Velocity@ocbc Clear Cache Guide



Click here for Windows guide



Click here for Mac OS guide



- 1. Type <u>www.whatismybrowser.com</u> at the address bar and press <u>Enter</u>.
- 2. You should see any of the following:

Internet Explorer



Firefox



Note: Velocity@ocbc does not support Google Chrome and Safari browsers.

Click on the following, based on the browser you are using, to proceed to Step 2:

- Internet Explorer 6
- Internet Explorer 7
- Internet Explorer 8 & 9
- Firefox 3.X
- Firefox 4 and above

For Internet Explorer 6

- 1. Launch IE \rightarrow Click **Tools** \rightarrow Select **Internet Options**
- 2. Click on **Delete Files...**

Internet Options							
General Security Privacy Content Connections Programs Advanced							
Home page							
You can change which page to use for your home page.							
Address: http://ocbctnet.ocbc.com.sg/							
Use <u>C</u> urrent Use <u>D</u> efault Use <u>B</u> lank							
Temporary Internet files							
Pages you view on the Internet are stored in a special folder for quick viewing later.							
Delete Cookies Delete Files Settings							
History The History folder contains links to pages you've visited for							
guick access to recently viewed pages.							
Days to <u>k</u> eep pages in history: 20 📚 Clear <u>H</u> istory							
Colors Fonts Languages Accessibility							
OK Cancel Apply							

3. Tick Delete all offline content and click OK



4. Click on **Delete Cookies...** and click **OK**

Internet Options						
General Security Privacy Content Connections Programs Advanced						
Home page Delete Cookies						
You can char Address: Delete all cookies in the Temporary Internet Files folder?						
Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. Delete Cookies Delete Files						
History The History folder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 📚 Clear History						
Colors Fonts Languages Accessibility						
OK Cancel Apply						

- 5. Click **OK** to close the Internet Options Window.
- 6. Exit Internet Explorer by closing all its Windows
- 7. Once done, <u>click here</u> to proceed to step 3.

For Internet Explorer 7

- 1. Launch IE \rightarrow Click **Tools** \rightarrow Select **Internet Options**
- 2. Click on **Delete...**

Internet Opt	ions			? ×				
General Security Privacy Content Connections Programs Advanced								
Home pag	e ——							
	To creat	e home page tabs,	type each addres	is on its own line.				
	nccp://i	iotenboom.org/n		×				
		Use current	Use default	Use blank				
Browsing	history –							
Ð	Delete t and web	emporary files, hist form information.	ory, cookies, save	ed passwords,				
			Delete	Settings				
Search _								
P	Change	search defaults.		Settings				
Tabs								
	Change tabs.	how webpages are	displayed in	Settings				
Appearan	ce ——							
Colo	ors	Languages	Fonts	Accessibility				
Some <u>settings</u> are managed by your system administrator.								
		OK	Cance	el Apply				

3. In the pop-up window, click **Delete all...**



4. Click **Yes** when prompted for confirmation.



5. Once done, <u>click here</u> to proceed to step 3.

For Internet Explorer 8 & 9

- 1. Launch IE \rightarrow Click **Tools** \rightarrow Select **Internet Options**
- 2. Click on Delete...

Internet Opti	ions	×
General Se	curity Privacy Content Connections Programs Advance	٩)
Home page		
	To create home page tabs, type each address on its own line.	
	http://ocbctnet.ocbc.com.sg/	
	×	
	Use current Use default Use blank	
Provision h		
browsing in	Delete temporary files, history, cookies, sound passwords	<u> </u>
	and web form information.	
	✓ Delete browsing history on exit	
	Delete Settings	
Search -		
\sim	Change search defaults. Settings	
Tabs		
	Change how webpages are displayed in Settings	
Appearance	ce	
Colo	rs Languages Fonts Accessibility	
	OK Cancel Apply	

3. Check all boxes (except '**Preserve Favourites website data**') in the pop-up window and click **Delete**



- 4. Click **OK** to close the Internet Options Window.
- 5. **Exit** Internet Explorer by closing all its Windows
- 6. Once done, <u>click here</u> to proceed to step 3.

For Firefox 3.6

 Launch Firefox → Click Tools → Select Clear Recent History... (Press [Alt] on the keyboard if the menu bar is not available)



2. Select **Everything** on Time range to clear, expand the **Details** and select all check boxes. Then click on **Clear Now**



- 3. **Exit** Firefox by closing all its Windows
- 4. Once done, <u>click here</u> to proceed to step 3.

