

Administrative Office of the Courts

Supreme Court of New Mexico

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Judicial Information Division (JID)

Clearing Internet Explorer,
Google Chrome and Odyssey Navigator Cache 1.2
Standard Operating Procedure

Updated: 12/2022

Clear Cache for Internet Explorer and Odyssey

COURT / DEPARTMENT / DIVISION

All Courts and Departments

USER

All Users

PURPOSE

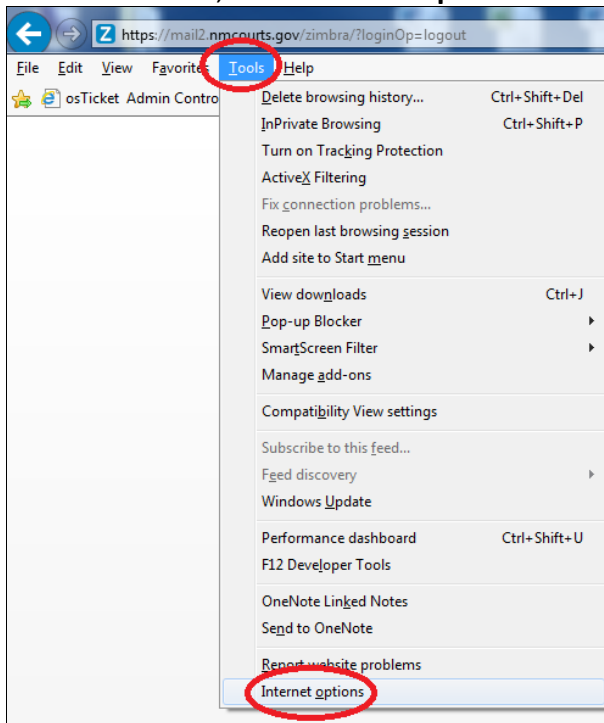
To clear the cache/memory stored on computer for Internet Explorer, Google Chrome and Odyssey.

Cache stores data in memory for future use; sometimes this needs to be cleared to create a clean state for a session. There are several reasons to clear the cache, including but not limited to the following: 1) if there is a script error in Odyssey, or 2) if there is an issue in Odyssey where something was deleted, but it still appears, it is likely still stored in the cache.

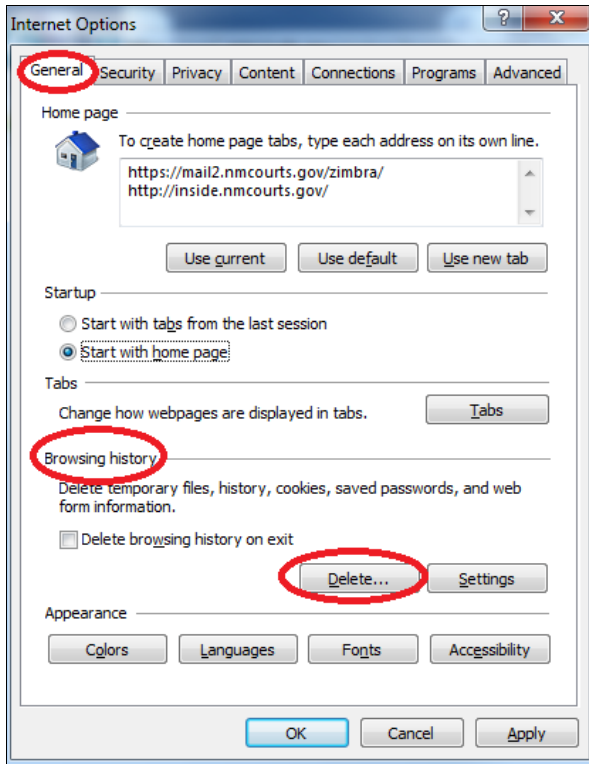
STEPS

TO CLEAR INTERNET EXPLORER CACHE:

