

Clear the cache and cookies for an Internet Browser

Internet Explorer:

1. Click Tools on the menu bar
2. Click Internet Options
3. Under the General tab, click the Delete button under Browsing History and the Delete Browsing History window will appear
4. Check the first 3 boxes on the list: Preserve Favorites Website Data, Temporary Internet Files, Cookies
5. Click the Delete button
6. Click OK on the Tools window

Mozilla Firefox:

1. Click History on the menu bar
2. Click Clear Recent History
3. On the Time range to clear drop-down menu, select **Everything**
4. Check the boxes next to Cache and Cookies (everything else can be unchecked)
5. Click the Clear Now button

Google Chrome:

1. Click the Menu icon in the top right (it looks like three horizontal lines)
2. Select Tools
3. Click Clear browsing data
4. Using the drop-down menu, Obliterate the following items from, select the beginning of time
5. Check the boxes next to Browsing history, Download history, Cookies, and Cached images and files
6. Click Clear browsing history

Safari, MAC:

1. Click Safari on the top menu bar
2. Click Clear History
3. Select all History from the Clear dropdown
4. Click Clear History

After clearing the cache, please close out of your browser completely, and then reopen it.