For Firefox 4 and above

 Launch Firefox → Click on Firefox ▼ (Top left) → Select Clear Recent History... (Press [Alt] on the keyboard if the menu bar is not available)

	Firefox 🔻					
	New Tab	۲	🔶 Bookmarl	ks 🕨		
F	Start Private Browsing		History	•	Show All History	Ctrl+Shift+H
	Edit 🧈 P 👘 💼	۲	Download	ds	Clear Recent History	Ctrl+Shift+Del
	Find		🚓 Add-ons		Restore Previous Session	
	Save Page As		Options	+	Recently Closed Tabs	
	Send Link		Help	×.	Recently Closed Windows	►.

2. Select **Everything** on Time range to clear, expand the **Details** and select all check boxes. Then click on **Clear Now**

Clear All History
Time range to clear:
All selected items will be cleared. This action cannot be undone.
▶ D <u>e</u> tails
☑ Browsing & Download History
🔽 Form & Search History
Cookies
Cache
Active Logins
Site Preferences
Clear Now Cancel

- 3. **Exit** Firefox by closing all its Windows
- 4. Once done, <u>click here</u> to proceed to step 3.

For Windows XP

- Start → Settings → Control Panel (Switch to classic view or view large icon if needed)
- 2. Double Click on **Java**



3. Click on **Settings...**



4. Click on **Delete Files...**

Temporary Files Settings	×
Keep temporary files on my computer.	
cl ocation	_
Select the location where temporary files are kept:	
ings\A5106159\Application Data\Sun\Java\Deployment\cache Change	
Disk Space	
Select the compression level for JAR files:	
Set the amount of disk space for storing temporary files:	
400 ± MB	
Delete Files Restore Defaults	
OK Cancel	

5. Make sure all options are ticked and click on **OK**



- 6. Click **OK** again to close the Java Control Panel
- 7. Close the Control Panel

Clear cache completed. Please proceed to launch your browser and go to <u>bbmy.ocbc.com</u>

For Windows Vista & 7

- Start → Settings → Control Panel (Switch to classic view or view large icon if needed)
- 2. Double Click on Java



3. Click on Settings...



4. Click on **Delete Files...**

Temporary Files Settings
Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
rs\A5105682\AppData\LocalLow\Sun\Java\Deployment\cache
Disk Space
Select the compression level for JAR files:
Set the amount of disk space for storing temporary files:
100 MB
Delete Files
OK Cancel

5. Make sure all options are ticked and click on **OK**



- 6. Click **OK** again to close the Java Control Panel
- 7. Close the Control Panel

Clear cache completed. Please proceed to launch your browser and go to <u>bbmy.ocbc.com</u>

1. Launch Firefox > Tools > Clear Recent History...

🗯 Firefox File Edit View History Bookmarks	Tools Window Help	
000	Web Search #K	S
Mozilla Firefox Start Page Image: Constraint of the start page Image: Constraint of the start page Image: Constraint of the start page	Downloads 策J Add-ons 企業A	
	Set Up Sync	
	Web Developer I Page Info XI	•
	Start Private Browsing ① #P	
	Clear Recent History 企業く	3

2. Select **Everything** for **Time range to clear**, make sure all check boxes are ticked and click on **Clear Now**

● ○ ○ Clear All History							
Time range to clear: Everything ‡							
All history will be cleared. This action cannot be undone.							
▲ Details							
Srowsing & Download History							
✓ Form & Search History							
Cookies							
✓ Cache							
Active Logins							
✓ Offline Website Data							
Site Preferences							
Cancel Clear Now							

3. **Exit** Firefox Browser



4. Please proceed to Step 2 on the next page to clear Java cache.

Click on the following, based on the Mac OS X you are using, to proceed to Step 2:

- Mac OS X Snow Leopard
- Mac OS X Lion
- Mac OS X Mountain Lion

For Mac OS X Snow Leopard

1. Click on <u>Go</u> and <u>Utilities</u>

	Finder	File	Edit	View	Go	Window Help	144	
					Ba Fo Se	ick rward lect Startup Disk on Desktop	೫[೫] ∂೫↑	
						All My Files	<mark>ፚ</mark> ፞፝፞ቘF	
					P	Documents	企業O	
						Desktop	企業D	
					0	Downloads	₹ #L	
						Home	<mark>ዕ</mark> жዘ	
						Computer	ΰжC	
					9	AirDrop	<mark>ож</mark> R	
-					0	Network	<mark></mark> ትжк	
				-	A	Applications	企жA	
					×	Utilities	<mark></mark> ት ጄሀ	
-				-	Re	cent Folders	►	
-					Go	o to Folder	<mark>ዮ</mark> ඝር	
					Co	onnect to Server	ЖK	