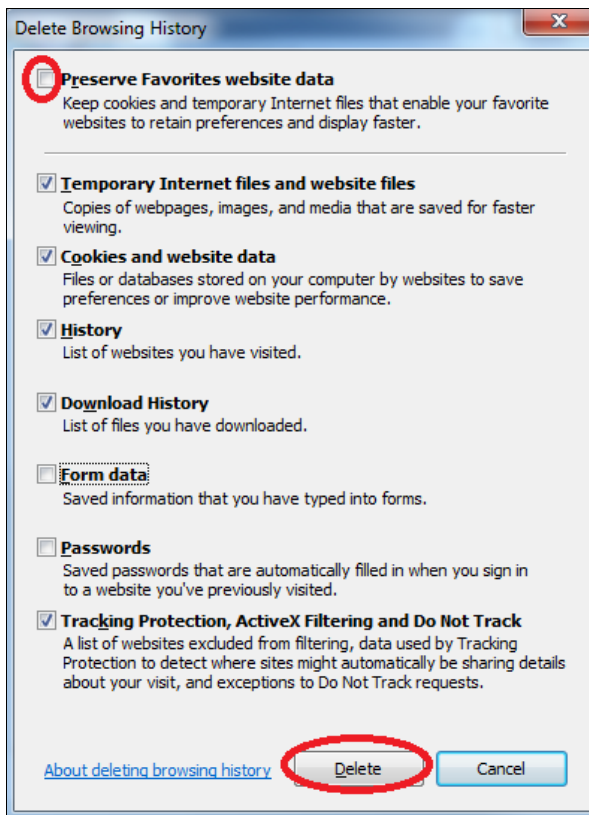
1. Open Internet Explorer
2. Click on **Tools**, then **Internet Options**



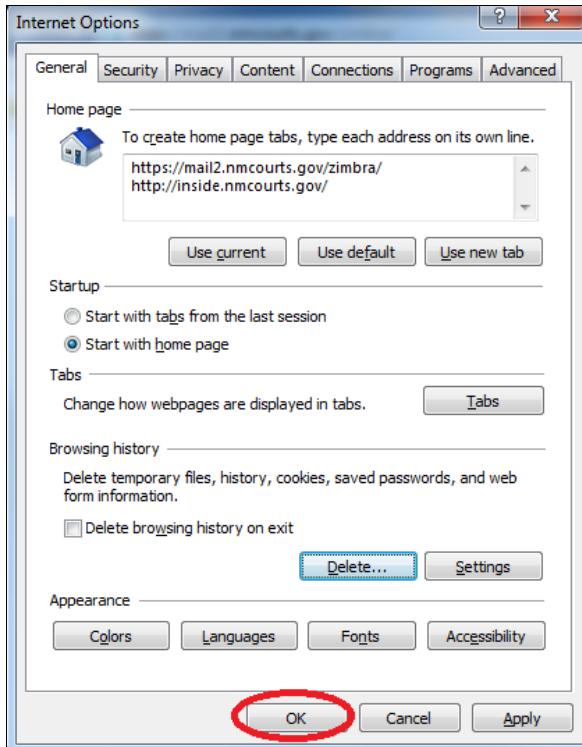
3. On the **General** tab, click the **Delete** button under Browsing History



4. In the Delete Browsing History window, uncheck **Preserve Favorites** website data
5. Click **Delete** button



6. Click **OK** button

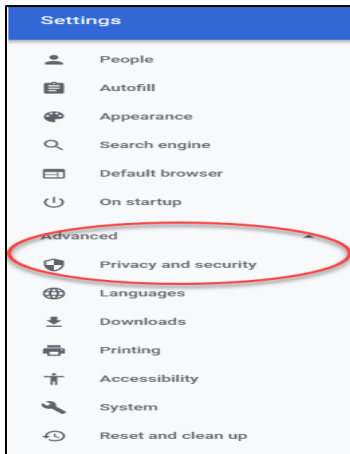


To Clear Google Chrome Cache:

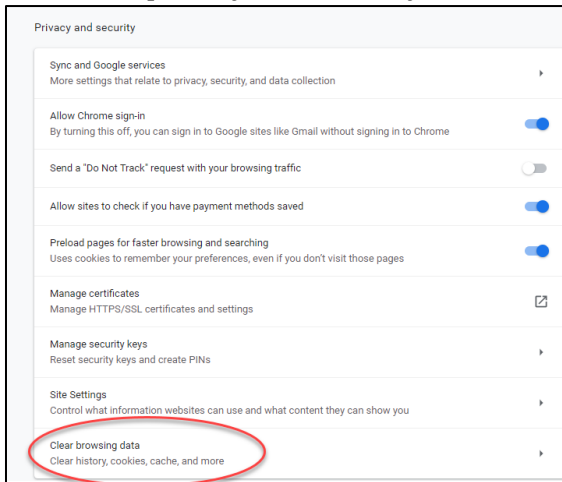
1. Navigate on the computer to the settings folder. It will have an icon like this:



