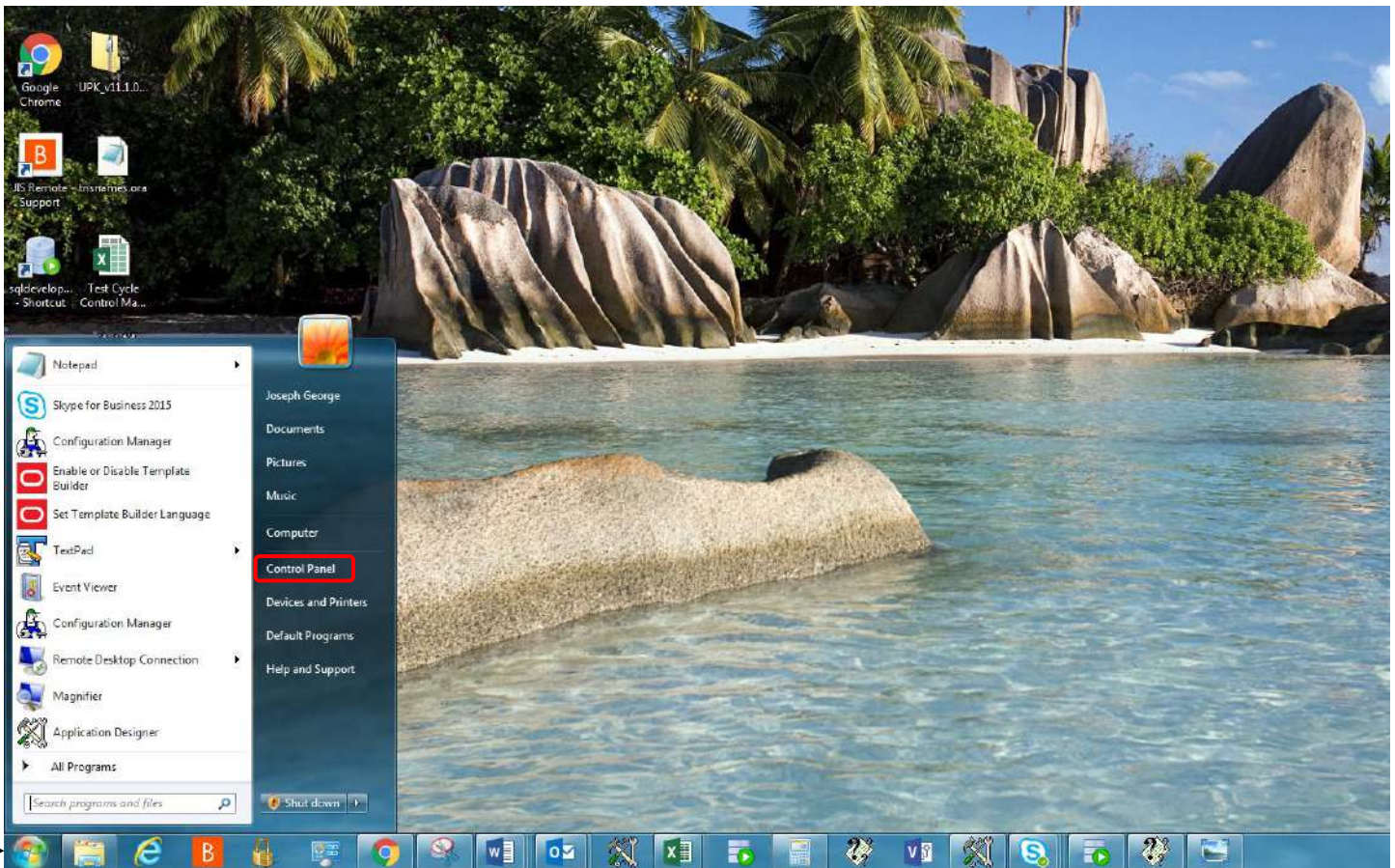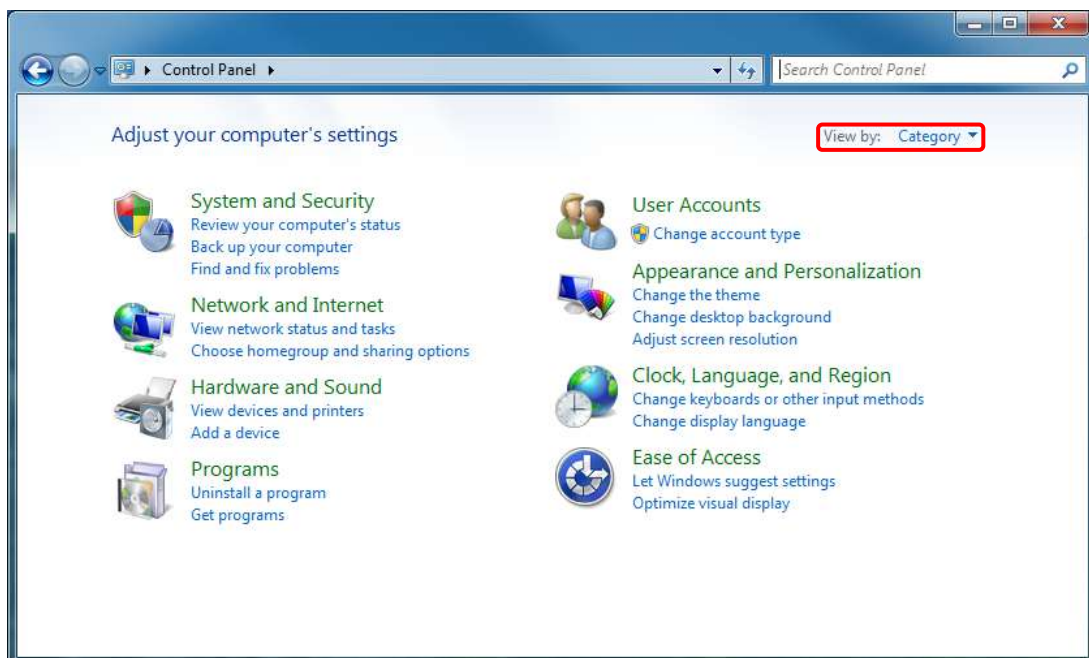# Clearing cache, deleting cookies and resetting Internet Explorer

