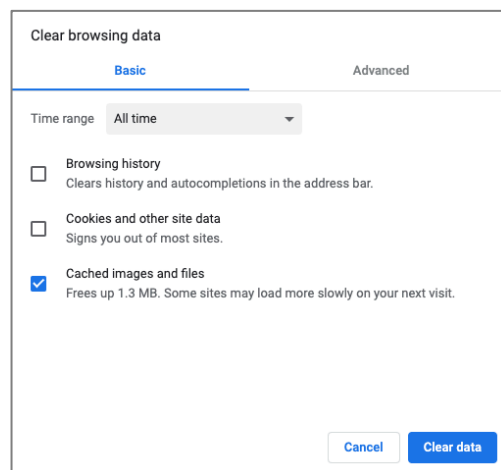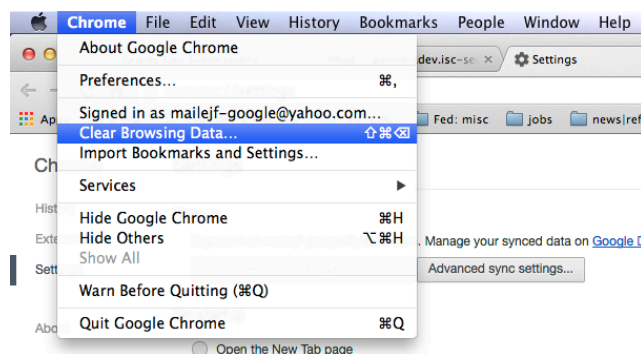# PennERA - Proposal Development

Overview

Clearing browser cache is an important step when PennERA is upgraded or new forms are added by Grants.gov. Sometimes this step is recommended by the PennERA Help Desk Team when users are experiencing browser issues.

In the examples shown, only cache clearance is demonstrated. Other browsing information, such as cookies, history, etc., may be cleared at the same time. If your browser version doesn't agree with anything shown here, please contact PennERAhelp@lists.upenn.edu.
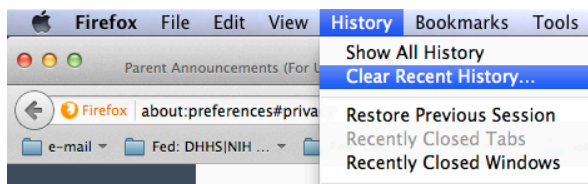
Mac Browsers

Chrome

- Select the Chrome menu, then choose "Clear Browsing Data".
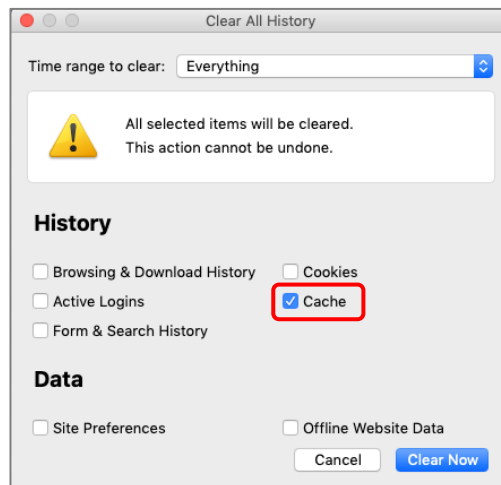- In the pop-up window, choose the settings shown to the right, then click "Clear data".

Firefox

- Select the History menu, then choose "Clear Recent History…"
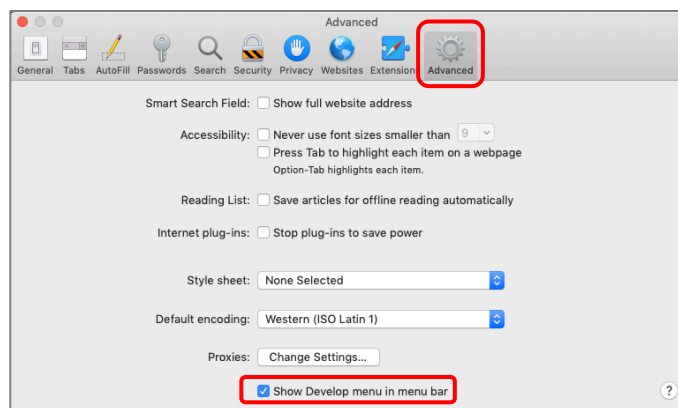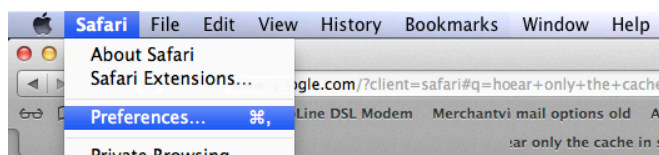- In the pop-up window, choose the settings shown to the right, then click "Clear Now".

See next page for Safari instructions.

Safari

- If the Develop menu is present in the menu bar, skip to the last step and screen shot below.

- If the Develop menu is *not* present in the menu bar, select the Safari menu, then choose "Preferences".
  - In the pop-up window, click on the Advanced icon, then select "Show Develop menu in the menu bar". Proceed to the last step and screen shot below.

- Select the Develop menu, then select "Empty Caches".

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