

# Clearing Cache and Cookies

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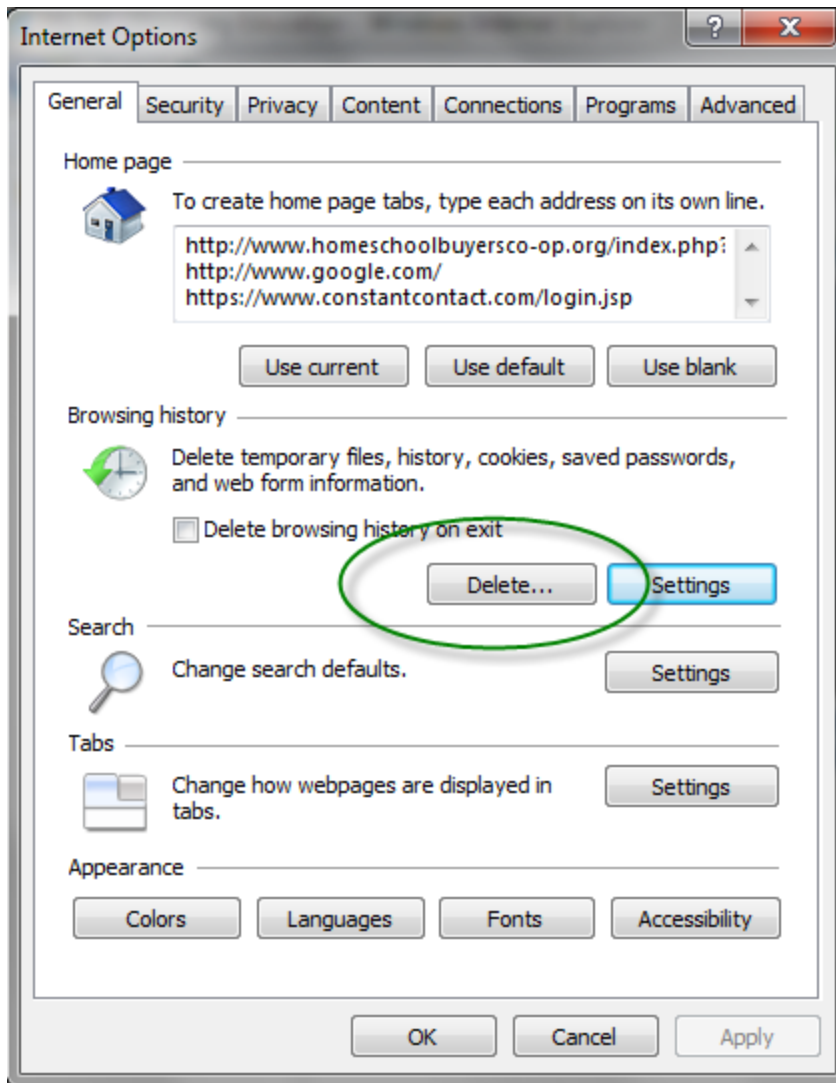
## In Internet Explorer

These instructions were written for Internet Explorer 8.0, but the process is very similar in earlier versions. If you have an earlier version of IE and need help, let us know and we'll update these instructions for your version. However, we strongly suggest for security and privacy reasons that you update to the latest released version of Internet Explorer.

