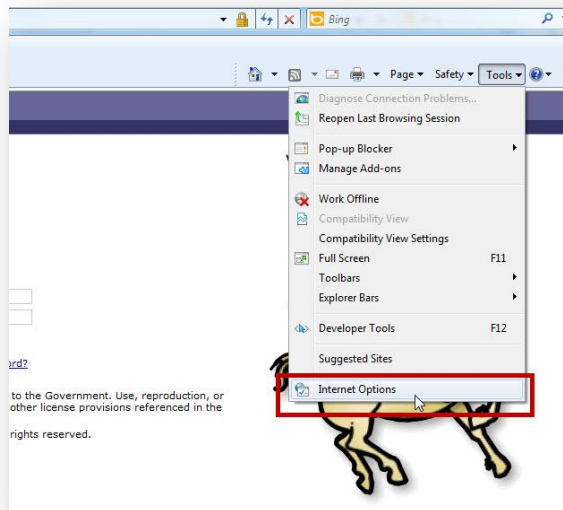# Clearing Cache from Internet Browser

July 19, 2013: When performing certain actions, some Pegasys users are receiving a white screen. To resolve this issue, please follow these instructions to **clear the cache from your Internet browser**.
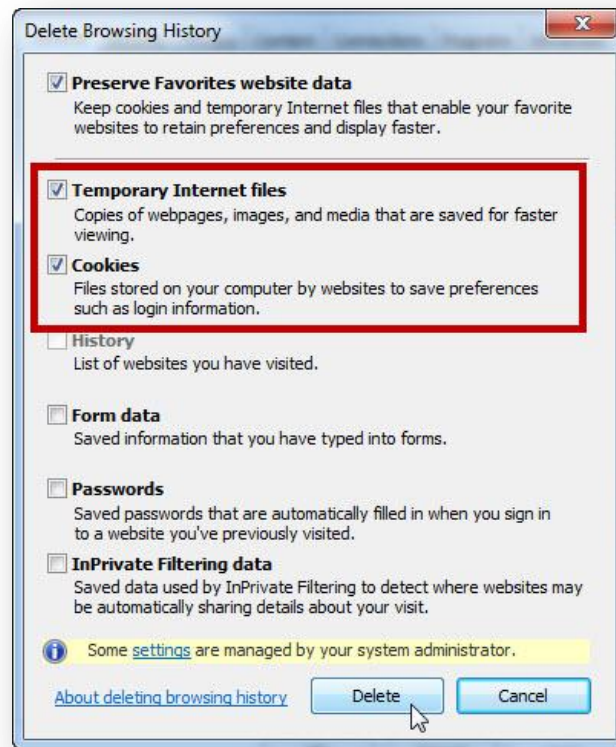
Navigate to **Tools** on the toolbar of your browser window, and click on **Internet Options**:

In the Internet Options dialogue box, select **Delete** under **Browsing History.**
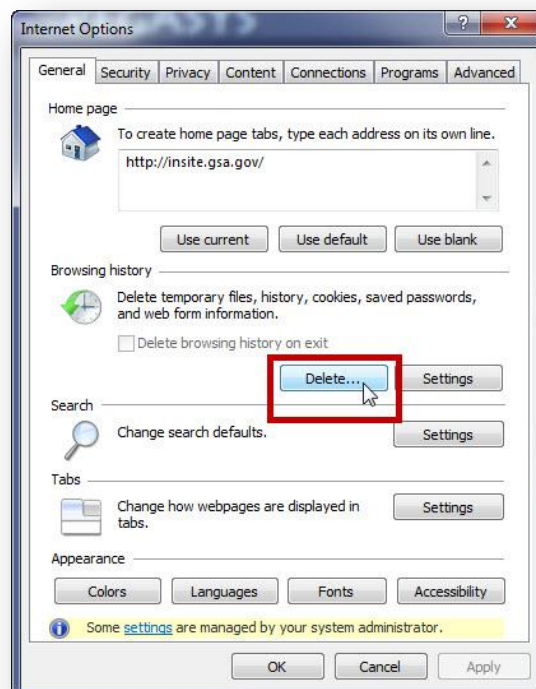
In the Delete Browsing History dialogue box, click the checkbox beside **Temporary Internet files** and **Cookies**; select **Delete.**

Note: *After clearing the cache on your computer, close **all** your open browser windows and tabs before logging back into Pegasys.*