

## How to clear your internet cache

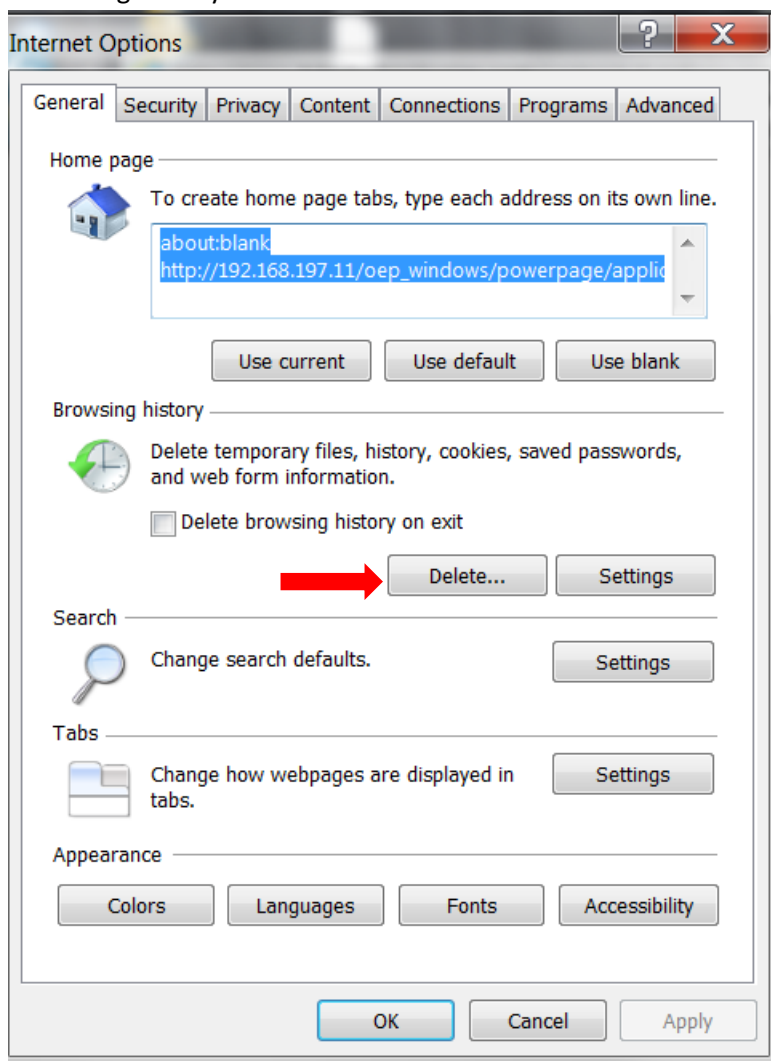
For Internet explorer:

1. Navigate on the computer to the Tools menu. For Newer internet explorer users it will have an icon that looks like this

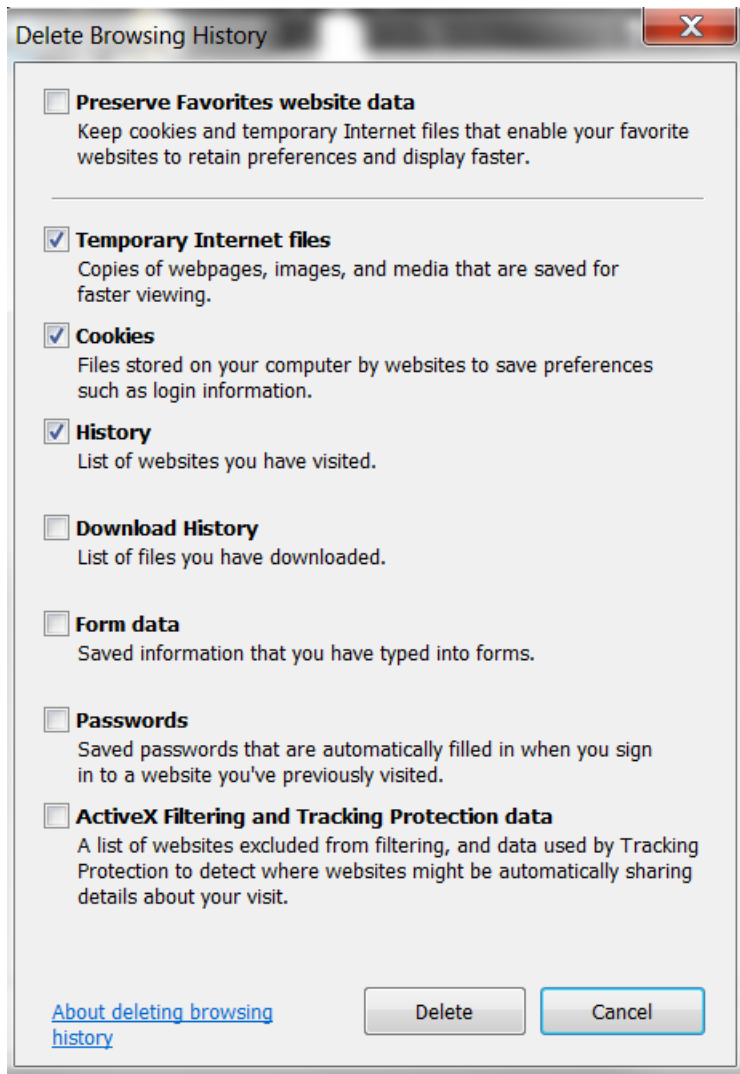


Otherwise locate the tools option in the menu bar.

