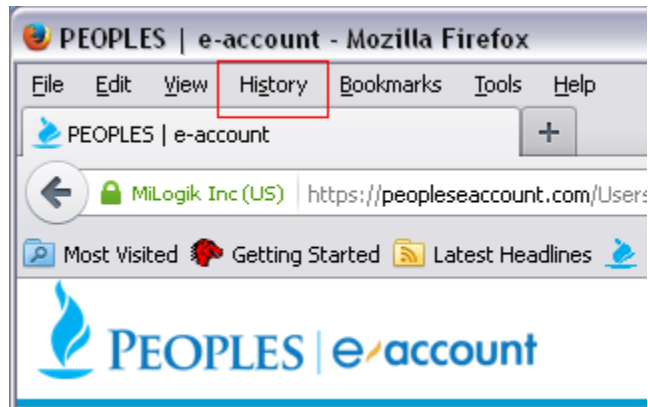


Clearing Browser Cache on Mozilla Firefox Version 4 and higher

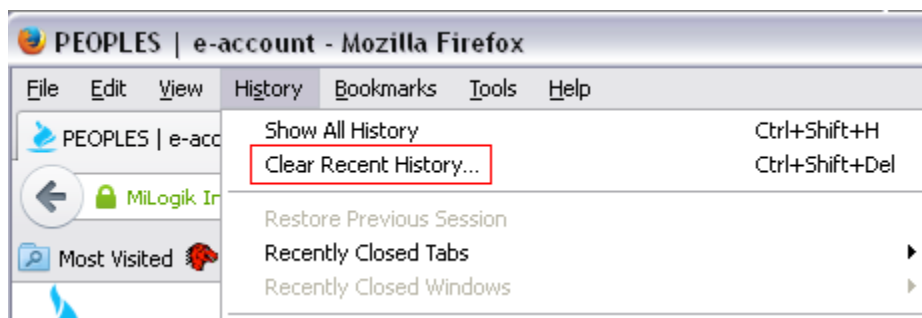
The icon for Mozilla Firefox looks like this:



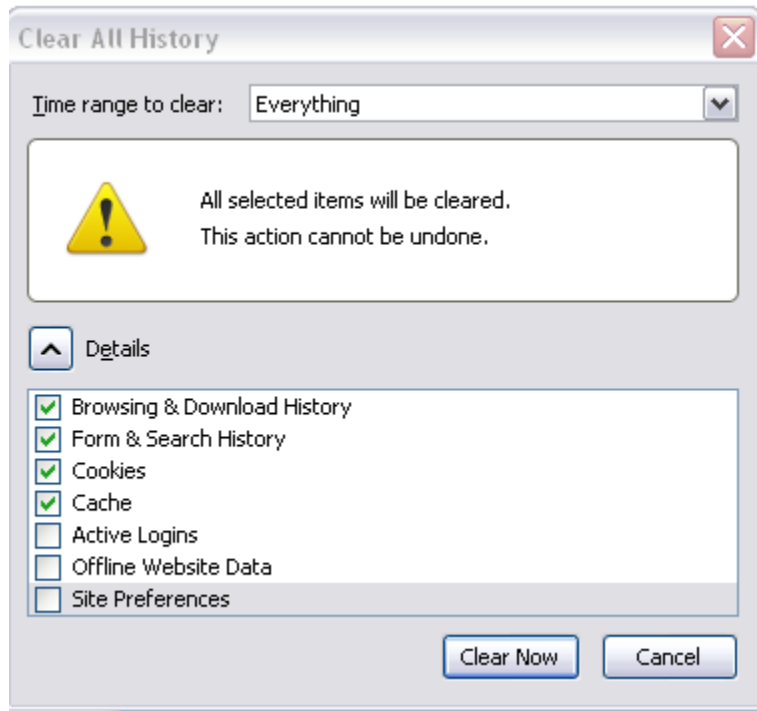
Step 1: Click on the History Menu at the top of the browser window:



