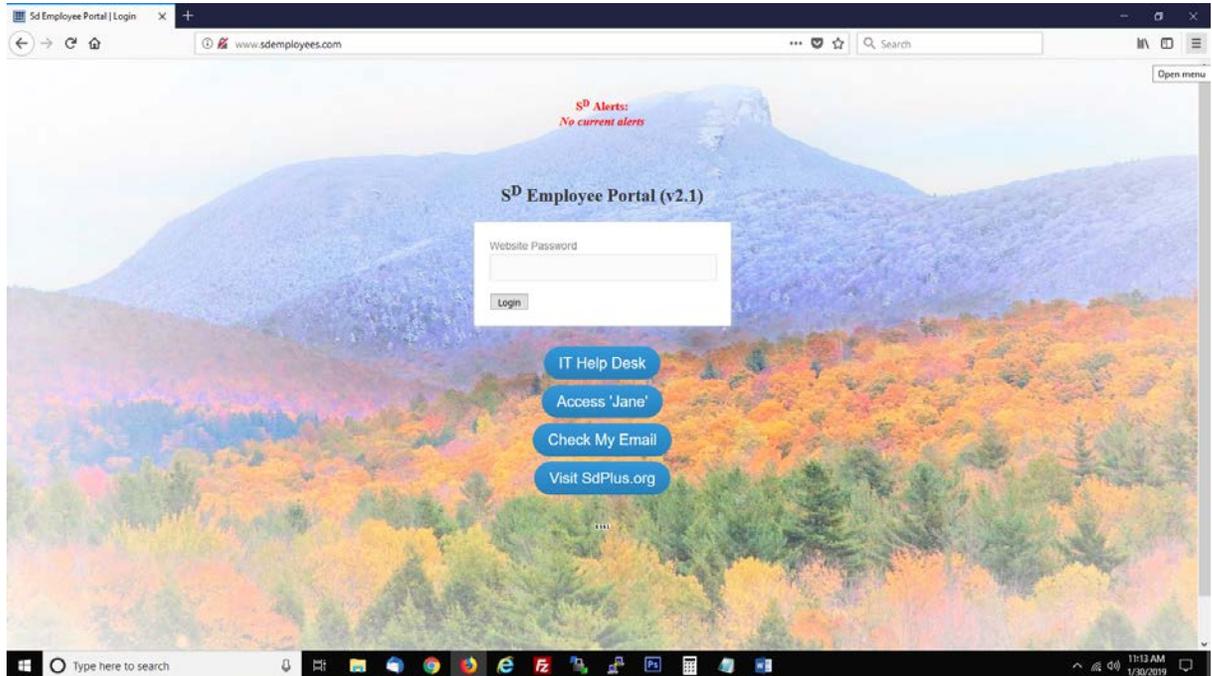# Jane Solutions – Setting Up the Firefox Cache