2. Select "Internet Options" from the dropdown list.
3. Once the internet options control panel has opened select the delete button located in the "Browsing History" section



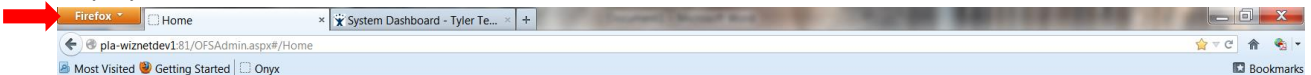
4. Confirm that ONLY the following boxes are checked in the Delete Browsing History control panel: Temporary Internet Files, Cookies, History. All other boxes should be unchecked



5. Click delete

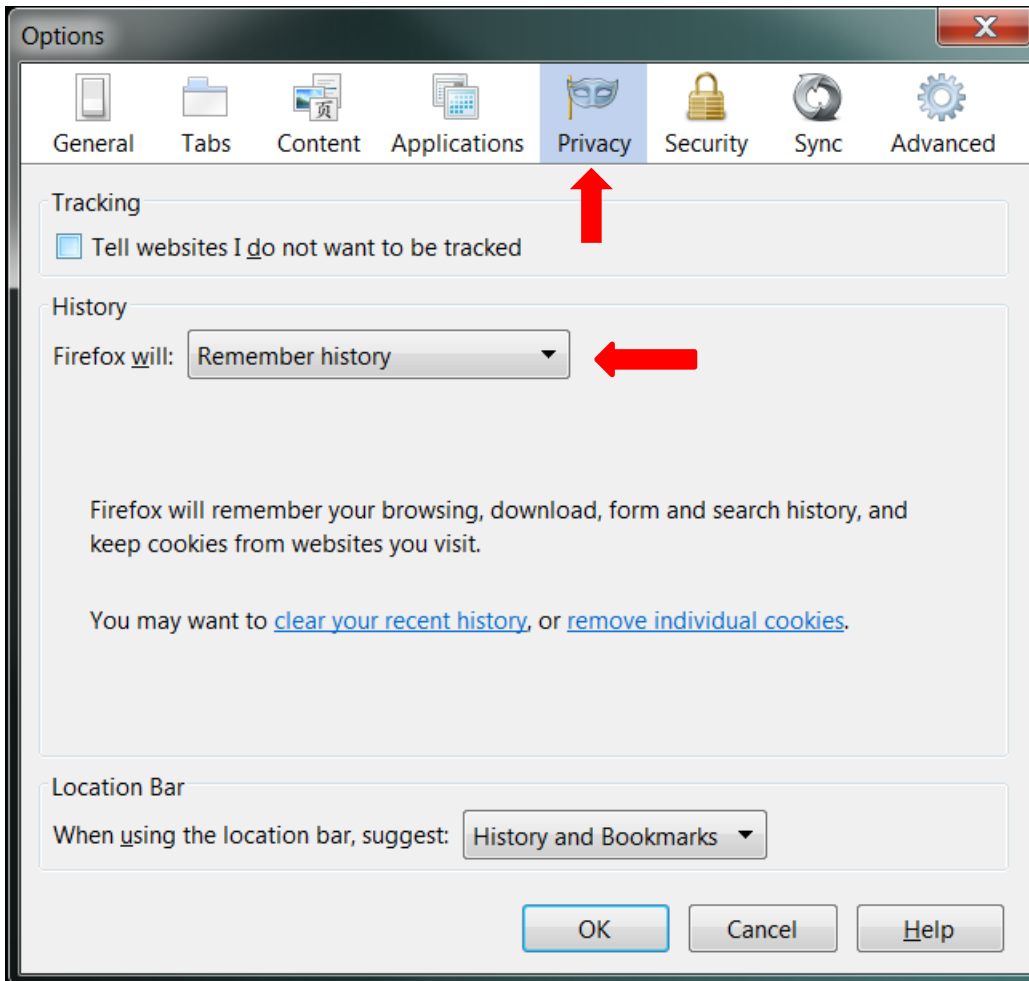
Firefox browsers:

1. Your “Options” will be located in one of two places. Users will either have their menu bar displayed or will have the standard Firefox button available.