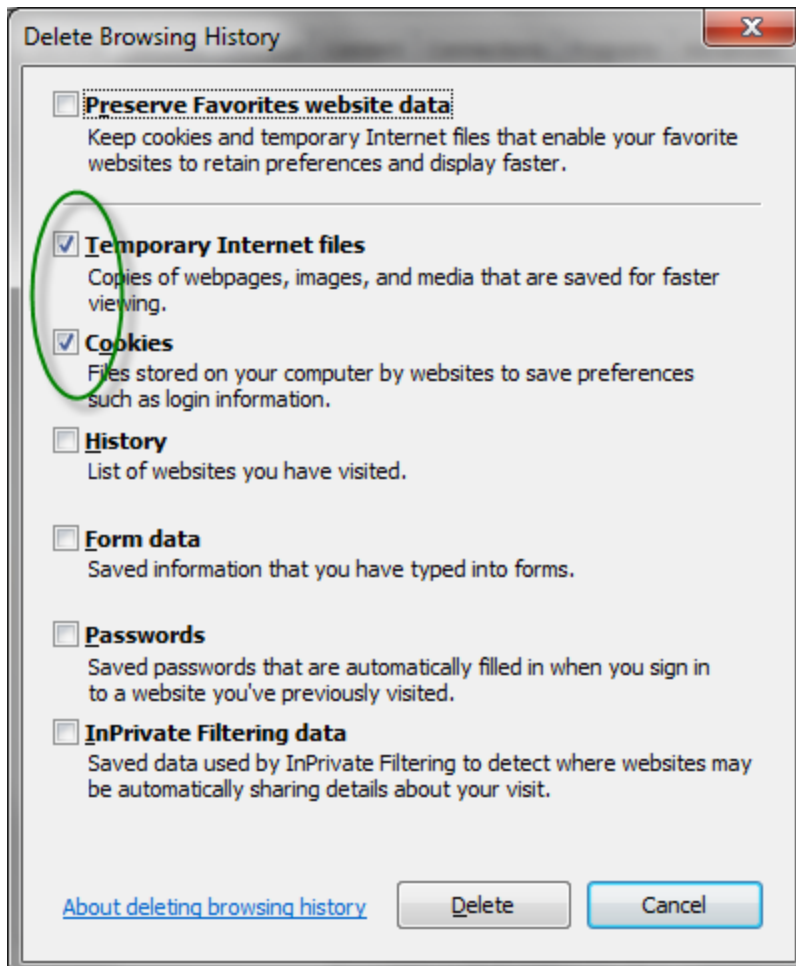
1. In Internet Explorer, select "Internet Options" from the Tools Menu.

Note: If your IE Menu Bar (containing the menu headings "File, Edit, etc.") is not visible, then right click in the blank space immediately to the right of the last tab and select "Menu Bar" from the pop-up menu in order to show the Menu Bar.