2. Launch Java Preference

00		🔛 Utilities		S.G. 18	8 8 8 C
Back (View Action Arrange		Q		Search
FAVORITES	Name	A Date Modified	Size	Kind	Date Added
All My Files	Activity Monitor	Nov 26, 2011 9:56 PM	7.7 MB	Application	Jul 12, 2011 2:07 AM
a Parmy rites	💋 Adobe Flash Player Install Manager	Jun 11, 2012 2:43 PM	554 KB	Application	Jun 11, 2012 2:43 PM
Y AirDrop	AirPort Utility	Jul 12, 2011 2:12 AM	32 MB	Application	Jul 12, 2011 2:06 AM
Applications	AppleScript Editor	Nov 26, 2011 9:56 PM	10 MB	Application	Jul 12, 2011 2:06 AM
Desktop	Audio MIDI Setup	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
The Decomposite	👴 Bluetooth File Exchange	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
Documents	Boot Camp Assistant	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:06 AM
SG_QTP_FF12beta	X ColorSync Utility	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
O Downloads	E Console	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
Movies	CligitalColor Meter	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
and the state	a ⁰ Disk Utility	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:05 AM
Ja Music	🕅 Grab	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
Pictures	Grapher	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
🐨 Untitled DVD	👿 Java Preferences	Apr 20, 2012 12:29 PM		Application	Nov 24, 2011 10:21 AM
	A Keychain Access	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
	Migration Assistant	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
	Network Utility	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:05 AM
	Podcast Capture	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
	Podcast Publisher	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:06 AM
	H RAID Utility	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:05 AM
	System Information	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:05 AM
	Terminal	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:05 AM
	WolceOver Utility	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:07 AM
	X X11	Nov 26, 2011 9:56 PM		Application	Jul 12, 2011 2:09 AM

3. Select **Network** and click on **Delete Files...**

0 0	Java Preferences	
Network settings are u applications use the n these settings.	General Security Network Advance sed when making Internet connections. By default, Java a etwork settings in the system network preferences. Only	ed pplets and Web Start advanced users should modify
		Network Settings
Keep temporar	y files for fast access:	
Select the loca	tion where temporary files are kept:	
/Users/liauwjo	han/Library/Caches/Java/cache	Change
Select the comp Set the amount	oression level for JAR files: None +	1000 (+) MB
View Cache File	S Delete Files	Restore Defaults
Changes	take effect in browsers and Java applications the next tir	ne you open them.

4. Make sure both check boxes are ticked and click on **OK**

Java Preferences			
Network settings are us applications use the net these settings.	Delete the following temporary files?	nd Web Start d users should modify twork Settings	
✓ Keep temporary Select the locati	Cancel		
/Users/liauwjoh	/Users/liauwjohan/Library/Caches/Java/cache Change		
Select the compr	Select the compression level for JAR files: None + Set the amount of disk space for storing temporary files: 1000 \$ MB		
View Cache Files.	Delete Files	Restore Defaults	
Changes t	Changes take effect in browsers and Java applications the next time you open them.		

Clear cache completed. Please proceed to launch Firefox and go to <u>bbmy.ocbc.com</u>

For Mac OS X Lion & Mac OS X Mountain Lion

1. Click on the <u>Apple</u> icon and <u>System Preferences...</u>



2. Double click on Java



3. Wait for <u>Java Control Panel</u> to launch.



4. Click on Settings...

Iava Control Panel		
General Update Java Security Advanced		
About View version information about Java Control Panel.		
About		
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.		
Network Settings		
Temporary Internet Files		
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings. Settings View		
Java in the browser is enabled. See the Security tab		
OK Cancel Apply		

5. Click on **Delete Files...**

000	Temporary Files	Settings
🗹 Keep temporary	files on my computer.	
Location Select the locat	ion where temporary fil	es are kept:
lication Support/Oracle/Java/Deployment/cache Change		
Disk Space Select the comp Set the amount	oression level for JAR fil of disk space for storir	les: None ‡ ng temporary files: 32768 + MB
	Delete Files	Restore Defaults lete temporary Java files OK Cancel

6. Make sure both check boxes are ticked and click on **OK**

000	Temporary Files Settings
🗹 Keep temp	porary files on my computer.
Location	
Select th	O O Delete Files and Applications
olicatio	ange
	Delete the following files?
Disk Space	
Select t	Trace and Log Files
Set the	 Cached Applications and Applets Installed Applications and Applets
	OK Cancel
	Delete Files Restore Defaults

Clear cache completed. Please proceed to launch Firefox and go to <u>bbmy.ocbc.com</u>