

SDDC PP Advisory # 16-0085

Date: 01 April 2016

From: HQ Scott AFB, IL

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Personal Property Transportation Service Providers (TSP)

Subject: Web Browser Deep Clean Instructions for Defense Personal Property System (DPS) User Groups

1. This is a coordinated message between HQ SDDC and the DPS Program Management Office (DPS PMO). Please ensure widest dissemination to all DPS user groups by forwarding this advisory as appropriate.
2. A growing number of browser caching service requests prompted us to publish steps for conducting an Internet browser cache "deep clean". Performing the steps below will improve the DPS user's experience. For detailed instructions and screenshots, please view pages 2 through 6 of this message.

Step 1: Close all Internet Explorer (IE) browser windows.

Step 2: Open a new IE window.

Step 3: Go to Tools and select "Internet Options".

Step 4: Under Browsing History, select "Settings".

Step 5: Click on "View Files".

Step 6: In the box that opens, select all of the icons (Ctrl+A) and click the Delete key on your keyboard.

Step 7: Once that is complete, close all of the open boxes, and log into DPS.

3. For functional questions regarding this message, send an email to [army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil).

4. Please report technical issues to the SDDC Systems Response Center (SRC):

a. Email: [usarmy.scott.sddc.mbx.q6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.q6-src-dps-hd@mail.mil)

b. Telephone: Toll free (800) 462-2176; Commercial (618) 589-9445, Option 5

c. Internet: <https://www.sddc-srchelpme.com>

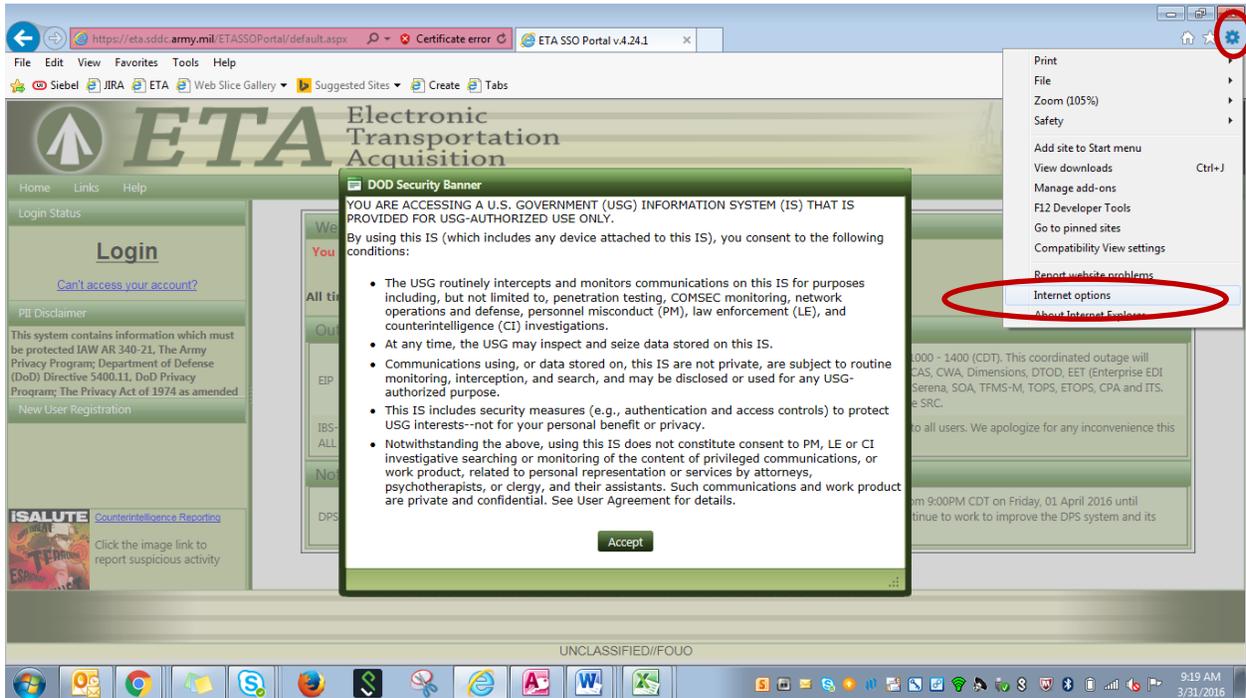
5. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.