2. In the "Browsing history" section of the Internet Options screen, select the "Delete" button, as shown below:

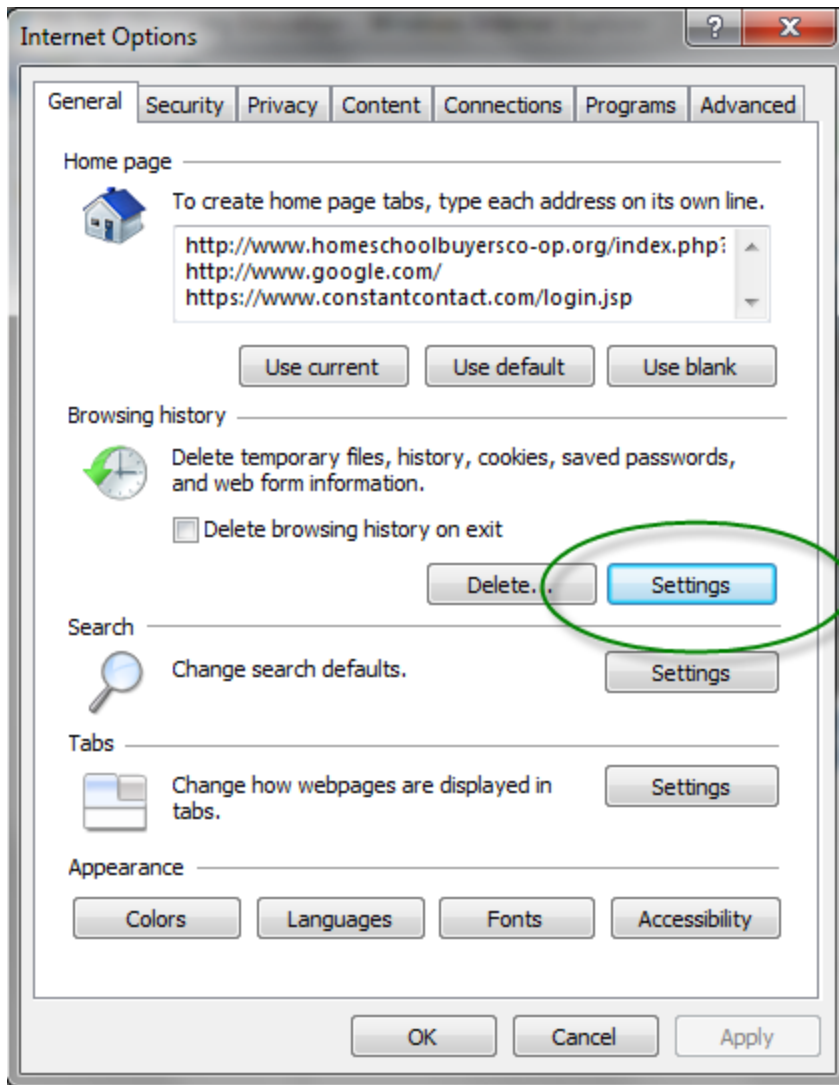


3. In the "Delete Browsing History" screen, select the "Temporary Internet files" and "Cookies" check boxes and select the Delete button, as shown below:



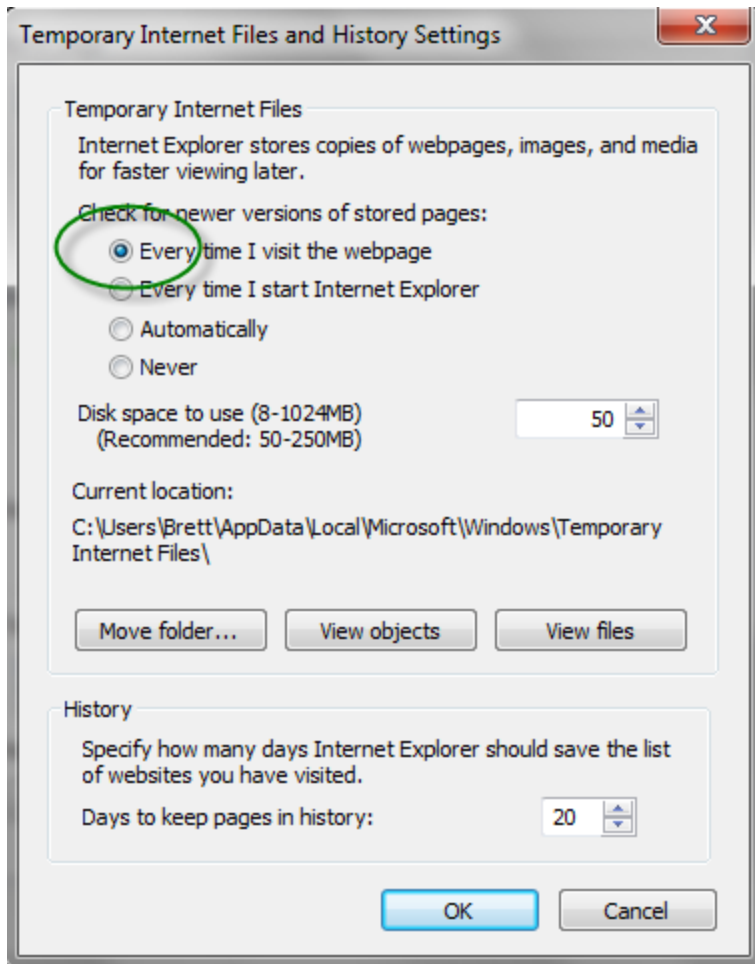
Note: Make sure the other checkboxes are un-checked, as shown above, unless you want to clear that data as well.

4. Select the "Delete" button to delete that data and return to the "Internet Options" screen.
5. In the "Internet Options screen, select the "Settings" button, as shown below:



You'll see the "Temporary Internet Files and History Settings" screen.

6. Select the "Every time I visit the webpage" radio button, as shown below:



7. Select the "OK" button to return to the "Internet Options" screen, and select the OK button to exit Internet Options.
8. Close Internet Explorer.
9. Restart Internet Explorer and try signing in again.