Note: Please ensure that all **Internet Explorer Windows** are closed prior to performing these maintenance steps.

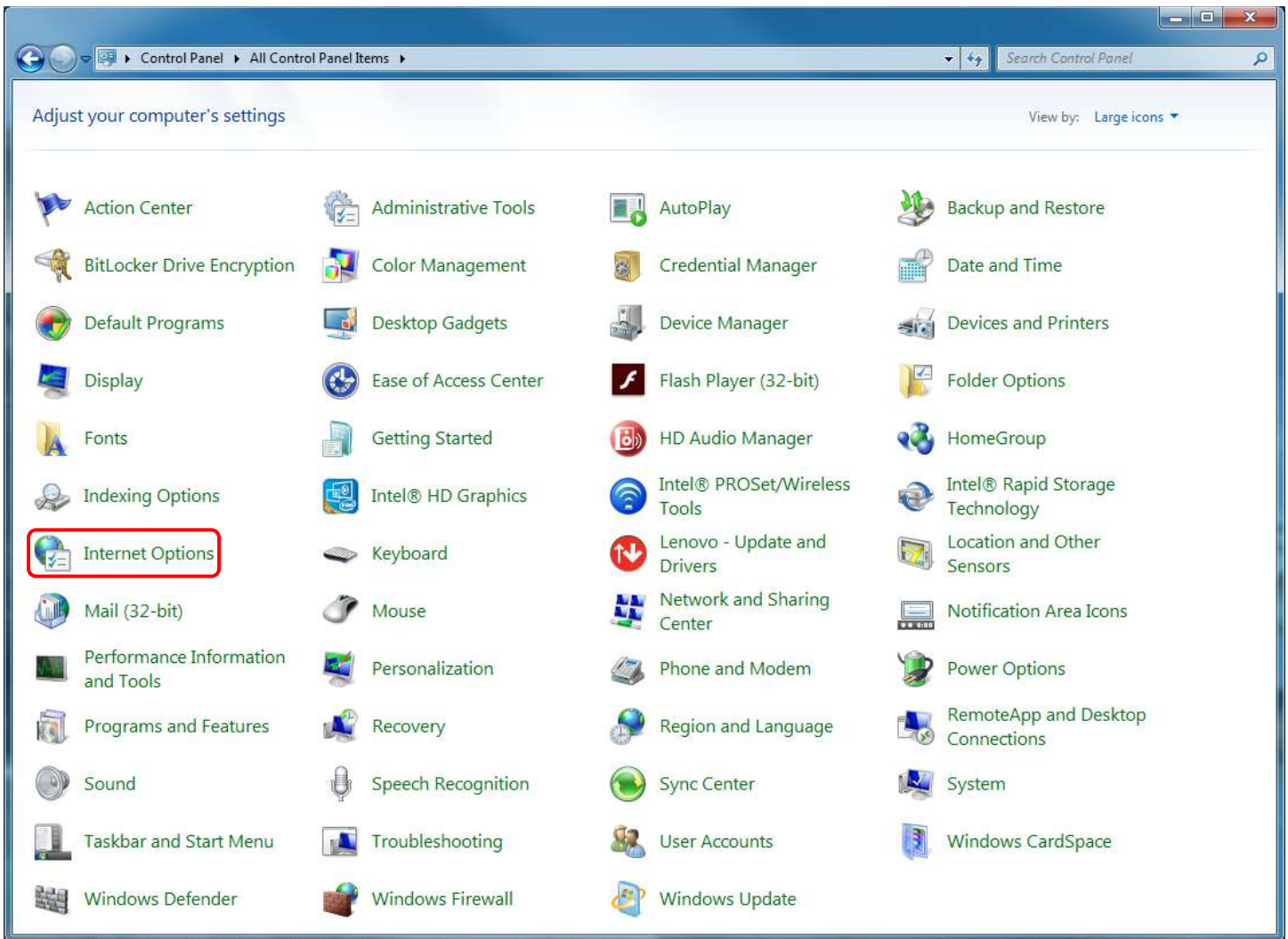Click on the **Start** button and then click on **Control Panel**.

