

Overview

While working in different applications, you may be directed to clear your browser cache. If this occurs, you can follow these steps to correct the issue:

1. Clear your browser cache using the directions below for your browser.
2. Close and then reopen your browser.

Browsers

- Firefox
- Chrome
- Safari
- Internet Explorer

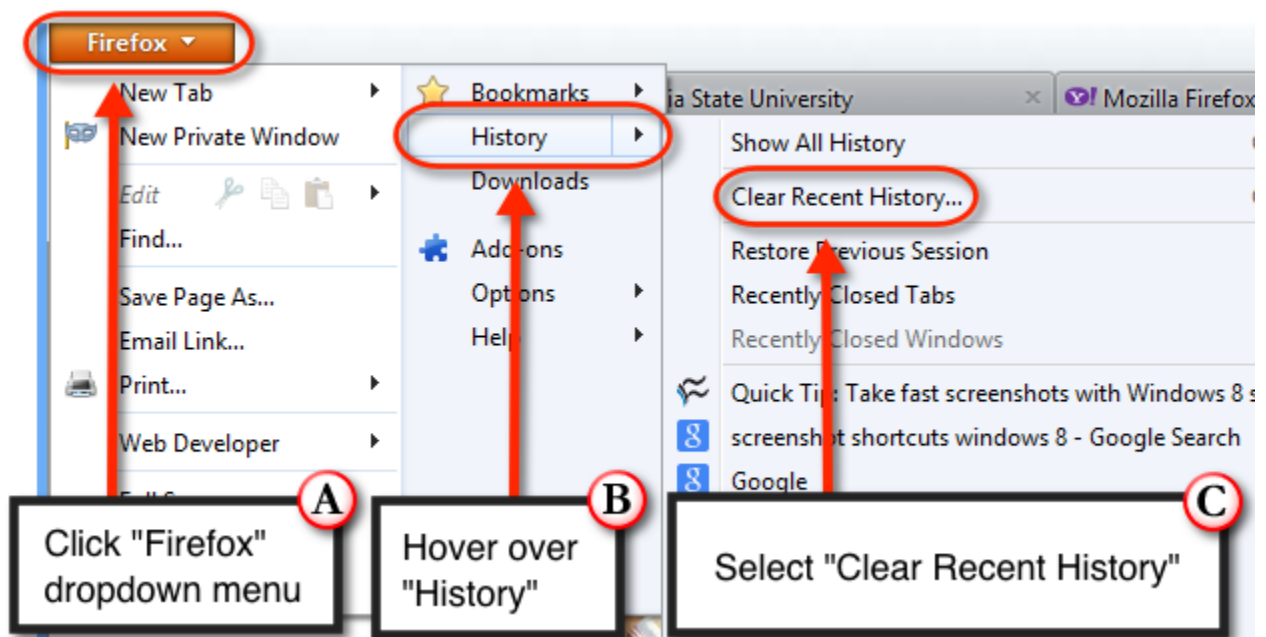
Clear your Browser Cache

Firefox

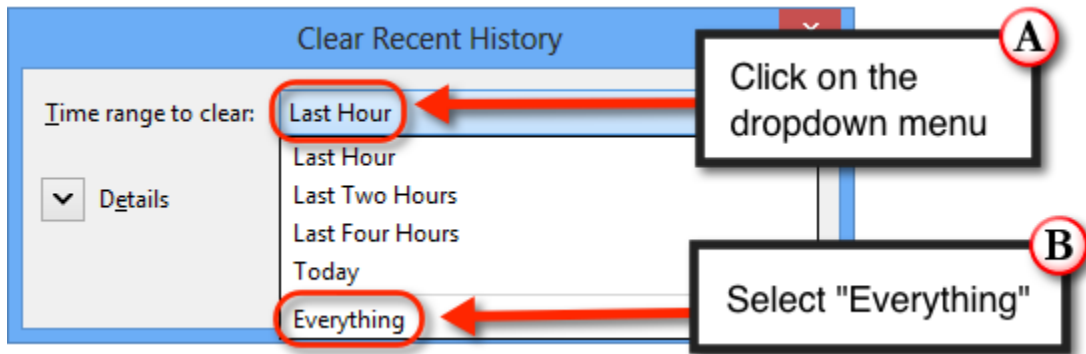
NOTE: These screens cover the basic user experience. Your screens might vary depending on your browser version, although the steps should remain similar. Visit your browser's support site for additional information.

