

# [Clearing Your Cache]

Your web browser's "cache" is a storage place on your computer's hard drive where files and images from the Web reside so they don't have to be downloaded each time you return to a web page. This speeds up the display of pages you frequently visit or have already seen, because your web browser can open the page from your hard disk instead of from the Web.

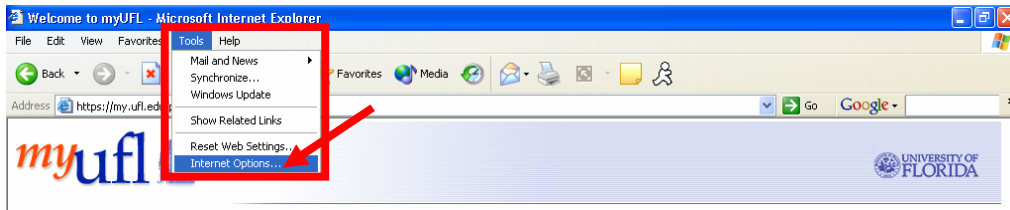
However, this time saver may get bigger and slower over long periods of time and may include files and information that have been updated since your last visit to that web page. Deleting your cookies and cache resolves MANY Web page errors including problems with your login, pages loading incorrectly, etc. Always try the 'Refresh' button first.

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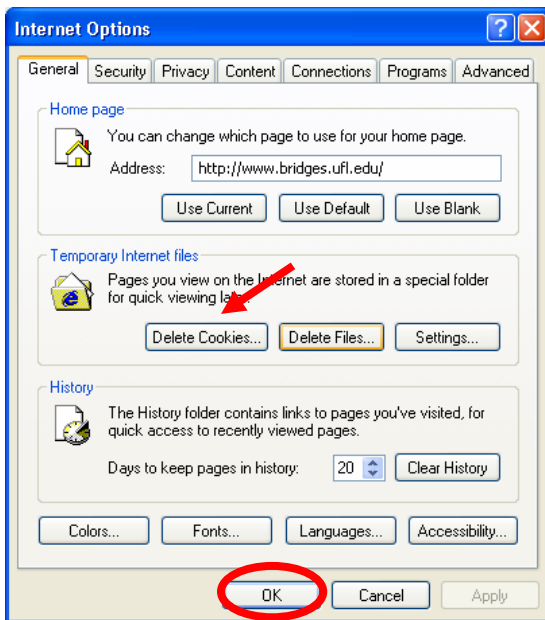
## Windows Operating System

Internet Explorer 5 and 6.x:

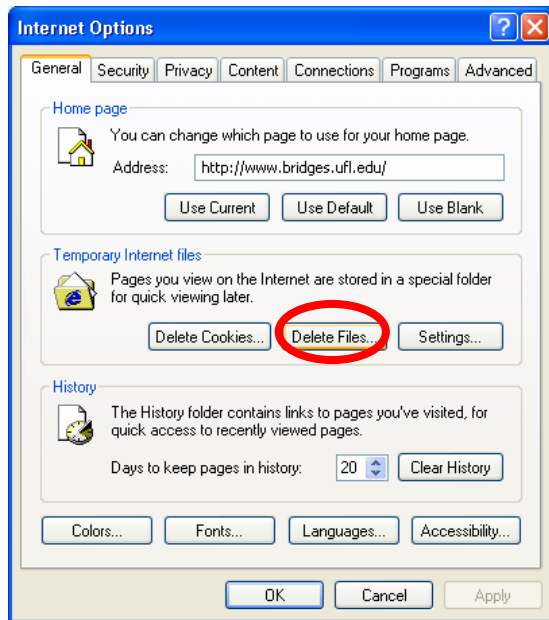
1. In Internet Explorer, on the **Tools** menu, click **Internet Options**



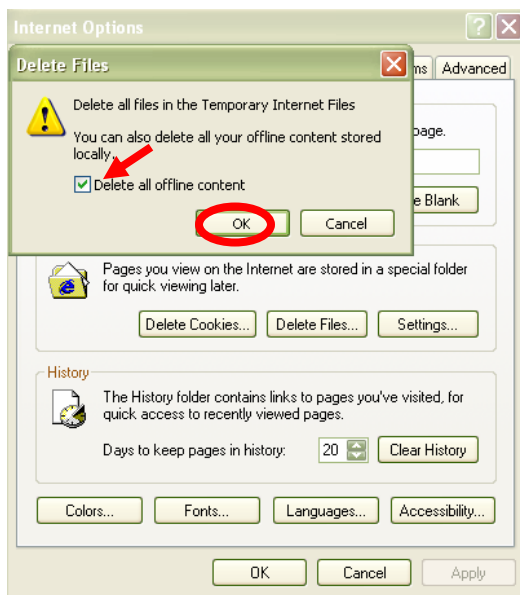
2. Click the **General** tab.
3. In the area called **Temporary Internet Files**, click the **Delete Cookies** button. Click the **OK** button.



4. In the area called **Temporary Internet Files**, click the **Delete Files** button.



5. In the window that appears, select **Delete all offline content**. Click the OK button.



6. Click **OK** to exit the window.
7. Refresh your browser.
8. Press the "X" button to exit from the browser



9. Open the browser. Login Again.

Netscape 7.1:

1. On the **Edit** menu select **Preferences**.
2. Click on the **Advanced** arrow to expand menu.
3. In the **Set Cache Options** section, click on **Clear Cache**.
4. Click on the **Privacy & Security** arrow to expand menu.
5. Click on **Cookies**.
6. Click on **Manage Stored Cookies**. In new window, click on **Remove All Cookies**.

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## Mac Operating System

Internet Explorer 5:

1. From the **Edit** menu, select **Preferences**.
2. In the Internet Explorer Preferences window, look under **Web Browser**. Then click on **Advanced**.
3. In the Cache area on the right, click **Empty Now**.
4. Click OK to exit the Internet Explorer Preferences window.