On the *Control Panel* window, choose the **Large Icons** option on the View By: dropdown menu.
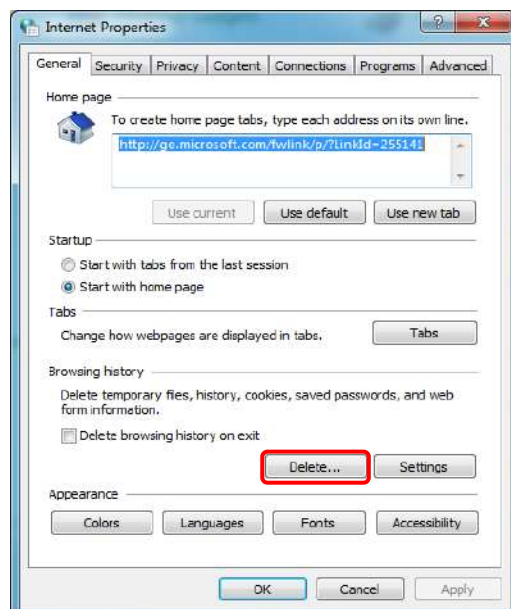
Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.
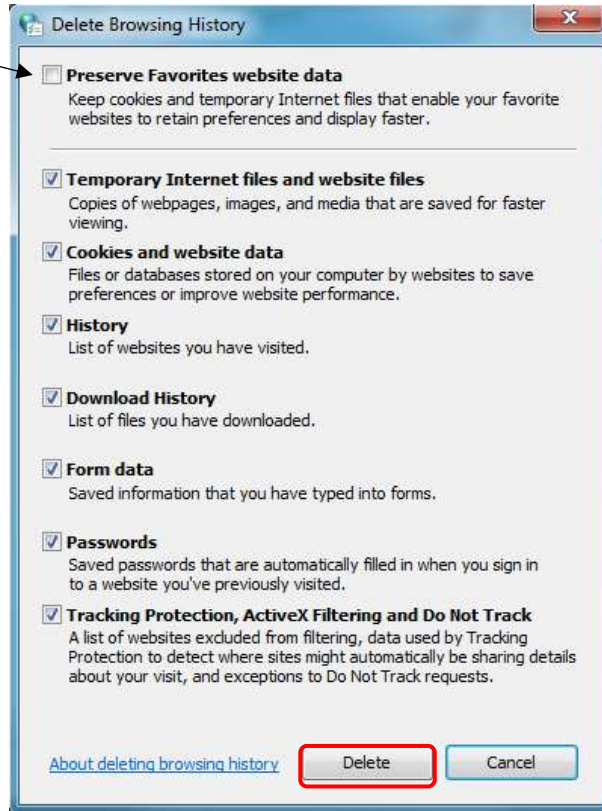
Then click on **Internet Options**.