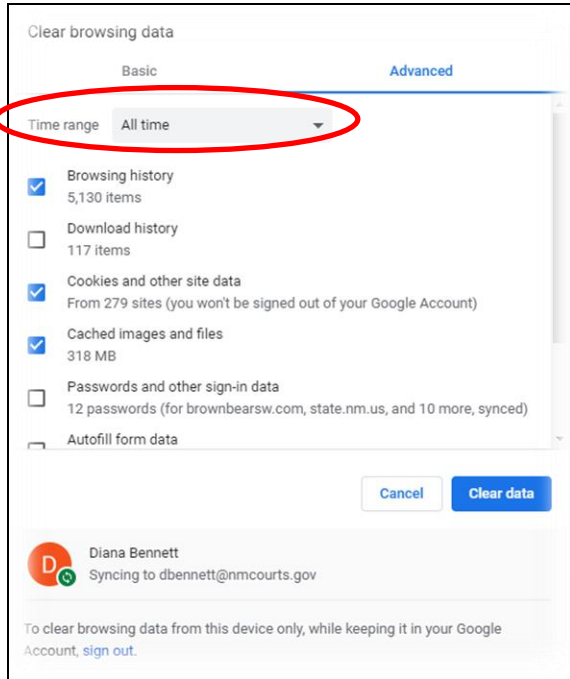
2. Click the Three dots and scroll down to Settings.
3. Go to advanced drop down menu on the left of the screen and select privacy and security:



4. Under the privacy and security menu click clear browsing data:

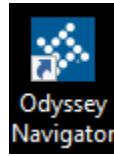


- Click on Advanced Section , Select **ONLY** the following:
Browsing History, Cookies and Other site data & Cached images and files.
Make sure the Time range is set to ALL TIME:

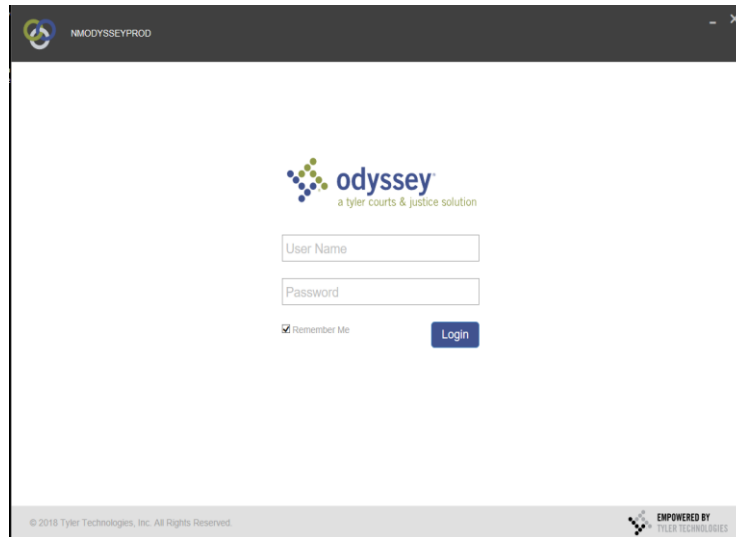


- Then select Clear data.

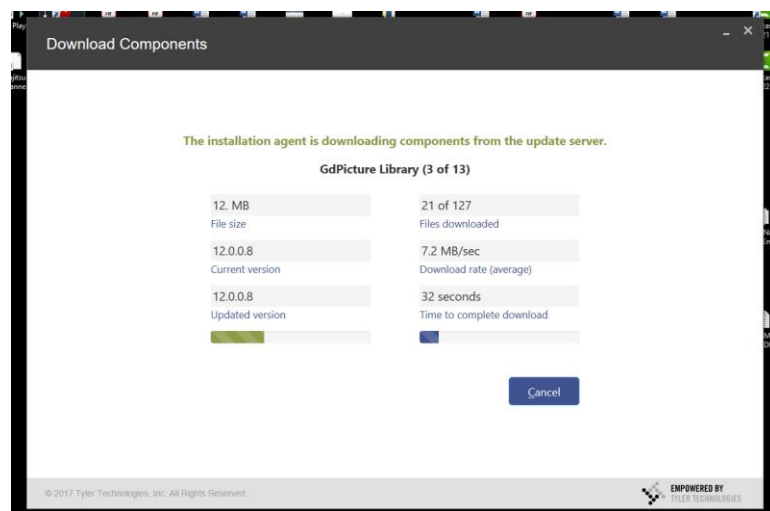
To Clear Odyssey Navigator Cache:



1. Press and hold Ctrl+Shift while double-clicking on the Odyssey Navigator icon



2. The login screen will display
3. Login using your credentials



4. The reload components and clearing cache screens will display as the process unfolds
5. This may take up to 15 minutes to run
6. A successful process will take you to the landing dashboard of Odyssey Navigator