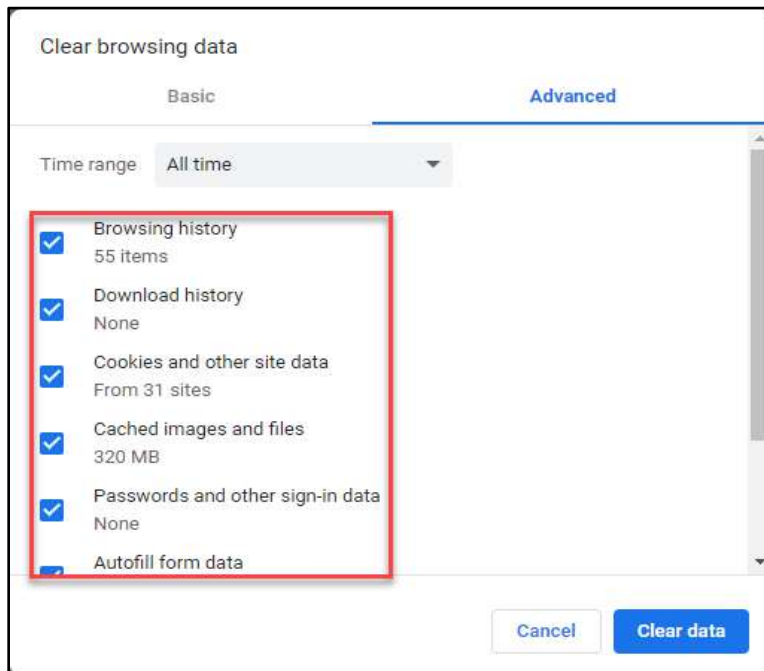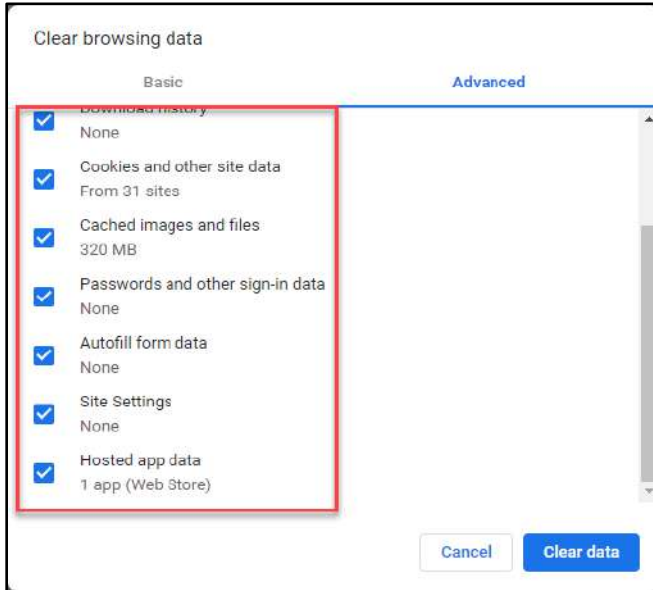
5. The *Clear browsing data* window will open. Make sure the *Advanced* tab is selected.

6. Under the *Time* range field, select the down arrow to open the drop-down list.

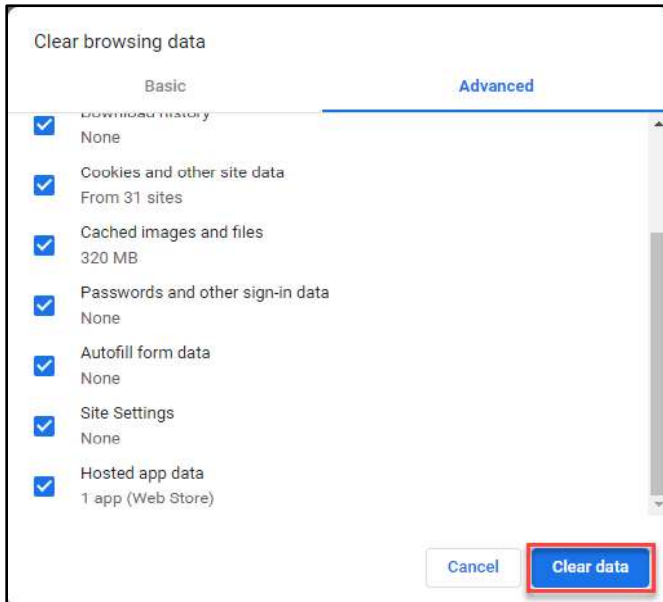7. From the drop-down list, select the "All time" option.