Note: Jane should always be run on Firefox (not Chrome, Explorer, Edge or Safari). As we constantly add features to Jane, your browser (Firefox) will store old versions in the cache… we must change those settings to avoid issues.
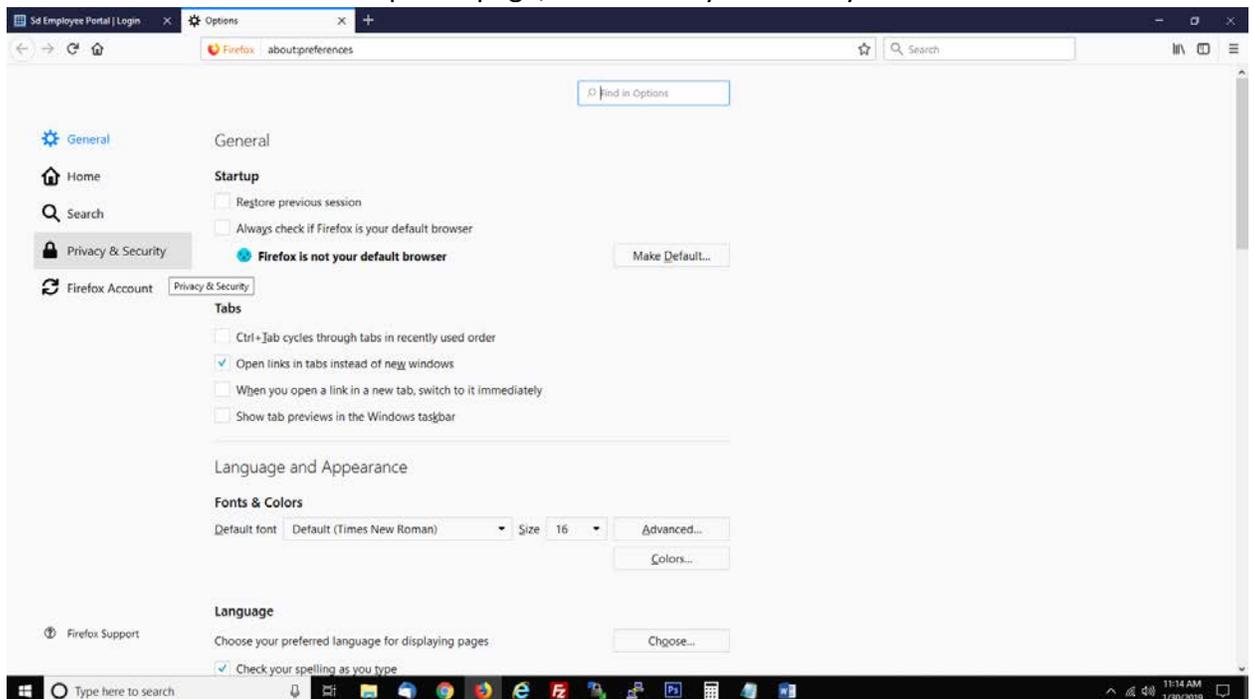
1. Open Firefox and click on the 3 horizontal lines in the top-right corner to open the menu
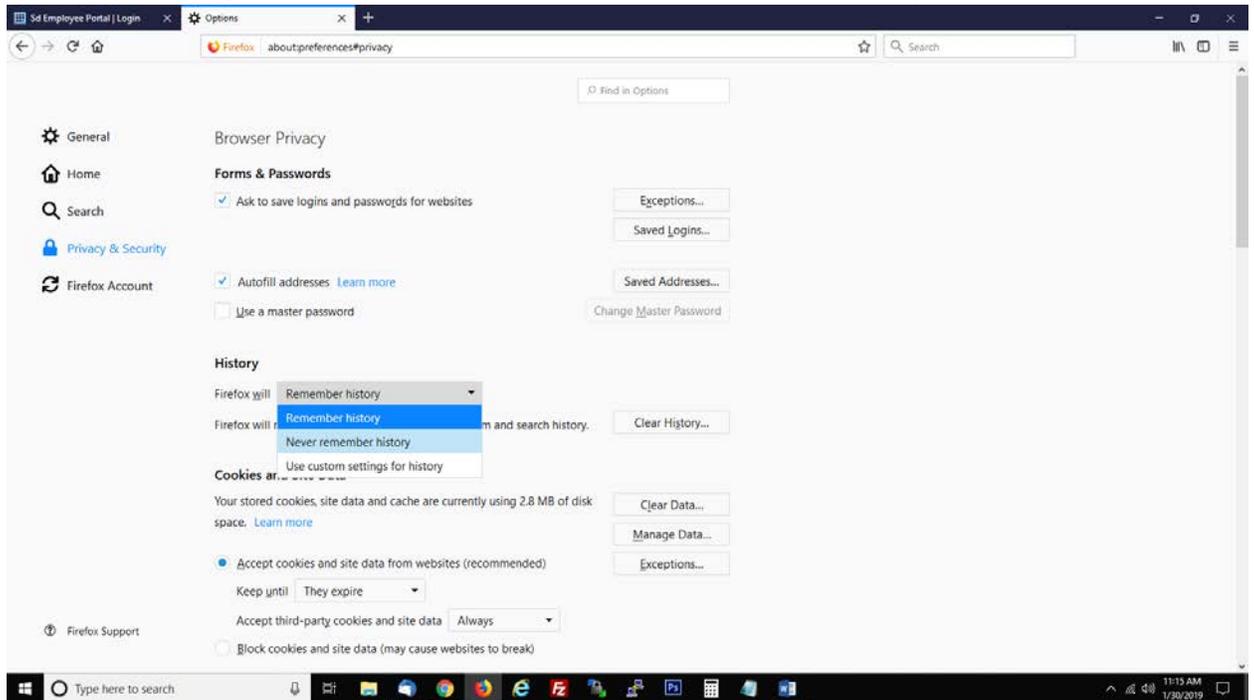
2. Click on 'Options' within the menu that pops up
