

Subject: Instant HR/Payroll: eWork Update

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eWork Update

You may have noticed that PeopleAdmin has recently unveiled a new layout. A few of you have called in and let us know of a glitch that has been occurring on the orange "Take Action on Posting" button in existing postings. The problem has been that the dropdown menu under the button disappears when you attempt to click a value.

We spoke with PeopleAdmin support and they informed us that in order to fix the problem, *all of your browser's cached data must be cleared*. We have included some instructions on how to do so below.

Please do not hesitate to contact Farzin Farzad of the Talent Acquisition team at 3.4686 or by email at ffarzad@GMU.EDU if you have any questions.

Directions to clear browser cache:

In Google Chrome:

1. Under your browser's red X exit button, you will notice an icon with three horizontal bars (this icon will be a wrench if you have not updated to the current version of your browser). Click the three bars icon.
2. Scroll down to "History." A pop-up menu should appear. Click "History" in this menu.
3. Click "Clear Browsing Data."
4. Click the dropdown menu that begins with "Obliterate the following items from:" and select "the beginning of time."
5. Several values should already be checked off. Make sure that "Cached images and files" is selected.
6. Click clear browsing data.
7. Once completed, hit F5 on your keyboard to refresh browser. The "Take Action on Posting" dropdown menu should now stay in place.

In Firefox:

1. At the top of the Firefox window, click on the Firefox button and then select Options. At the top of the Firefox window, click on the Tools menu and then select Options. OR On the menu bar, click on the Firefox menu and select Preferences....At the top of the Firefox window, click on the Edit menu and select Preferences. Click the menu button and choose Options > Preferences.
2. Select the Advanced panel.
3. Click on the Network tab.
4. In the Cached Web Content section, click Clear Now.
5. Click OK to close the Options window. Click Close to close the Preferences window. Close the Preferences window. Close the *about:preferences* page. Any changes you've made will automatically be saved.
6. Once completed, hit F5 on your keyboard to refresh browser. The "Take Action on Posting" dropdown menu should now stay in place.

In Internet Explorer:

1. Open Internet Explorer.
2. IE 8: From the Tools menu choose Internet Options.
IE 9: In the upper right corner, click the small gear icon (to the right of the star icon) and choose Internet Options
3. On the General tab, under Browsing history, click Delete.
4. Check the Temporary Internet files, Cookies, and History boxes.
5. The Form data, Passwords, and inPrivate Filtering data boxes may be left un-checked. You can check them to delete this data if you so choose.
6. Click Delete.
7. When finished, click OK to return to your Internet Explorer window.
8. Close the Internet Explorer window and reopen. The “Take Action on Posting” dropdown menu should now stay in place.