# IE Deep Clean

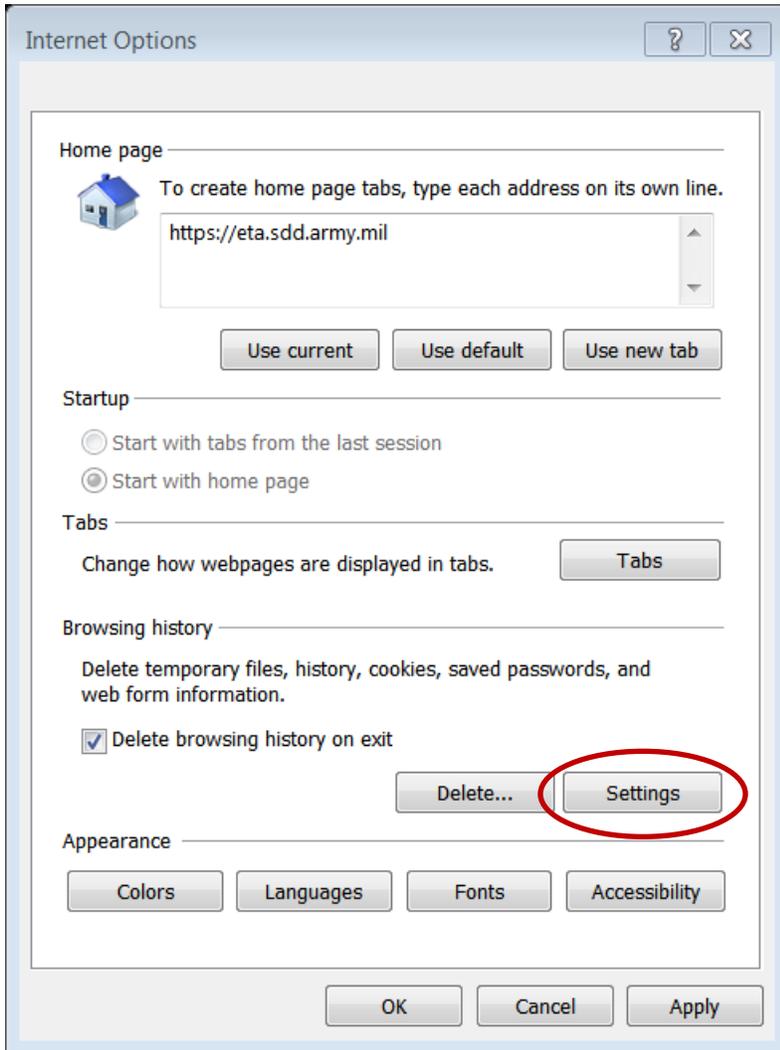
Screenshots are from IE 11

1. Close **ALL** browser windows

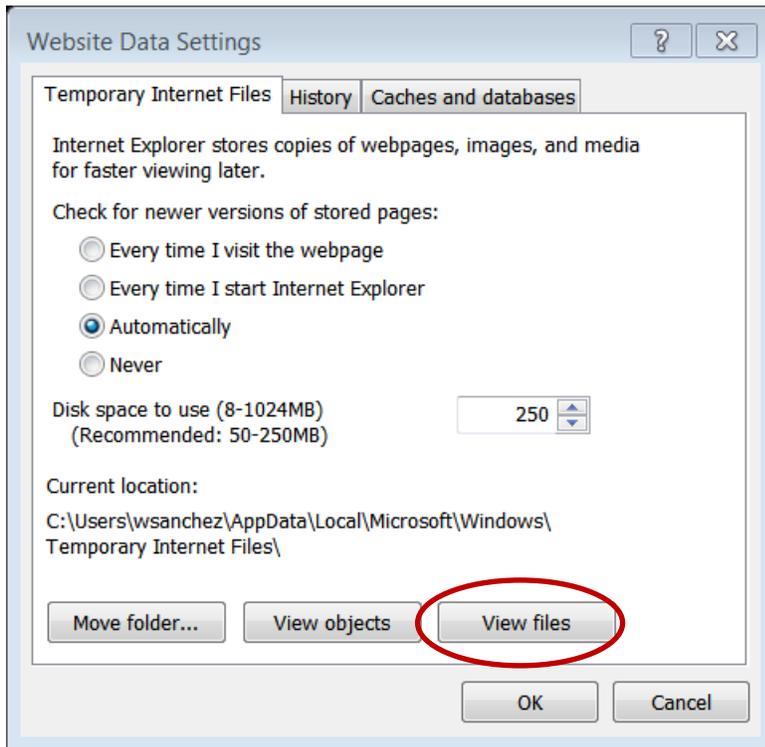
2. Open 1 new browser window and go to *Tools | Internet Options*



