

**REQUIRED ACTION:** Delete browser cache prior to logging into SHARP or Employee Self Service

As you are aware, the upgraded SHARP version 9.1 is scheduled to go live tomorrow morning at 7:00am. As a part of the upgrade, many employees will be utilizing the upgraded SHARP system and some employees will be reporting time through Employee Self Service.

In order to optimize performance in the new system, it is recommended that all employees who will be accessing the core SHARP application or Employee Self Service fully delete their browser cache prior to logging into SHARP or Employee Self Service. Instructions are provided below for deleting cache files in Internet Explorer. Please forward the instructions below to all employees in your agencies that will utilize SHARP and Employee Self Service. **NOTE: It is imperative that the instructions are followed exactly as listed below. We piloted this in our agency and many employees skipped Step 3. If Step 3 is not done they will be stuck on 'Processing' once they get logged into the system.** Please take particular note of the fact that in step 3 it specifies that the employee should NOT check the box for 'Preserve Favorites website data' when deleting cache in Internet Explorer. If your agency utilizes a different web browser, please contact your agency IT staff for instructions on how to delete the cache files for that particular browser.

**PLEASE NOTE:** If an employee is experiencing performance issues in the core SHARP application or in Employee Self Service, agency personnel should ensure that the employee has deleted the browser cache prior to contacting the SHARP Help Desk.

Thank you for your assistance in communicating this information to employees so maximum performance of the system can be achieved.

#### **Steps for Deleting Browser Cache in Internet Explorer**

**STEP #1: Close all Internet Explorer browsers**

**STEP #2: Open Internet Explorer and navigate to Tools -> Internet Options -> Enable "Delete browsing history on exit -> click Delete ->**

**STEP #3: The Delete Browsing History Page pops up:**

- **UNCHECK** box for Preserve Favorites Website Data
- **CHECK** all other boxes on the Delete Browsing History Page

**STEP #4: Click Delete**

**STEP #5: Exit Internet Explorer**

**STEP #6: Open Internet Explorer and start using Employee Self Service or the core SHARP application**