Clearing your Cache on **Windows**

1. In your **Firefox** browser window:
 - A. Click the **Firefox** dropdown menu in the upper left-hand corner
 - B. Hover over **History**
 - C. Select **Clear Recent History**



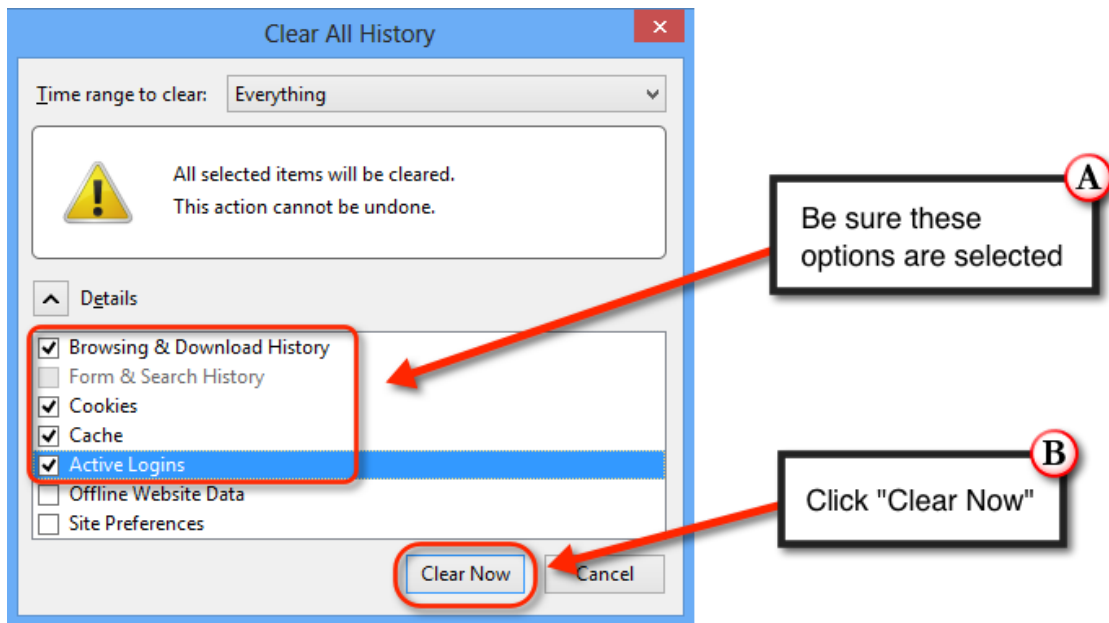
2. From the dropdown menu, select **Everything**.



3. Be sure the following items are selected for deletion:

- Browsing & Download History
- Cookies
- Cache
- Active Logins

Then click **Clear Now**.



NOTE: This process may take a few moments.

4. You may need to restart your browser, but this step will likely be unnecessary.

Clearing your Cache on a **Mac**

1. Click on **History** in the top navigation bar, and select **Clear Recent History**.



2. In the **Clear Recent History** window, click the **dropdown menu** and select **Everything**.



3. Be sure all of the following options are selected:
 - o Browsing & Download History
 - o Cookies
 - o Cache

Then click **Clear Now**.