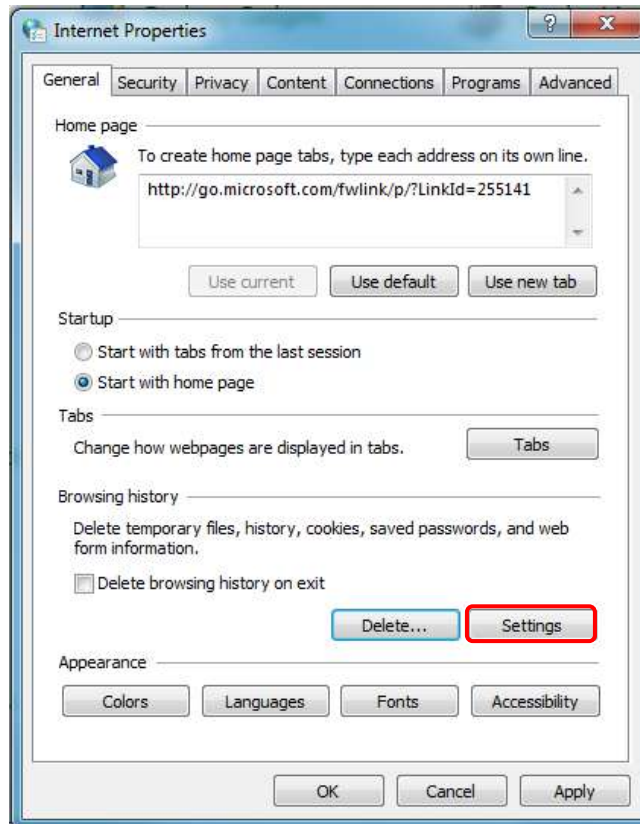On the *Internet Properties* window, click on the **Delete** button.

Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.

On the *Delete Browsing History* window, ensure that all the checkboxes are checked, except the **Preserve Favorites website data**. If you save your passwords, you can leave the **Passwords** checkbox unchecked too. Then click **Delete**.
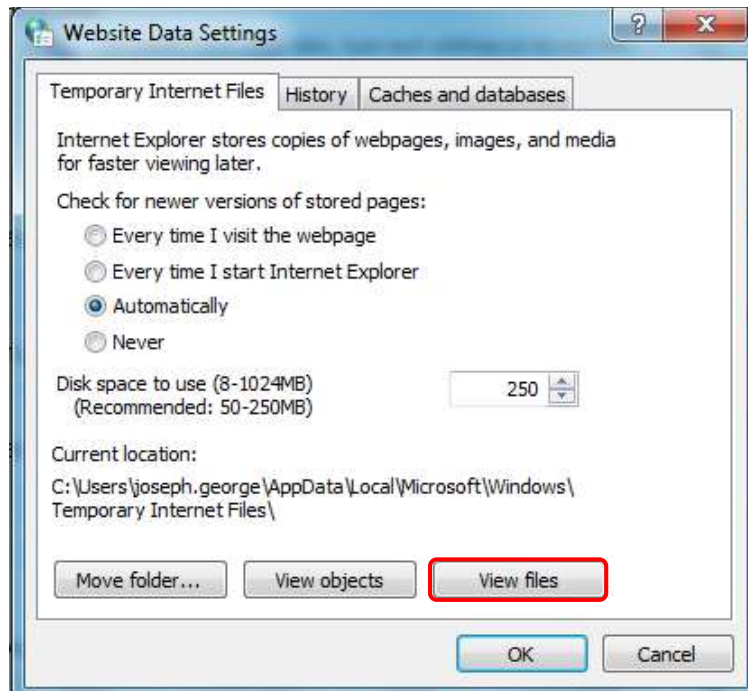