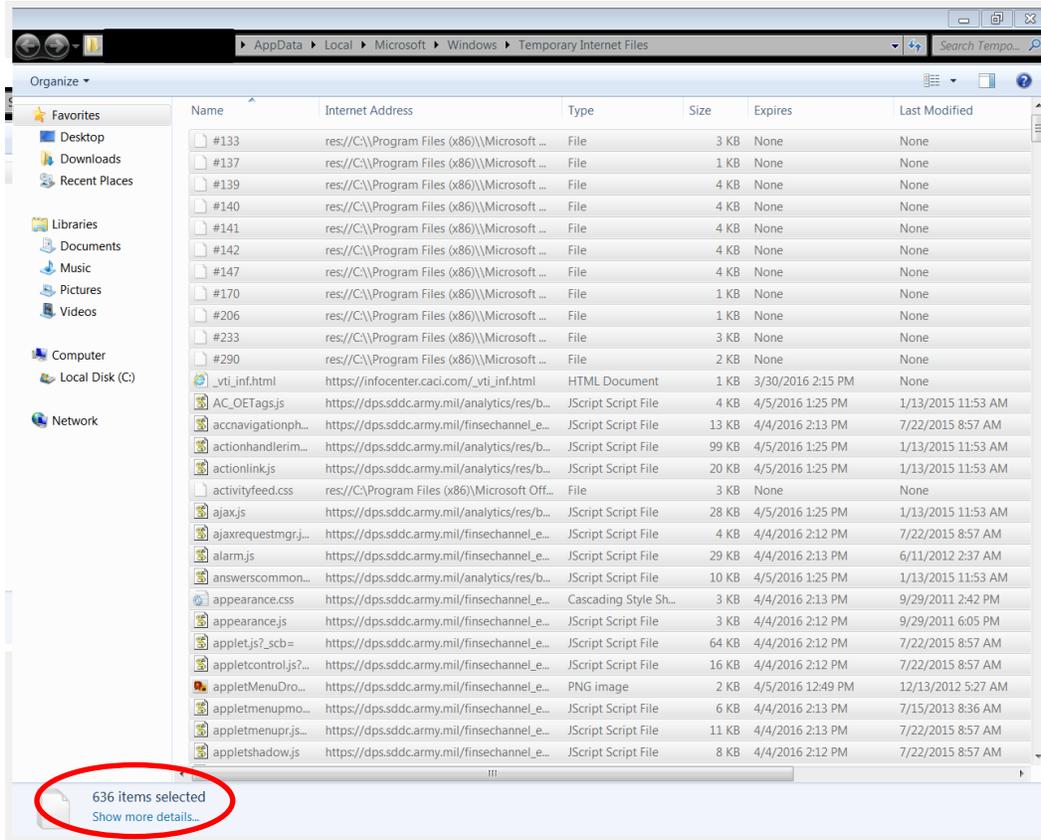
Click **Settings** button



Click on **View Files**

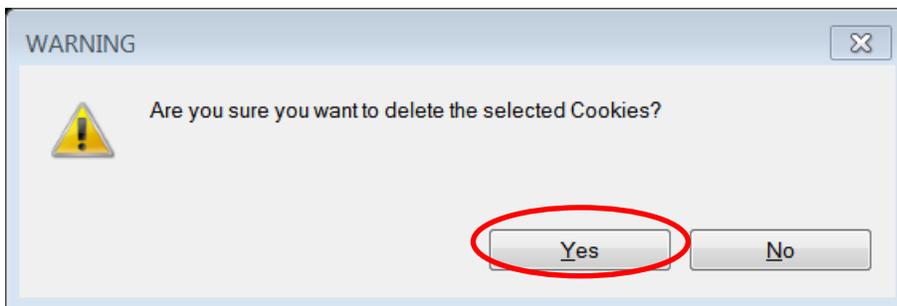


In the box that pops up, click on any file in the box and click **Ctrl-A** to highlight all files

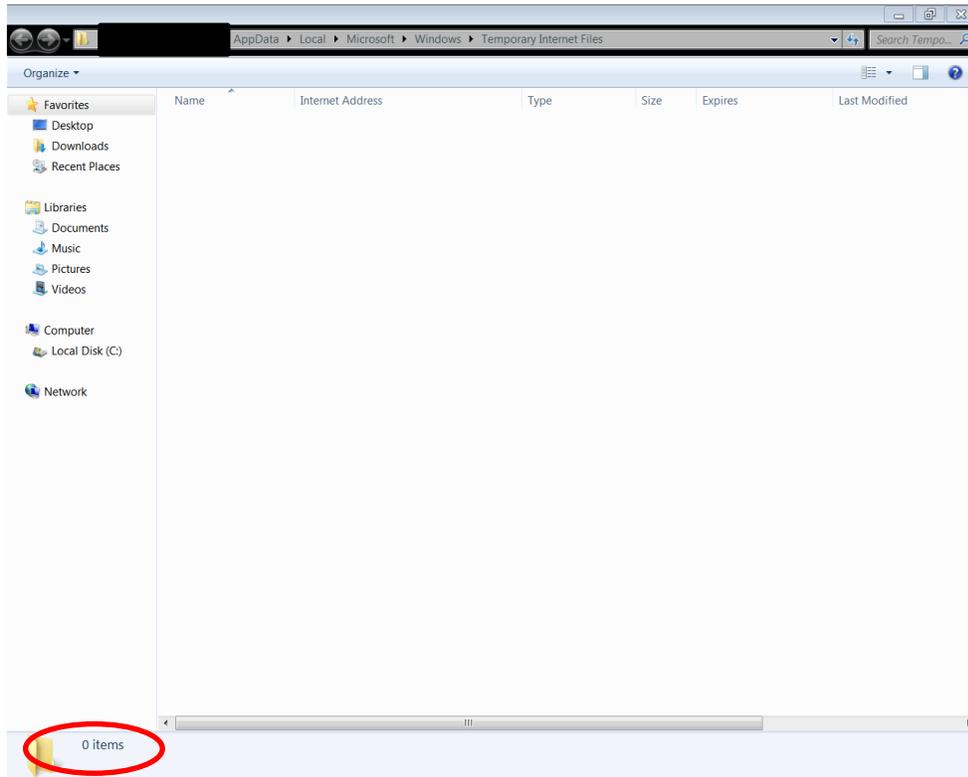


**\*\*Note\*\*** The number of files in your Temporary files is on the bottom left of the screen. In this example, there are 636 items that have been selected to delete.

Click **Delete** on your keyboard to remove all, and then **Yes** to confirm.



The box should be **BLANK** when completed



Once cleared, close all windows and access DPS as normal.