NOTE: This process may take a few moments

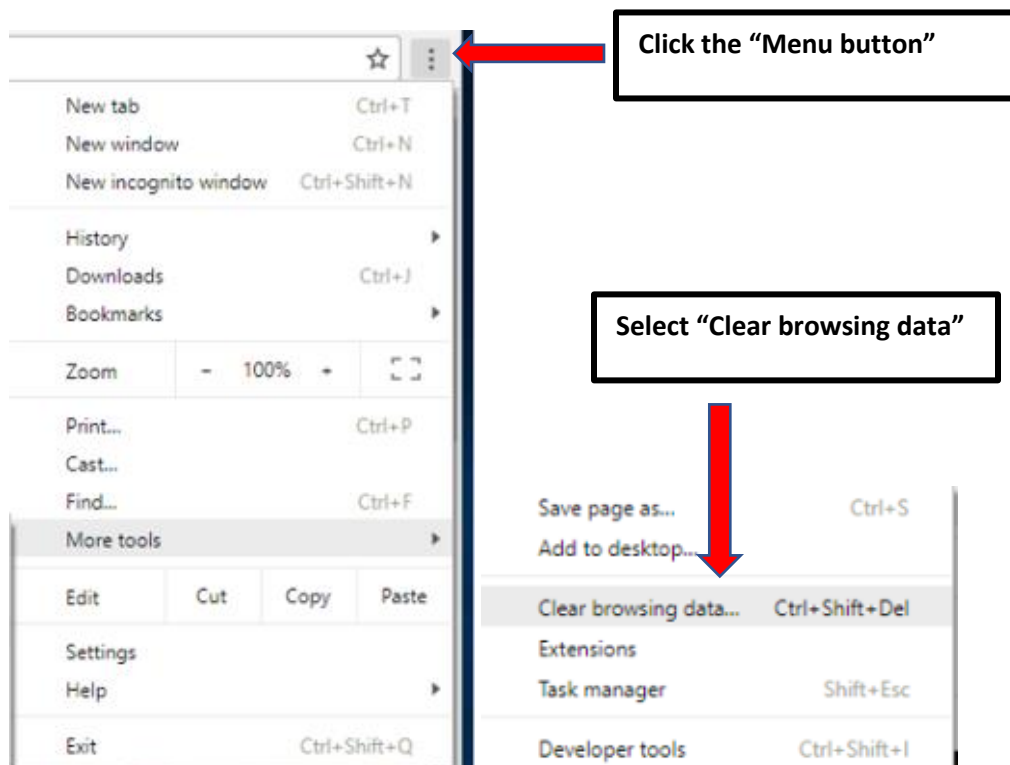
4. You may need to restart your browser, but this step will likely be unnecessary.

Chrome

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Clearing your Cache on **Windows**

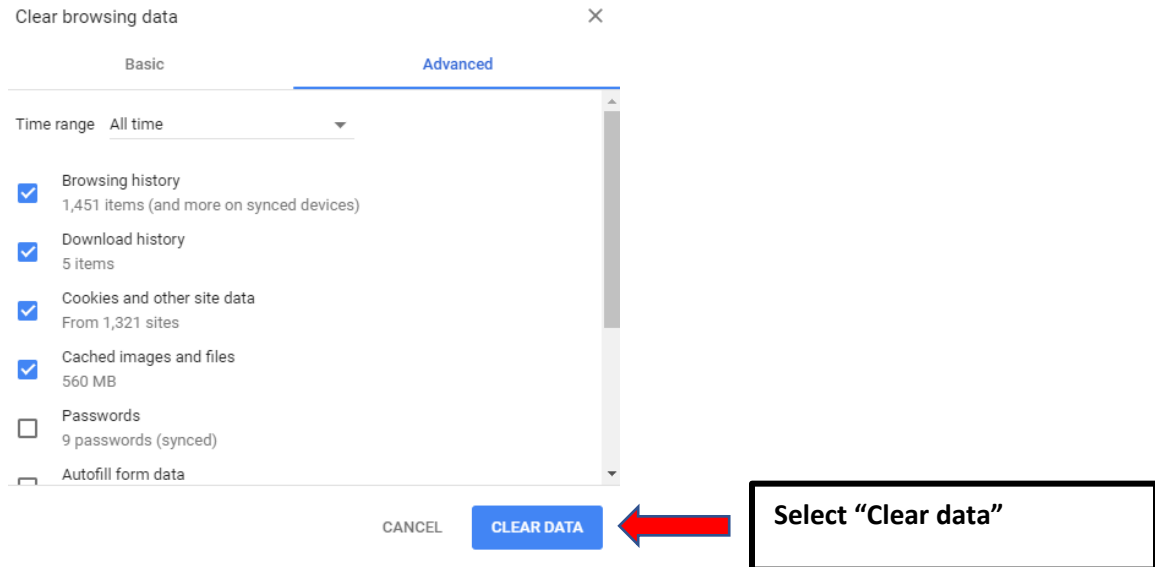
1. Click the **Settings icon** in the upper right-hand corner of your browser (three dots) and select **More tools**.
2. Click **Clear Browsing Data**.



