

The following are step by step instructions to clear your browser cache.

Clearing the cache - FireFox on a PC

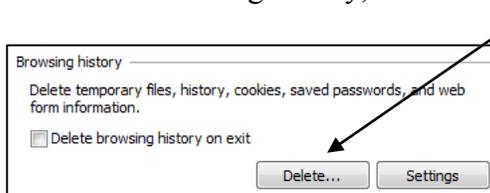
1. Open the browser and click on “Tools” in the Menu.
2. Select "Options", the last item under “Tools.”
3. Click on "Advanced", the last option on the right.
4. Click on the "Network" tab.
5. Under the section labeled “Cached Web Content,” click on the “Clear Now” button on the right.

Clearing the cache - FireFox on a Mac

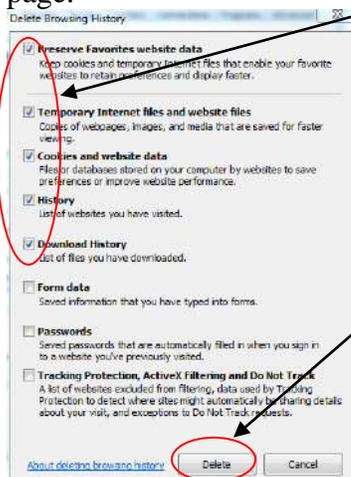
1. Open the browser and click on “Firefox” on the top bar.
2. Select "Preferences."
3. Click on the "Advanced" tab.
4. Under the section labeled “Cached Web Content,” click on the “Clear Now” button on the right.

Clearing the cache - Internet Explorer

1. Open the browser and click on “Tools” in the Menu.
2. Click on “Internet Options.”
3. Under “Browsing history,” click on “Delete.”



4. Put a “check mark” in the following “5” boxes, then click “Delete” at the bottom of the page.



5. Click “OK” to exit process.

Clearing the cache - Safari

1. Open the browser and click on “Safari” in the Menu.
2. Select “Empty cache” or use the keyboard short-cut of: Ctrl+Alt+E

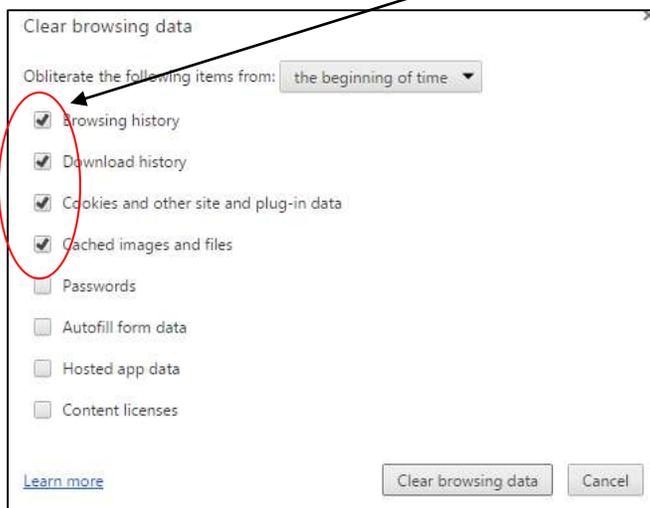
Clearing the cache - Chrome

1. Open the browser and click on the “Customize and control Google Chrome” icon in the

upper right corner.



2. Click on “History”
3. Click on “Clear browsing data.”
4. Place a “check mark” in the following “4” boxes.



5. Using the drop down arrow change the time frame setting to: “the beginning of time”



6. Click on the “Clear browsing data” button.

The following are step by step instructions to refresh your browser page.

Refresh page – Internet Explorer

1. Select “Tools”
2. Select “Internet Options”
3. Click on the “Settings” button that is shown in the “Browsing history” section
4. Select the radio button that says "Every time I visit the page”
5. Click “OK” to save changes
6. Click “OK” again to close Internet Options

Refresh page - Firefox

1. Enter about:config in URL location box in Firefox
2. Click “I’ll be careful, I promise!”
3. Find browser.cache.check_doc_frequency and change the Value to 1