When navigating from SRM to Ariba or from Ariba to a punch out catalog a user may encounter a blank screen. Typically this can be resolved by clearing the cache on the users browser and resetting SRM.

Role: Staff Frequency: As Needed

#### **ATTENTION: Proceed with Caution**

# Special Notices

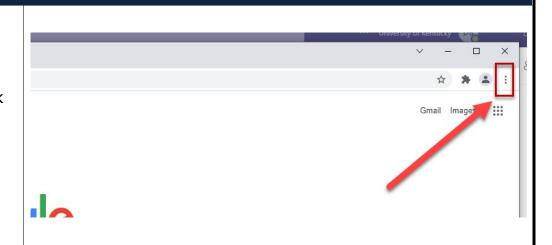
Clearing your browser cache and cookies may correct some e-catalog Shopping Cart or Ariba e-catalog connection issues. Be sure you have the permission or support of your local IT staff when performing this exercise.

Clearing your browser cookies will remove settings for Duo two-factor authorization, so you will be required to reauthorize the next time you log into SAP.

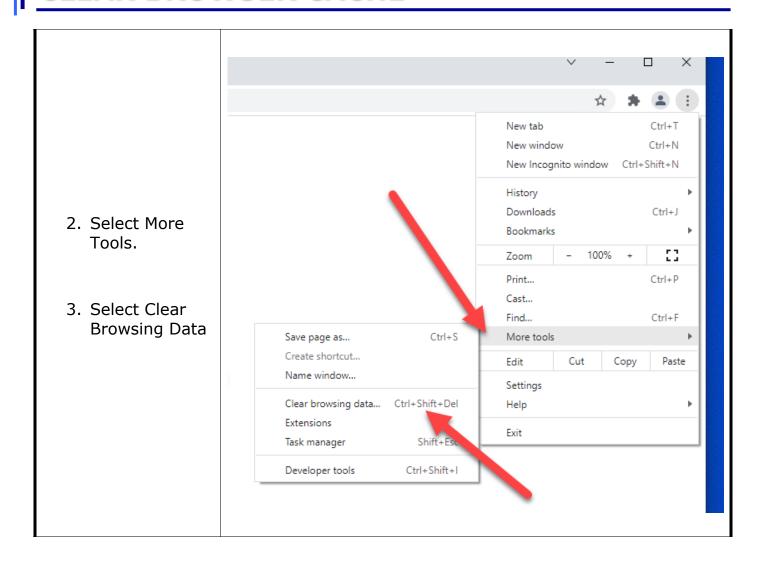
It will also remove saved passwords requiring you to log-in to websites with previously retained passwords.