3. Be sure all of the following options are selected:

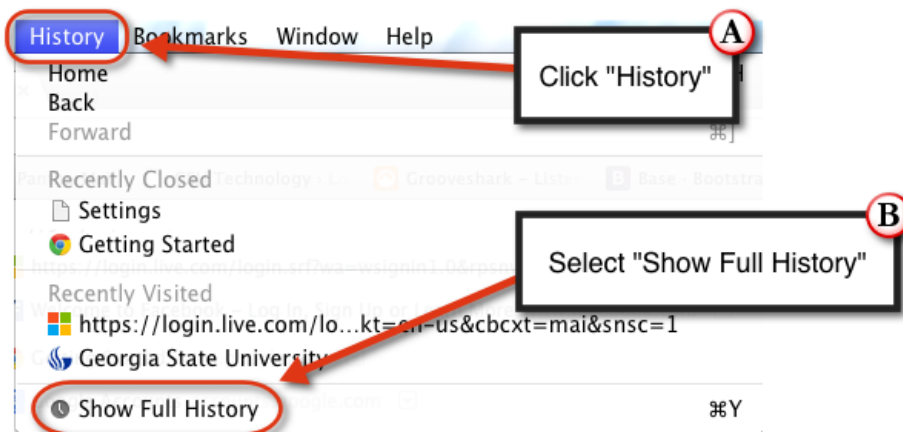
- Browsing history
- Download history
- Cookies and other site data
- Cached images and files

Click **Clear Data**.



Clearing your Cache on a **Mac**

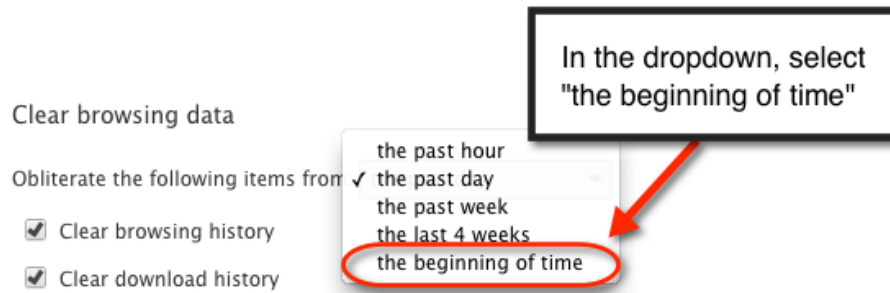
1. Click **History** in your top navigation bar and select **Show Full History**.



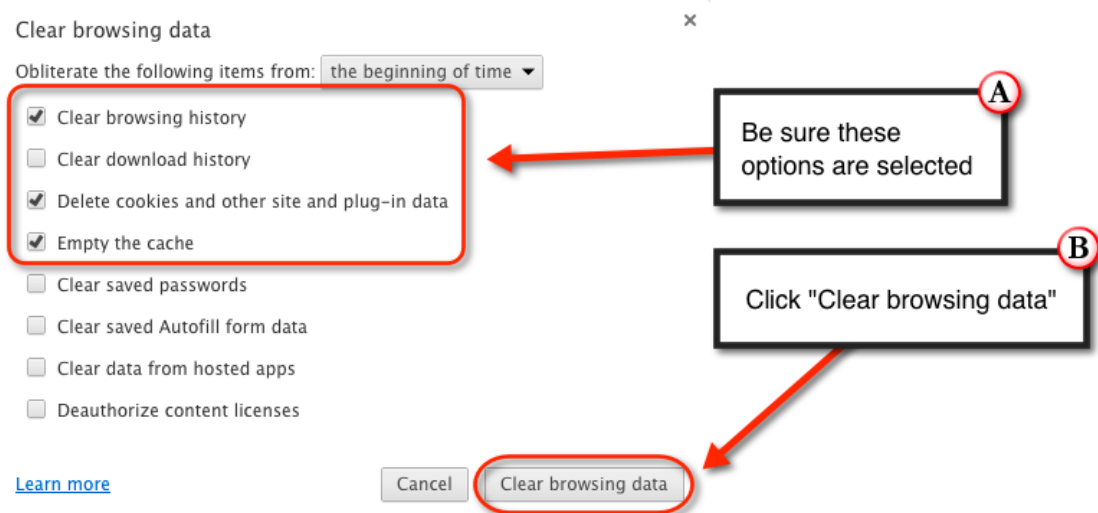
2. Click **Clear Browsing Data**.



