pennsylvania
DEPARTMENT OF HEALTH

# STATE REGISTRAR NOTICE

| Subject: Clearing Browser Cache May be Necessary To Resolve DAVE Issue After System Upgrade	Number: 2019-05
Date Issued: March 12, 2019	By Direction of: Audrey Marrocco State Registrar

Since the system upgrade on Friday March 9, 2019, some users have reported problems selecting their facility from the log in page or starting a new case in DAVE. To resolve these issues, you will need to clear your browser cache (i.e., delete browsing history). Once the browser cache has been cleared, you should no longer encounter these issues.

To clear your browser cache in Internet Explorer, open Internet Explorer and select "Tools" and then "Delete browsing history" from the top toolbar. In earlier versions of Internet Explorer, this option is found "Tools," then "Safety", and then "Delete Browsing History."
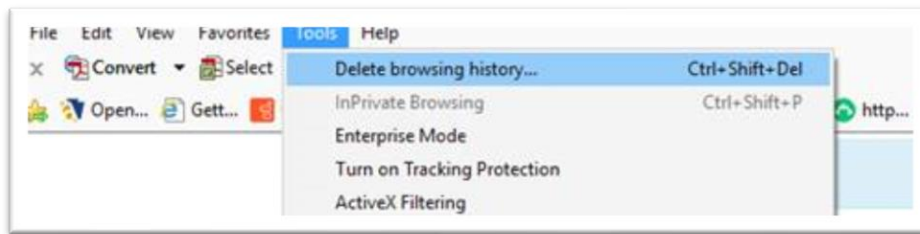
A window similar to the image shown on the next page should open on your screen. Make the following modifications to the settings in this window:

- De-select "Preserve Favorites website data"
- Select "Temporary Internet Files" or "Temporary Internet Files and website files"
- Select "Cookies" or "Cookies and website data"
- Select "History"
- All other options can be deselected.
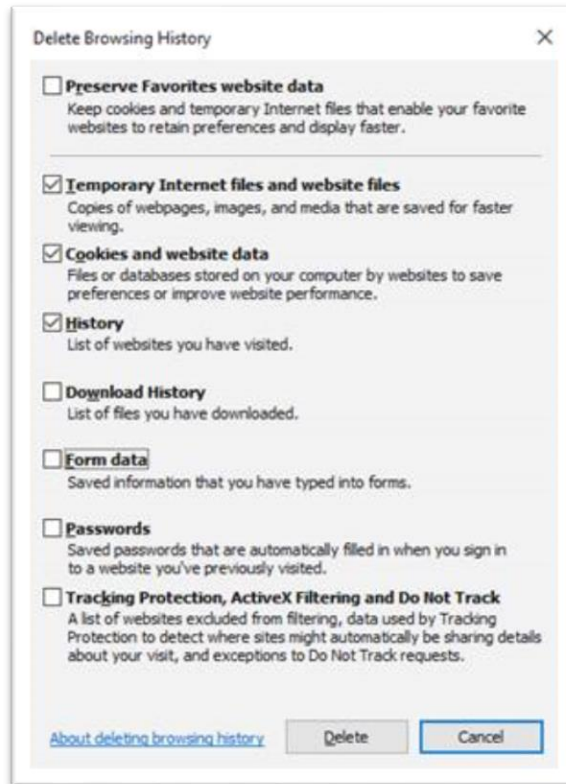
Next click on the Delete" button. You will see a confirmation notice at the bottom of the window when the process is complete. Quit/exit all browser windows to complete the process. Then re-open the browser and resume your DAVE access.

Note: While IE is the only browser officially supported by the Commonwealth, you may find this link helpful for instructions on clearing your cache in other browsers, such as Chrome, Safari, and Firefox: https://kb.iu.edu/d/ahic