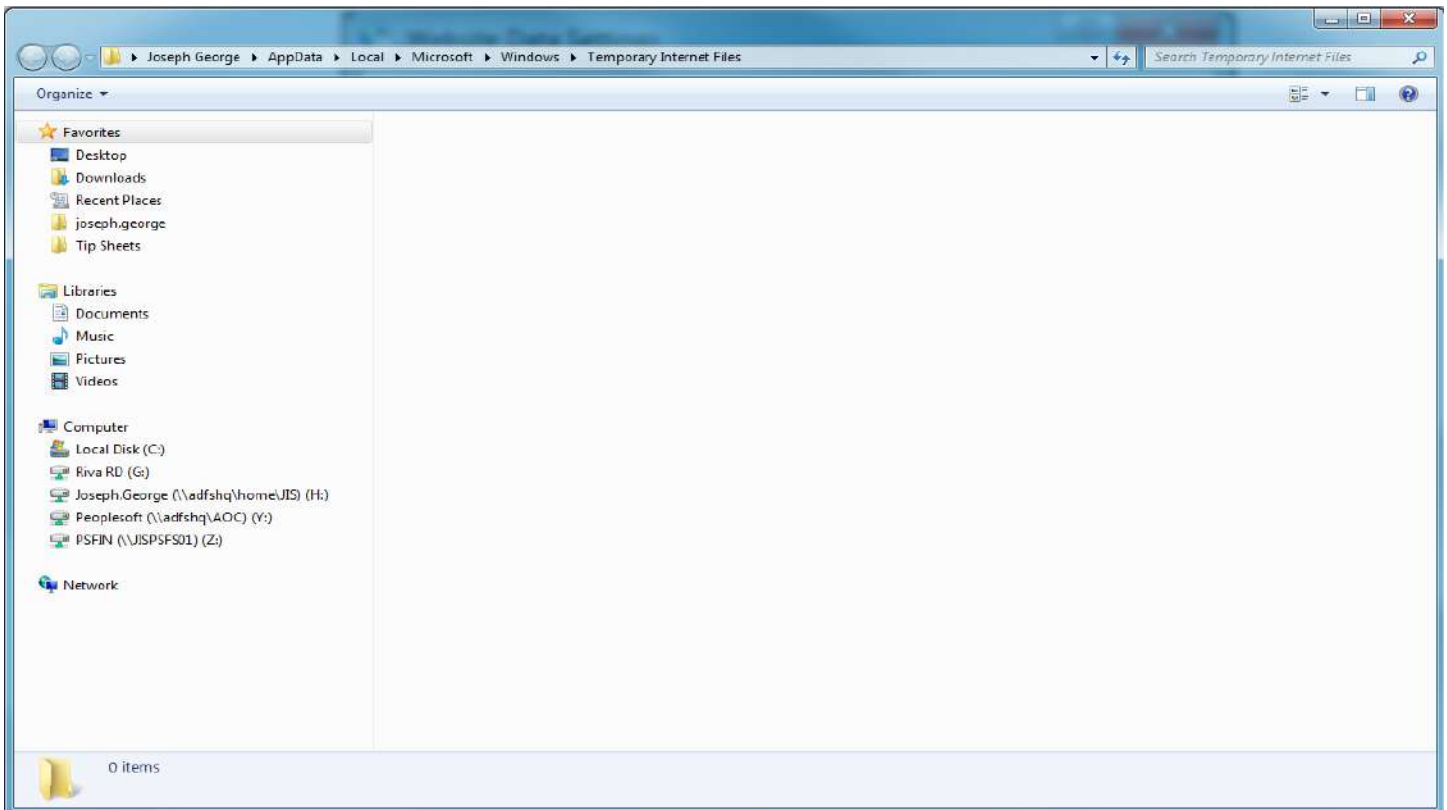Once the deletion process completes, click on the **Settings** button on the *Internet Properties* window.

Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.