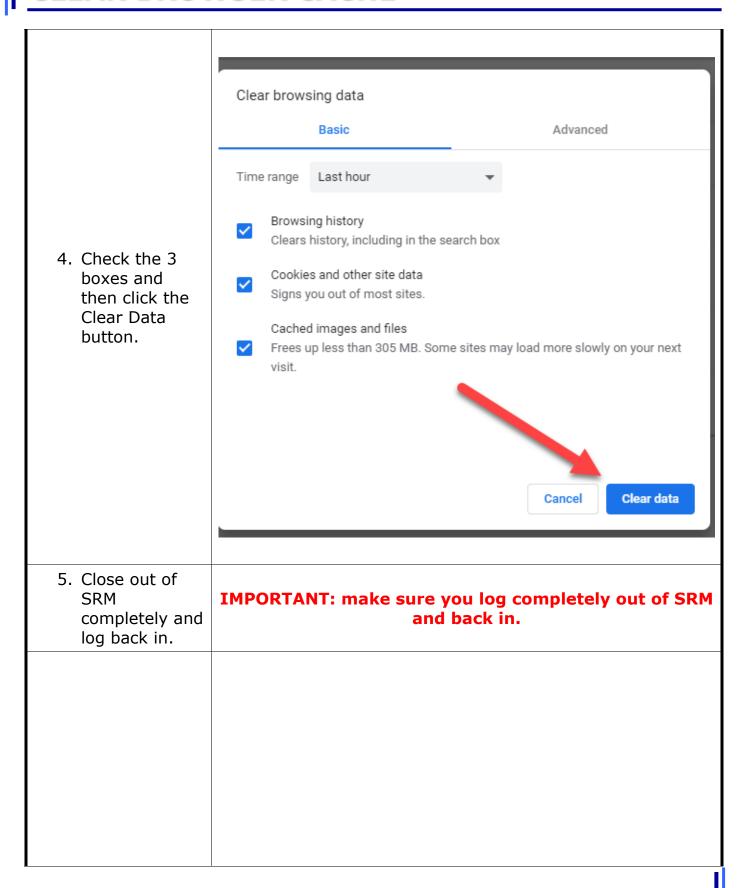
#### **GOOGLE CHROME**

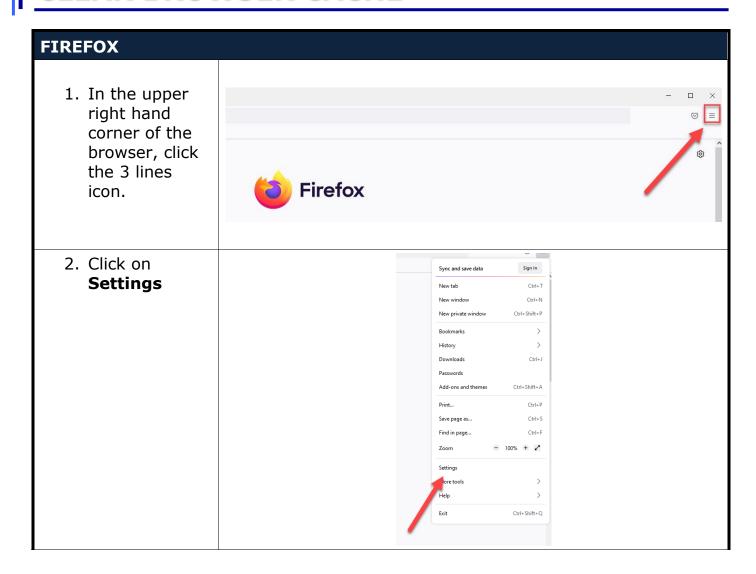
 In the upper right hand corner of the browser, click the 3 dots icon.

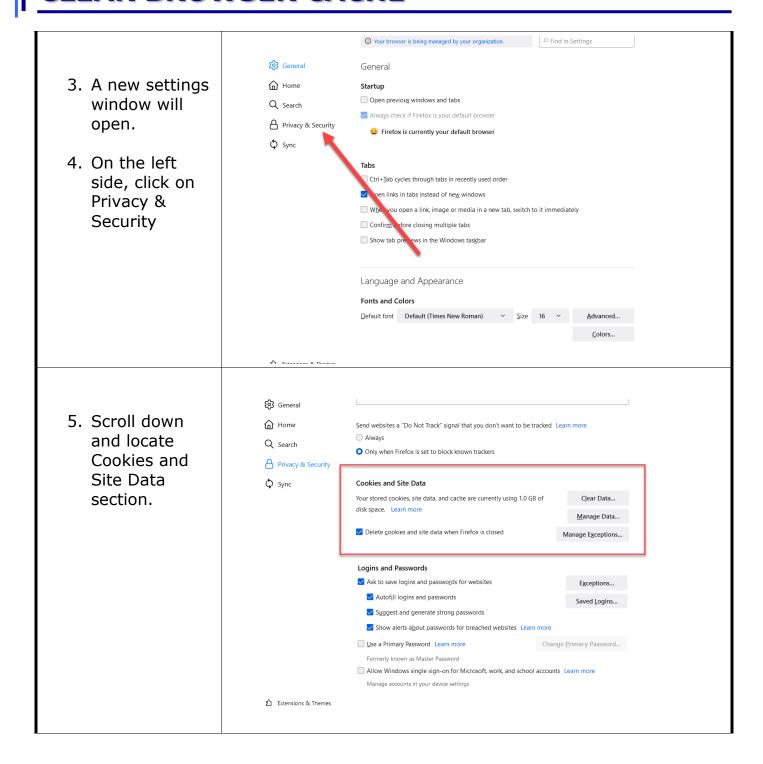


# Quick Reference Card CLEAR BROWSER CACHE









**⊘** General 6. Click on the Send websites a "Do Not Track" signal that you don't want to be tracked Learn more Clear Data... Q Search Only when Firefox is set to block known trackers button A Privacy & Security Cookies and Site Data Sync Your stored cookies, site data, and cache are currently using 1.0 GB Clear Data... Manage Data... Delete gookies and site data when Firefox is closed Manage Exceptions... Logins and Passwords Ask to save logins and passwords for websites Exceptions... Autofill logins and passwords Saved Logins... ✓ Suggest and generate strong passwords ☑ Show alerts about passwords for breached websites Learn more Use a Primary Password Learn more Change Primary Password... Formerly known as Master Password Allow Windows single sign-on for Microsoft, work, and school accounts Learn more Manage accounts in your device settings 7. A popup window will appear. Click X Clear Data re cur on the Clear button Clearing all cookies and site data stored by Firefox may sign you out of websites and remove offline web content. Clearing cache data will not affect your logins. fox is Cookies and Site Data (0 bytes) You may get signed out of websites if cleared Cached Web Content (1.0 GB) vebsite Will require websites to reload images and data Clear Cancel ords/ reached websites Learn more

8. A warning will appear. Click Clear all cookies and site data **Clear Now** to Selecting 'Clear Now' will clear all cookies and site data stored by Firefox. This may sign you out of irefo proceed. websites and remove offline web content. Clear Now Cancel Cached Web Content (1.0 GB) 9. Close out of **IMPORTANT:** make sure you log completely out of SRM **SRM** and back in. completely and log back in.