

INSTRUCTIONS FOR CLEARING YOUR CACHE IN GOOGLE CHROME, FIREFOX, & INTERNET EXPLORER. (Wording may differ slightly from computer to computer)

To clear the cache in **Chrome**, follow these steps:

1. With Chrome open, click CTRL + SHIFT + DELETE.
2. Set the first box timeframe to 'the beginning of time.'
3. In the pop up box, select Clear browsing history, Clear download history, Empty the cache, and Delete cookies.
4. Click Clear browsing data.
5. Wait for the popup box to go away.
6. You will then be on a Settings page in Chrome.
7. Close all Chrome windows/tabs.
8. Restart Chrome and login.

To clear the cache in **Firefox**, follow these steps:

1. With Firefox open, click CTRL + SHIFT + DELETE.
2. In the pop up box, select Browsing & Download History, Cookies, and Cache.
3. Click Delete or Clear Now.
4. Close all Firefox windows.
5. Restart Firefox and login.

To clear the cache in **Internet Explorer**, follow these steps:

1. With Internet Explorer open, click CTRL + SHIFT + DELETE.
2. In the pop up box, make sure that the Temporary Internet Files, History, and Cookies boxes are all checked.
3. Click delete.
4. Then click OK to close the Internet Options box.
5. Close Internet Explorer.
6. Then reopen Internet Explorer and log back in.

Usually this will work, however if **Internet Explorer users** are still having trouble, they'll need to complete this additional process:

1. Go to Tools > Internet Options. (if Tools isn't shown hit the ALT key)
2. Under "Browsing history" click Settings and then in the next dialogue click View Files.
3. Select everything in the new window and delete it.
4. Click okay for all the open Dialogue boxes.
5. Close Internet Explorer.
6. Restart Internet Explorer and login again.