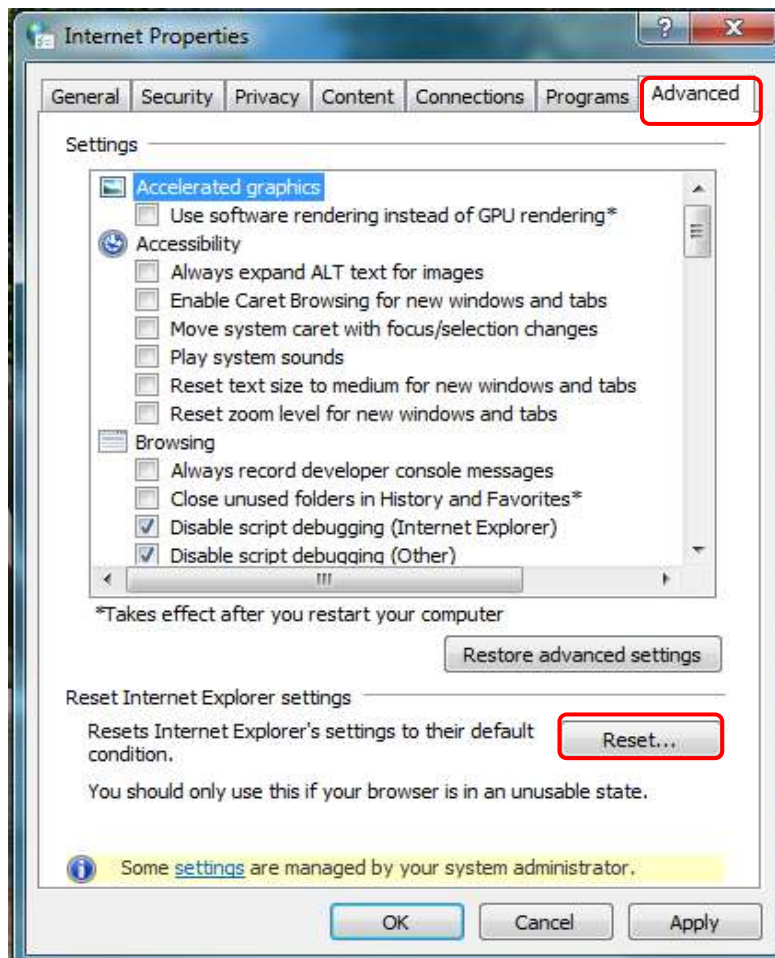On the **Website Data Settings** window, click on the **View Files** button.

On the **Windows Explorer** window that opens, you should see 0 items. If there are any files here, delete those files by using the following **multi-key** strokes. **CTRL + A** (both the **Ctrl** button and the **A** button have to be pressed simultaneously on your keyboard), to select all files and **Shift + Delete** (both the **Shift** button and the **Delete** button have to be pressed simultaneously on your keyboard), to delete all the files.

Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.
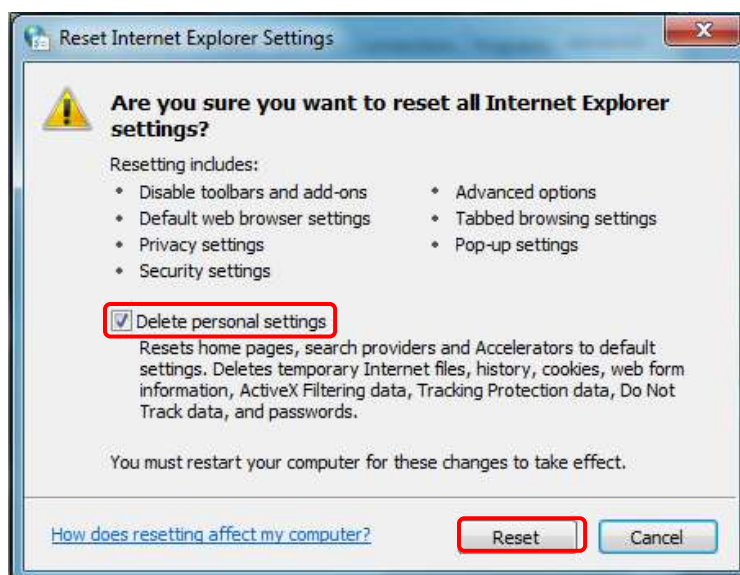
Once you have deleted any files, close the *Windows Explorer* window and click **OK** on the *Website Data Settings* window.
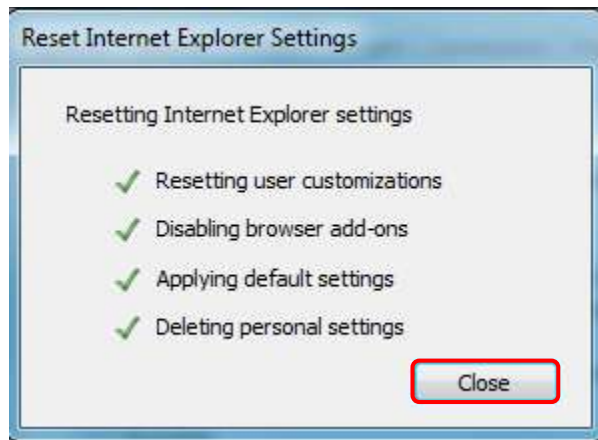
On the *Internet Properties* window, click on the **Advanced** tab and then click on the **Reset** button.