8. Check mark each box below.

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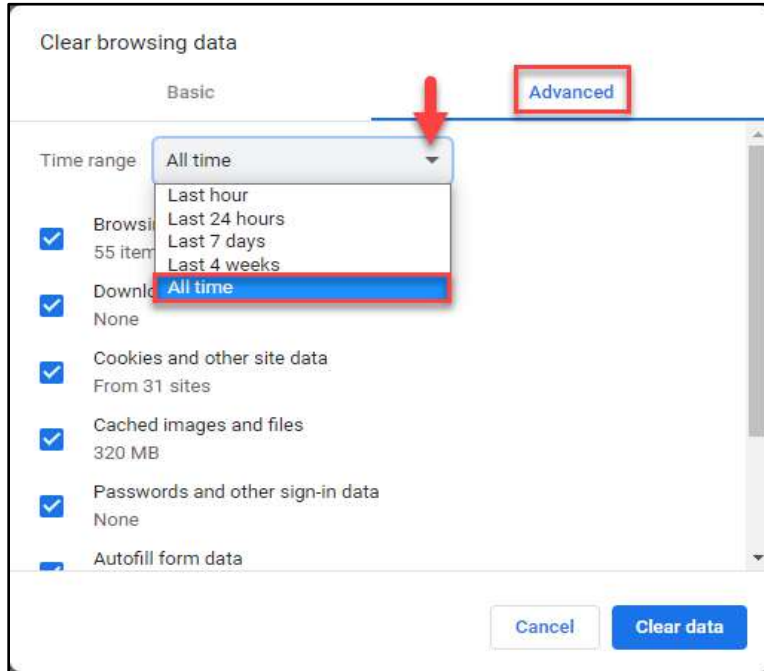
Note: You will need to scroll down to check mark all boxes.
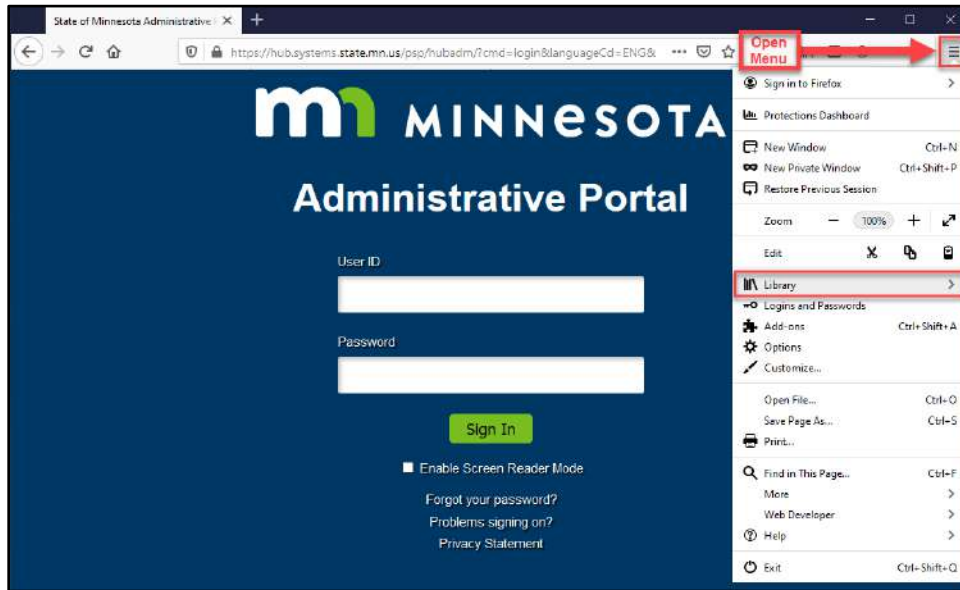

9. Once every box is check marked, press the **Clear data** button.

10. Google Chrome will take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.

Clear the cache on Mozilla Firefox

1. Select the **Open Menu** icon (the triple-bar icon toward the top right).

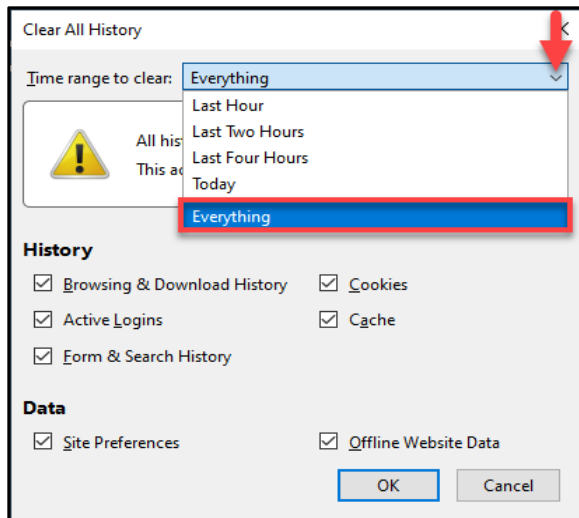2. From the drop-down menu options, select the "Library" option.

3. Then select the "History" option.

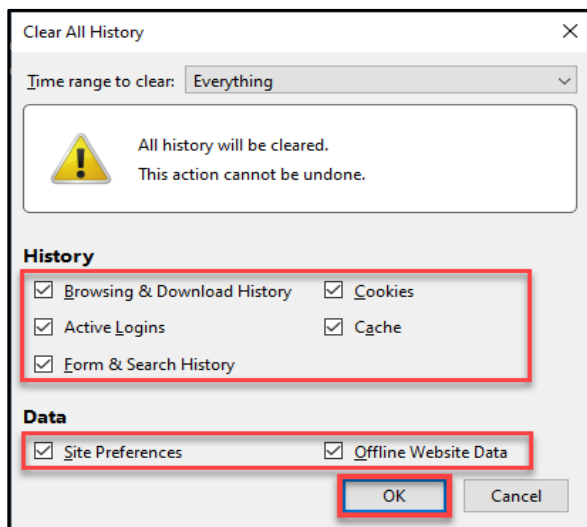4. Select the "Clear Recent History…" option.

5. The *Clear All History* window will open. In the *Time range to clear* field, select "Everything" from the drop-down list.

6. In the *History* and *Data* sections below, check mark all the boxes.

7. Press the **Clear Now** button.

8. Mozilla Firefox will take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.

Still having problems?

- If you continue to have trouble clearing your cache, contact your agency's technical support group.

- If you cleared your cache but still have trouble with SWIFT, contact the SWIFT Help Desk via email (SWIFTHelpDesk.MMB@state.mn.us) or phone (651-201-8100, option 2).

- You can find this document and other resources on the SWIFT Training and Support website.