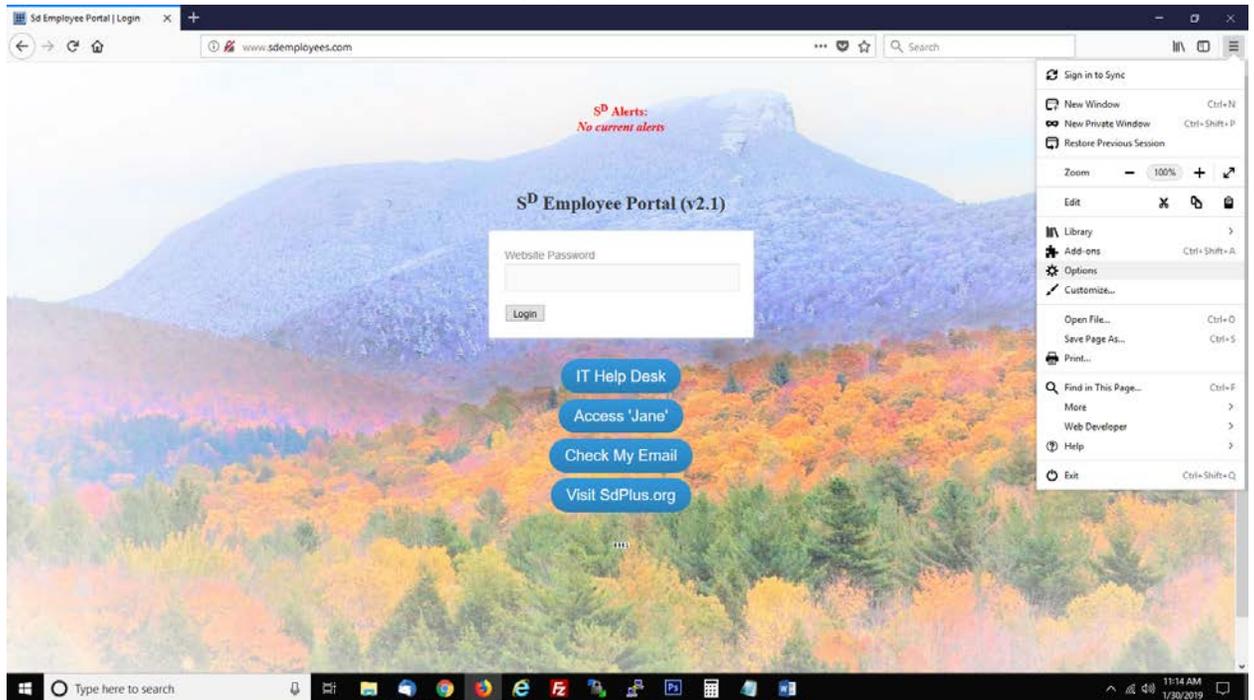
3. On the left-hand side of the options page, click 'Privacy & Security'

4. Under the History section, set 'Firefox will' to 'Never remember history'.

5. Now Click 'Clear History'

6. Set the Time Range to 'Everything'

7. Check all boxes you see and click 'Clear now'.

You may now close and reopen Firefox, and log back in to Jane to try again.

If problems persist, please visit the IT Help Desk on sdemployees.com and submit a Jane support ticket.