On the *Reset Internet Explorer Settings* Window, if you save your passwords, leave the **Delete personal settings** box unchecked. If you do not save passwords, check this checkbox. Next click the **Reset** button.
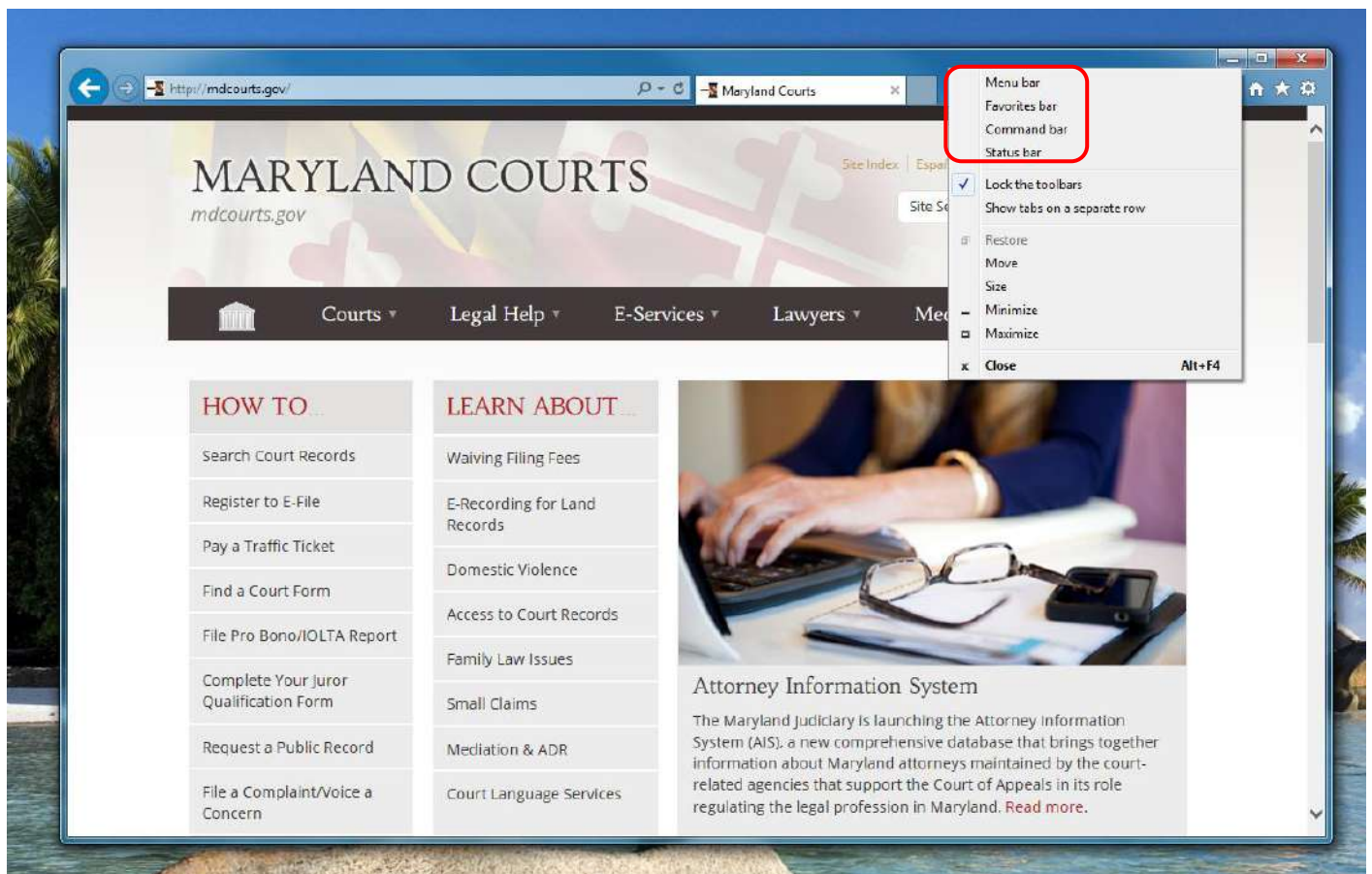
Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.