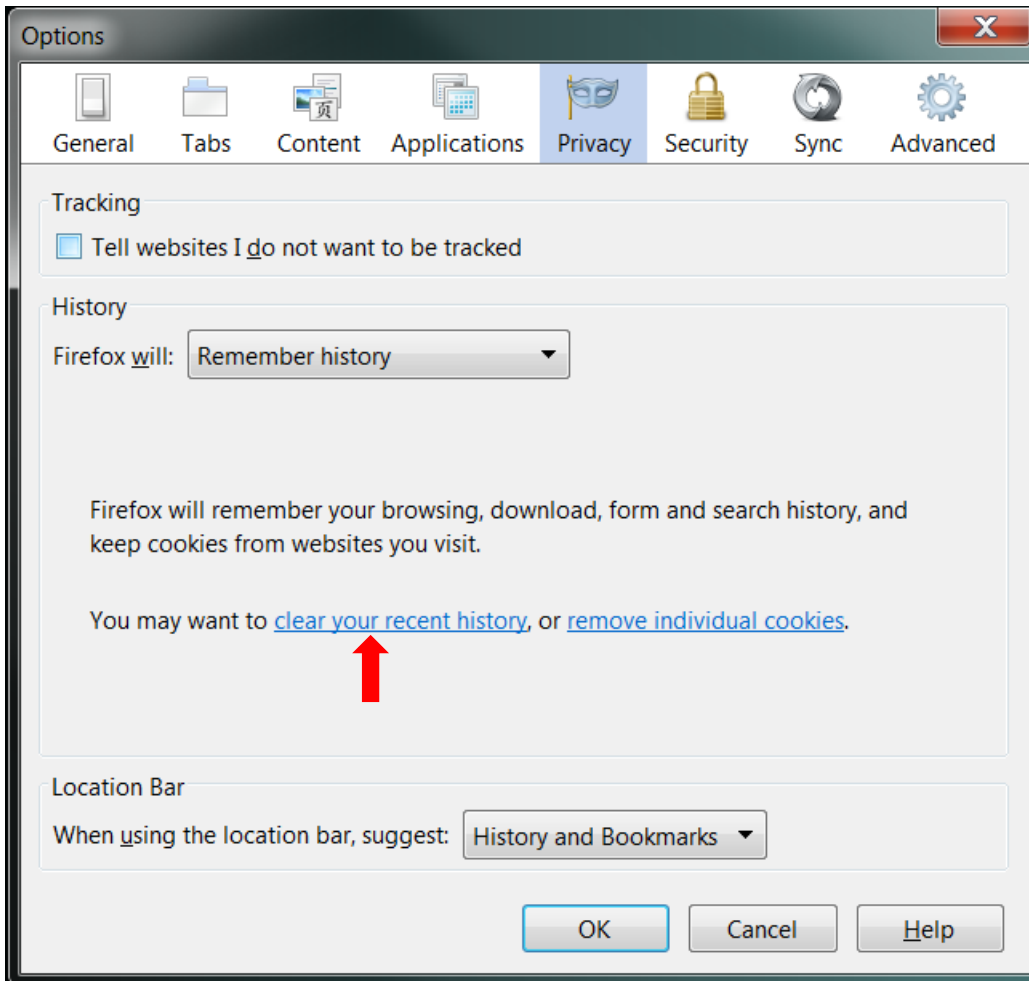
2. For users with the menu bar available, click on the “tools” option and navigate to the “Options” menu. For users with the Firefox button, click on the orange button and navigate to the “Options” menu.

3. The “Options” control panel should open directly to the “Privacy” tab



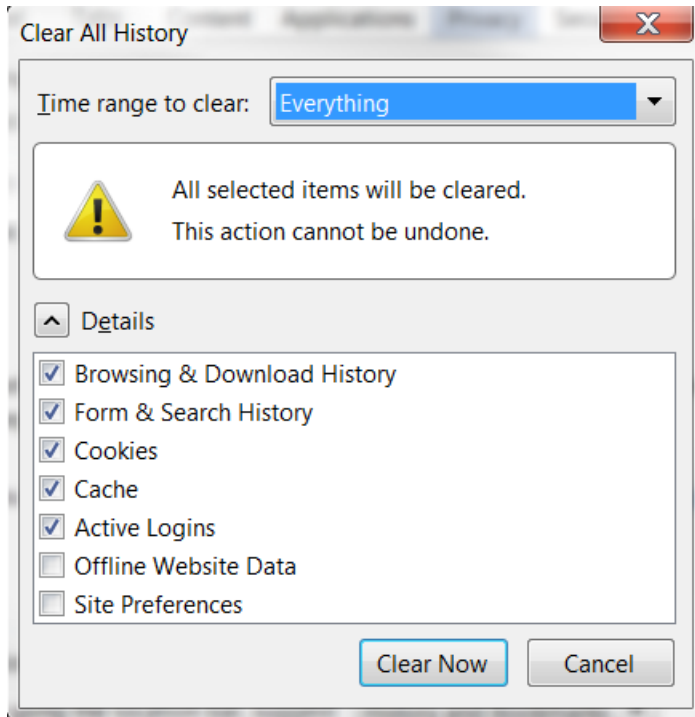
It is strongly recommended that the browser be set to “Remember History” as this has been seen to cause issues on some user’s computers when it is not.

4. Click the “Clear your Recent history” link located near the bottom of the page



5. Set the time range to “Everything” and select at least the top 5 boxes as indicated in the screenshot below. The other two options will be up to the user, however if they are

encountering errors it is strongly recommended that you clear everything the first time.



6. Click the clear now button.