Please read the following directions for Clearing Your Web Browser History
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Massachusetts Department of Public Health
Bureau of Infectious Disease and Laboratory Sciences
Office of Integrated Surveillance & Informatics Services
Clearing your browser history

- Before accessing MAVEN after a release or an update users should clear their web browser history. Completing this step will help with accessing and viewing the MAVEN system.

- If you don’t do this the page layout may be skewed and not viewed correctly. Users may also have issues creating events and entering data.

- Please follow the directions on how to do this procedure so you can view MAVEN in its best format.

- Please contact the MAVEN helpdesk at 617-983-6801 or by email at isishelp@state.ma.us if you have any questions.
MAVEN compatible web browsers

- Internet Explorer 7.0 and above
- Firefox 3.0 and above
- Safari 3.0 and above
- Google Chrome 2.0 and above
- Opera 9.0 and above

*When logging in with an unsupported browser, you will be warned with a message.
1. Locate the browser menu, click the Tools option, and select Delete Browsing History.
2. Check the boxes seen in the image and click delete.

3. After browser history is deleted close Explorer and reopen browser.
Clearing your Firefox browser

1. Locate the browser menu, click the History option, and select Clear Recent History.

2. Select “Everything” as your Time range to clear option, check the boxes seen in the image, and click Clear Now.

3. After your recent history is cleared close Firefox and reopen browser.
1. Locate and click the browser menu button (3 vertical dots), choose the History option, and select History.

2. From the History page select Clear browsing data.
2. Click on the Advanced tab and select “All Time” as your Time range option, check the boxes seen in the image, and click Clear data.

3. After your browsing data is cleared close Chrome and reopen browser.
Thank you

If you have any questions or concerns about this latest release of MAVEN please contact the helpdesk at isishelp@state.ma.us or 617-983-6801