Once the steps are complete, click on the **Close** button. You can also close your *Control Panel* window.

Note: Please shutdown your computer and wait for 20 seconds prior to starting up your computer.

Optional - Now Open Internet Explorer and then Right click on the blue area at the top of your window. Please select any or all of the first 4 items on the menu. The following page details the 4 bars that will be displayed based on your selections.
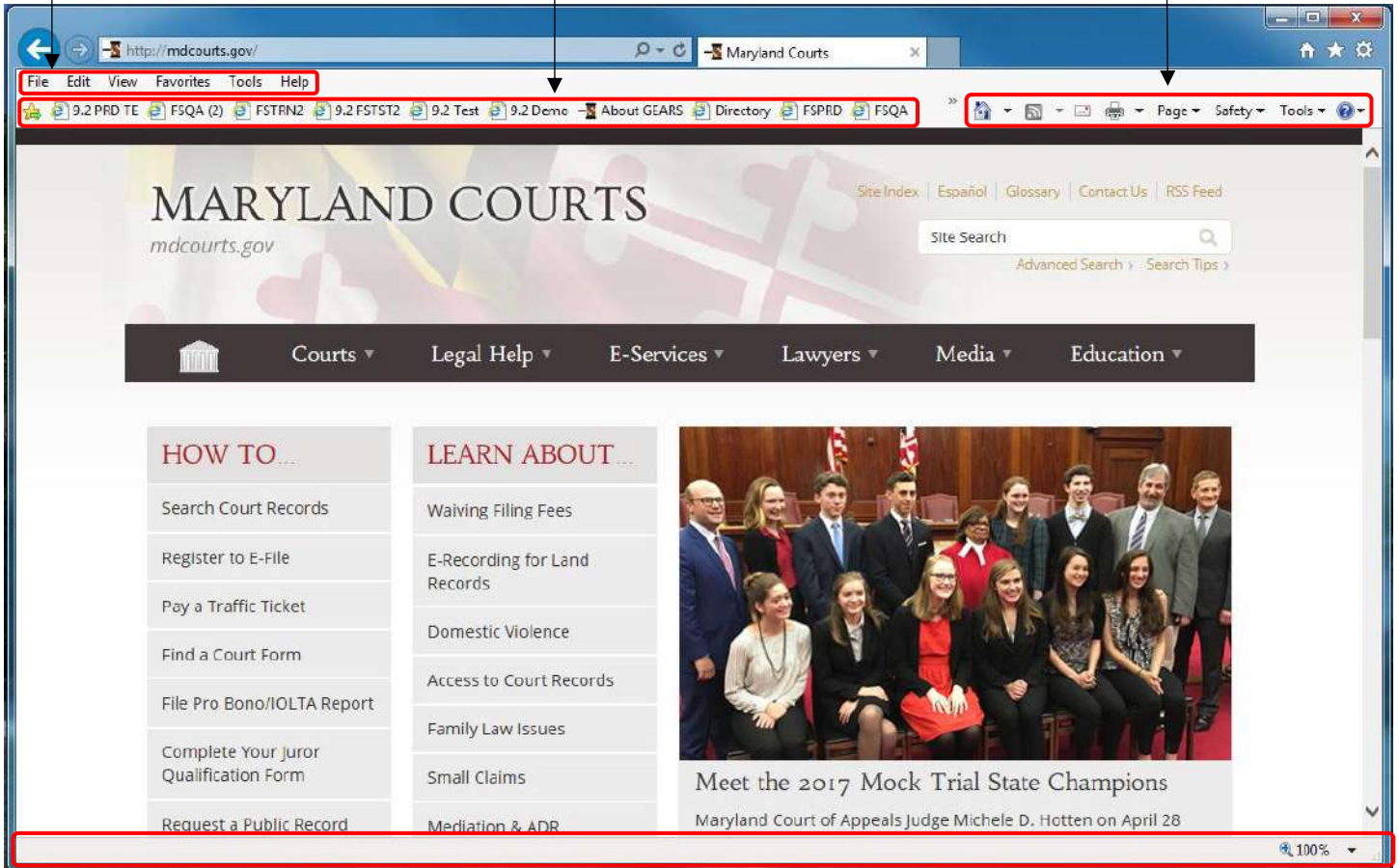
Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.

Menu Bar　　　　　　　　　　　**Favorites bar**　　　　　　　　　**Command Bar**

Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.