Step 2: In the History Menu, click the option that says "Clear Recent History":



Step 3: Ensure you see the same settings and have the same checkboxes checked as below and click the “Clear Now” button:



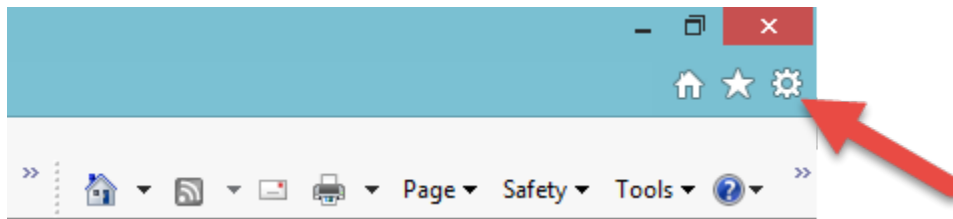
Step 4: Close out of all internet browser windows and re-start the internet browser then try the activity you were trying to perform again.

Clearing Browser Cache on Internet Explorer Version 9 and Higher

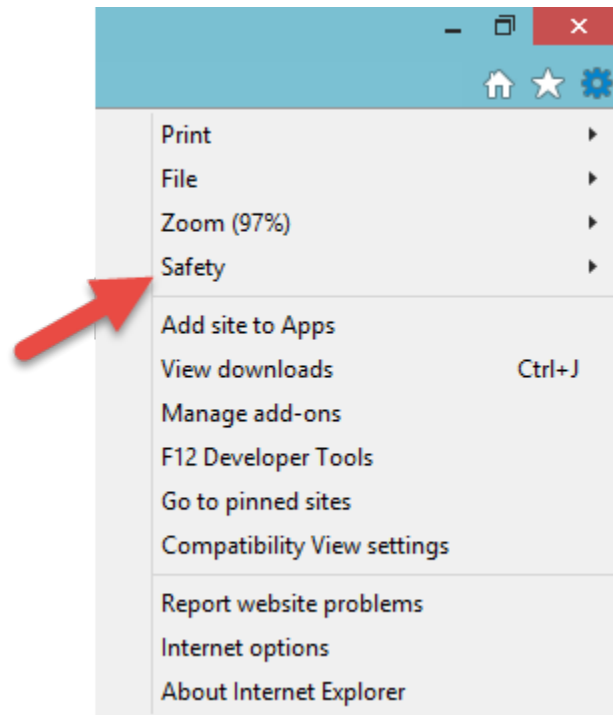
The icon for Internet Explorer looks like this:



