

Troubleshooting Access to the New UK Jobs System

When attempting to access the Integrated Employment System page some users have experienced errors indicating the page does not exist or cannot be found. These errors occur when a link to the older, out-of-date Online Employment System information remains stored by your web browser.

Each time you access a file through your web browser, the browser caches (stores) it. By doing this, the browser doesn't have to newly retrieve files (including any images) from the remote web site each time you click Back or Forward. **By clearing your computer's cache you should be able to eliminate the errors and successfully access UK Jobs.**

**Please note: this may clear browsing history, search history, and if selected will delete saved passwords for websites.

Please see below for instructions on clearing cookies, history, and cache for several popular web browsers.

Internet Explorer 8 and higher

1. From the **Tools** or **Safety** menu, select **Delete browsing history...**

If the menu bar is hidden, press **Alt** to make it visible.

2. Deselect **Preserve Favorites website data**, and select:
 - o **Temporary Internet files** Or **Temporary Internet files and website files**
 - o **Cookies** Or **Cookies and website data**
 - o **History**
3. Click **Delete**.

Internet Explorer 7

1. From the **Tools** menu in the upper right, select **Delete Browsing History...**
2. To delete your cache, click **Delete files...**

To delete your cookies, click **Delete cookies...**

To delete your history, click **Delete history...**
3. Click **Close**, and then click **OK** to exit.

Chrome

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data).

From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.

3. Click Clear browsing data.

Firefox

1. From the Tools or History menu, select Clear Recent History.

If the menu bar is hidden, press **Alt** to make it visible.

2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.

3. Click the down arrow next to "Details" to choose which elements of the history to clear. Click Clear Now.

Android

1. Start your browser.
2. Tap Menu, and then tap More.
3. Select Settings.
4. Under "Privacy settings", select Clear cache, Clear history, or Clear all cookie data as appropriate, and then tap OK to accept (or Cancel to cancel) the deletion.

Mobile Safari for iOS (iPhone, iPod touch, iPad)

To clear cache and cookies:

1. From the home screen, tap **Settings**, and then tap **Safari**.
2. At the bottom of Safari's settings screen, tap **Clear cookies and data**, or **Clear Cookies** and **Clear Cache**. Confirm when prompted.

To clear history:

1. From the home screen, tap **Safari**.
2. At the bottom of the screen, tap the **Bookmarks** icon.
3. In the lower left, tap **Clear**.
4. Tap **Clear History**.

Opera

1. From the **Opera** menu, select **Settings**, and then **Delete Private Data...**
2. In the dialog box that opens, select the items you want to clear, and then click **Delete**.

Safari

1. From the **Safari** menu, select **Reset Safari...**
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

If you don't see instructions for your specific version or browser, search your browser's **Help** menu for "clear cache". If you're unsure what browser version you're using, from the **Help** menu, select **About [browser name]**. In Internet Explorer and Firefox, if you don't see the menu bar, press **Alt**.