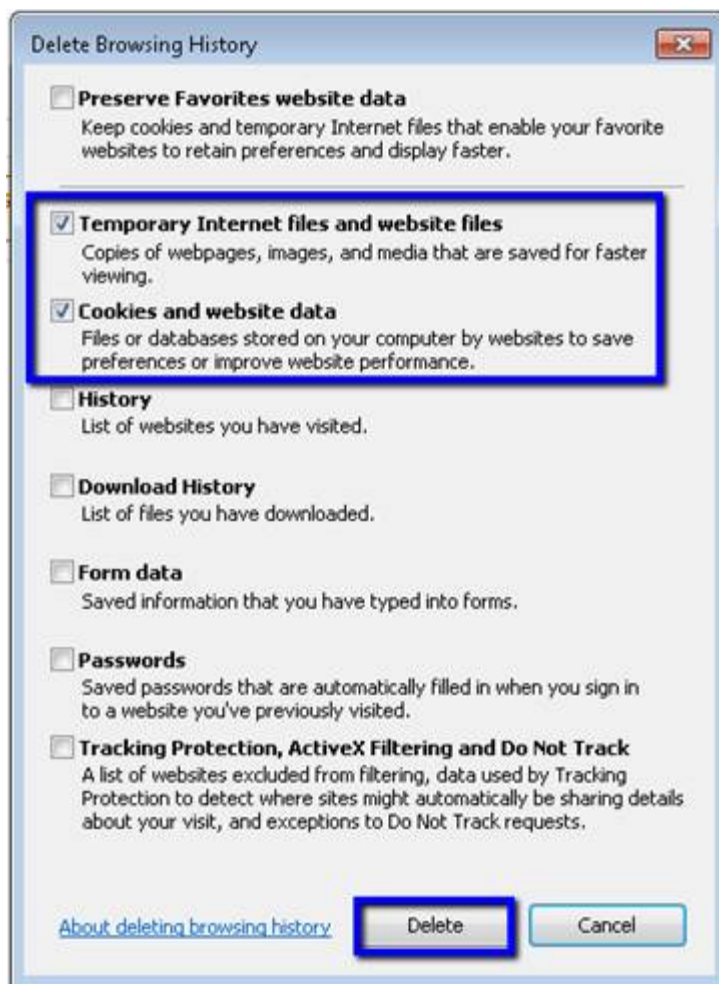


## Clearing Your Browser Cache After PowerSchool Upgrades

To assure you are viewing the most recent version of PowerSchool, after any system update it is advised that you clear the cache in your browser. The simplest way to do this is hold down the **ctrl +F5** keys at the same time. In some cases this will not work and you should then follow the steps below.

### Clearing Cache in Internet Explorer 11

1. Launch Internet Explorer 11.
2. Press the following 3 keys simultaneously on your keyboard: **Ctrl + Shift + Delete**.
3. In the window that pops up, select the following and click on Delete



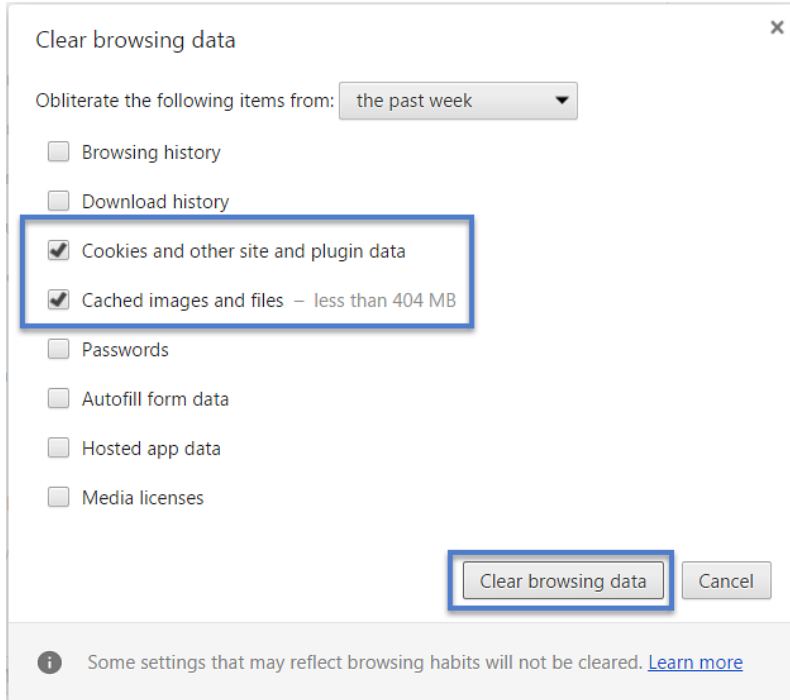
4. There will be a notification when the deletion is complete and your cache is clear. Click on the x to close the message and logon to PowerSchool/PowerTeacher

Internet Explorer has finished deleting the selected browsing history.



## Clearing Cache in Google Chrome

1. Launch Google Chrome
2. Press the following 3 keys simultaneously on your keyboard: **Ctrl + Shift + Delete.**
3. When the following screen pops up, select the following and click on Clear Browsing Data.



4. A blue circle will spin while your cache is clearing, if you have not cleared it recently this may take a minute or two. When the clearing of your cache is completed the Google Chrome Setting Page will appear. You can close this page and log on to PowerSchool/PowerTeacher.