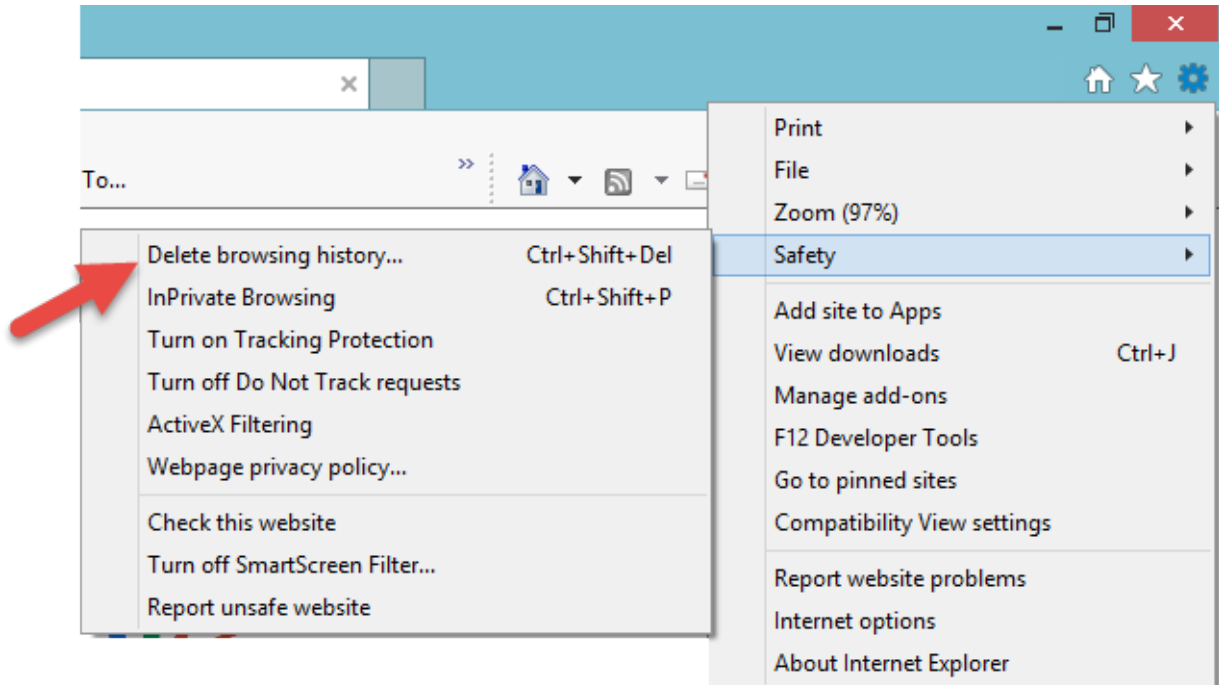
Step 1: Click on the Tool gear icon in the upper right hand part of the screen.



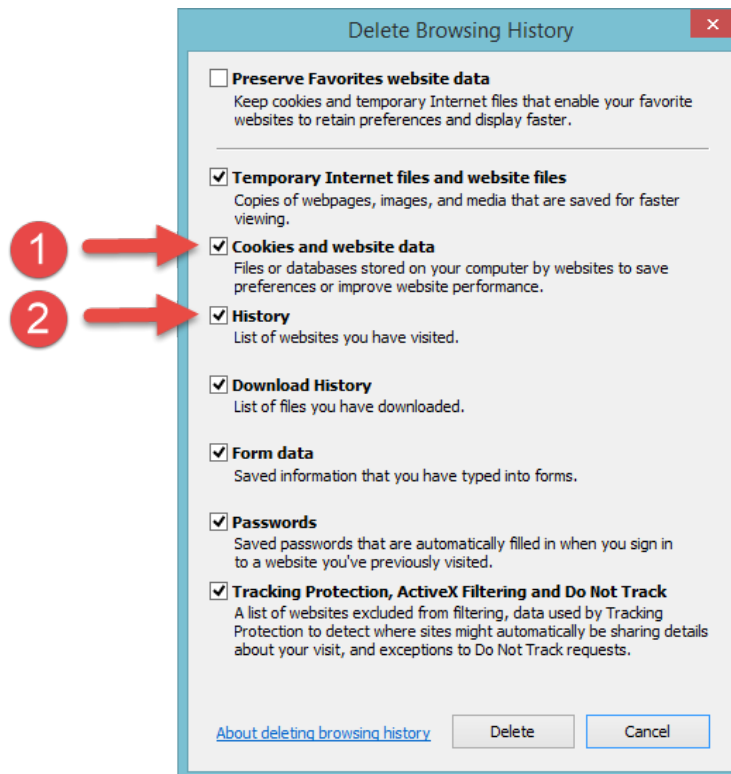
Step 2: Click "Safety" from the menu:



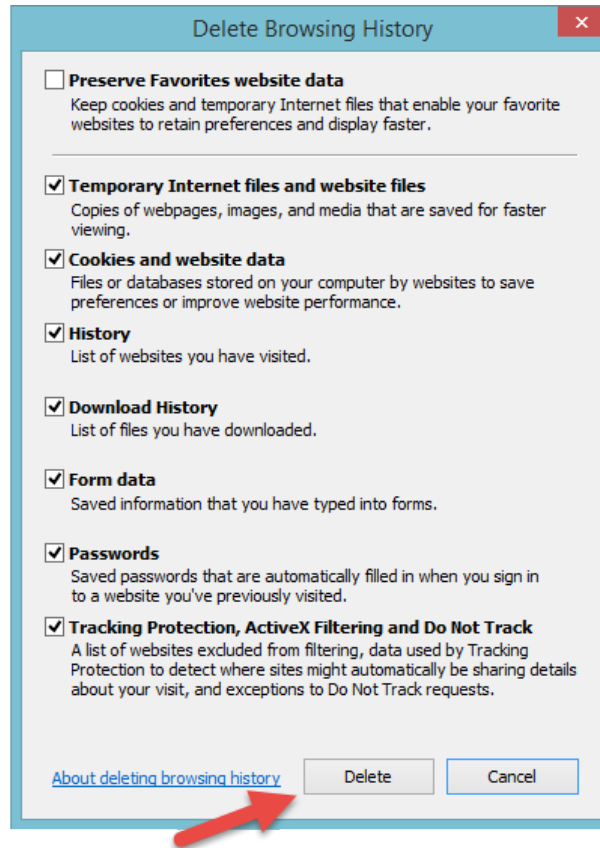
Step 3: Click on “Delete Browsing History” from the menu:



Step 4: The following window will open. Ensure you have the same checkboxes checked as below. At a minimum, the 1) Cookies and website data and 2) History checkboxes should be checked.



Step 5: Click the “Delete” button at the bottom of the pop up:



Step 6: Close out of all internet browser windows and re-start the internet browser then try the activity you were trying to perform again.

Clearing Browser Cache on Google Chrome All Versions

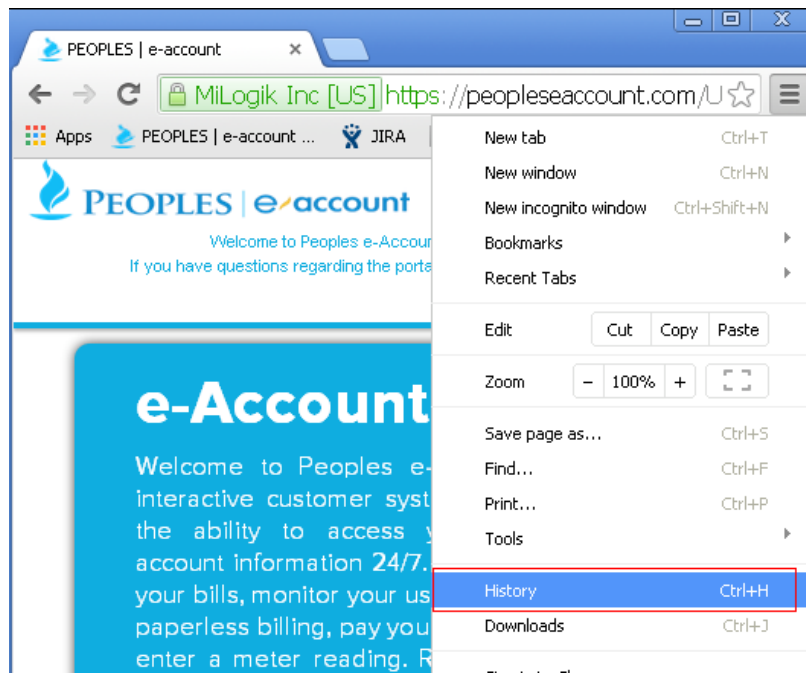
The icon for Google Chrome looks like this:



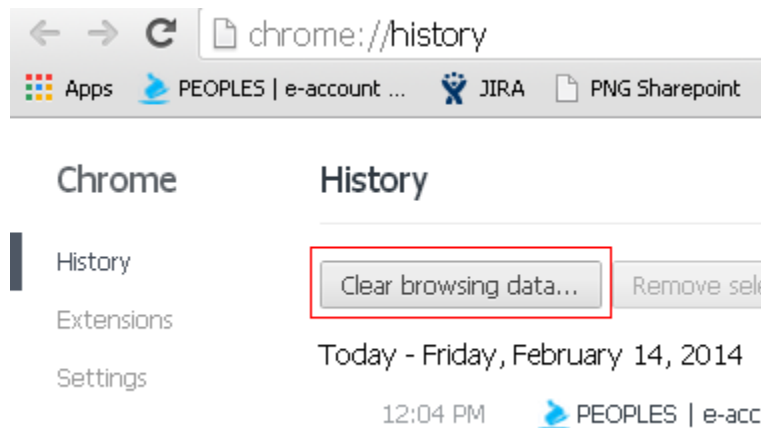
Step 1: Click the 3 Horizontal Lines button in the upper right part of the window:



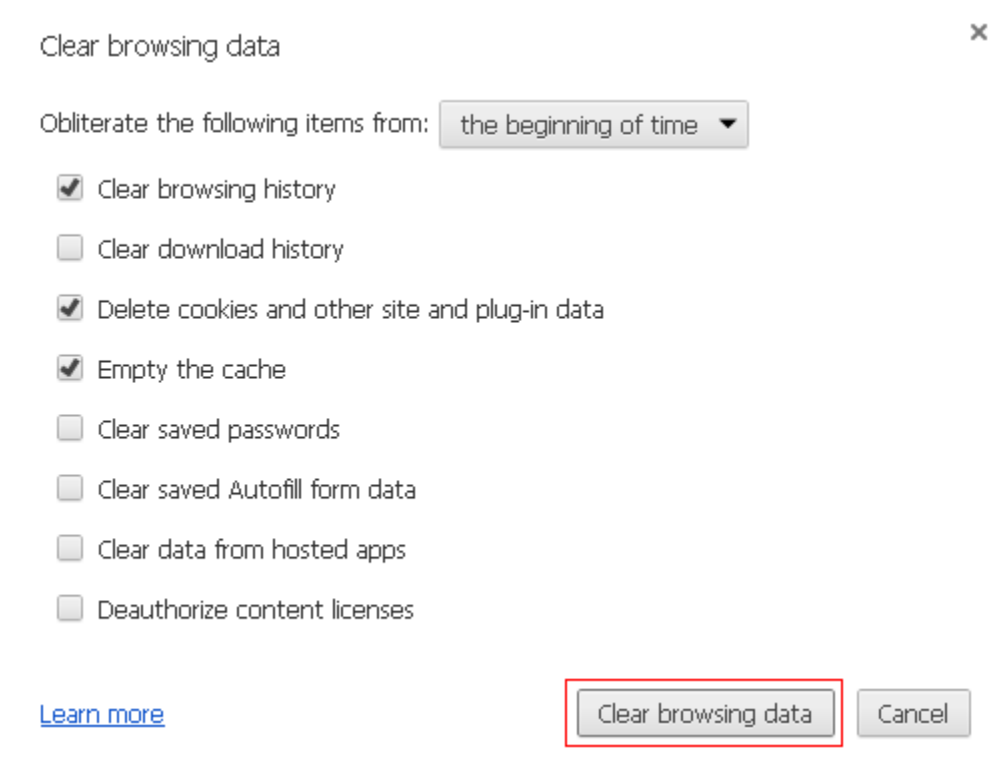
Step 2: Click the History line from the menu that appears:



Step 3: A new tab will open, click the “Clear Browsing Data...” button on the new window that appears:



Step 4: A pop up will appear, ensure you have at least the same settings and checkboxes checked below and then click on the “Clear browsing data” button:



Step 5: Close out of all internet browser windows and re-start the internet browser then try the activity you were trying to perform again.