3. In the dropdown menu, select **the beginning of time**.



4. Be sure all the following items are selected:
- Clear browsing history
 - Delete cookies and other site and plug-in data
 - Empty the cache
- Then click **Clear browsing data**.



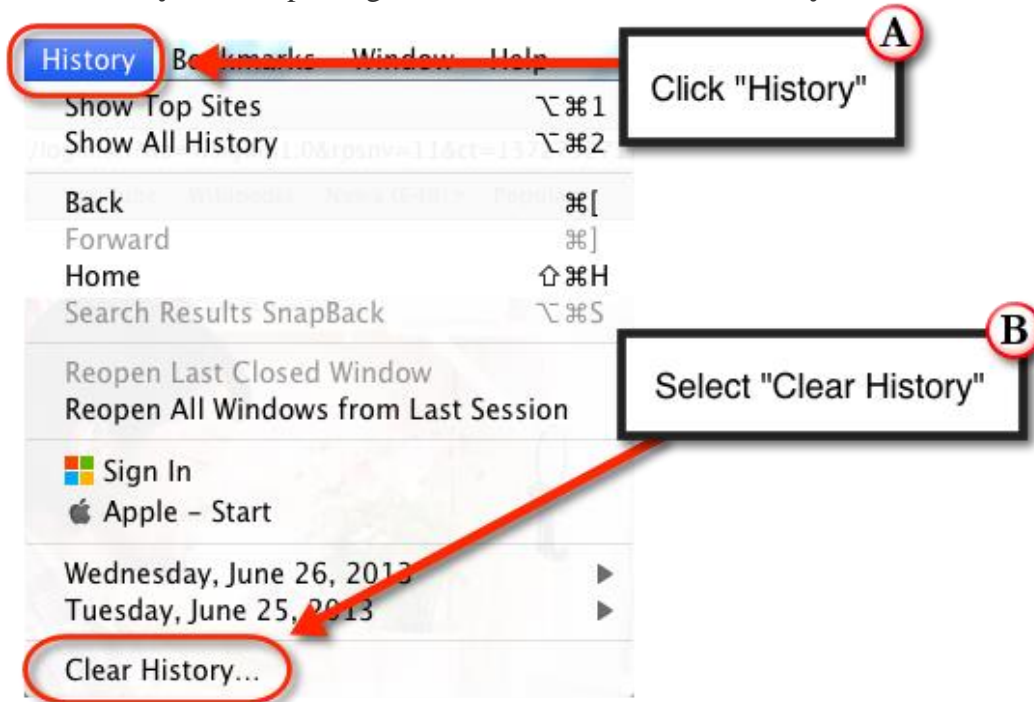
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5. You may need to restart your browser, but this step will likely be unnecessary.

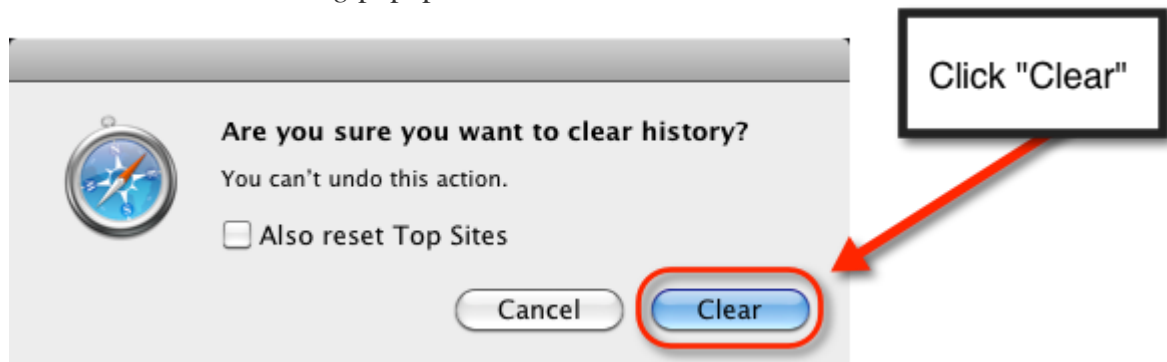
Safari

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1. Click **History** in the top navigation bar and select **Clear History**.



2. Click **Clear** in the *warning* popup window.

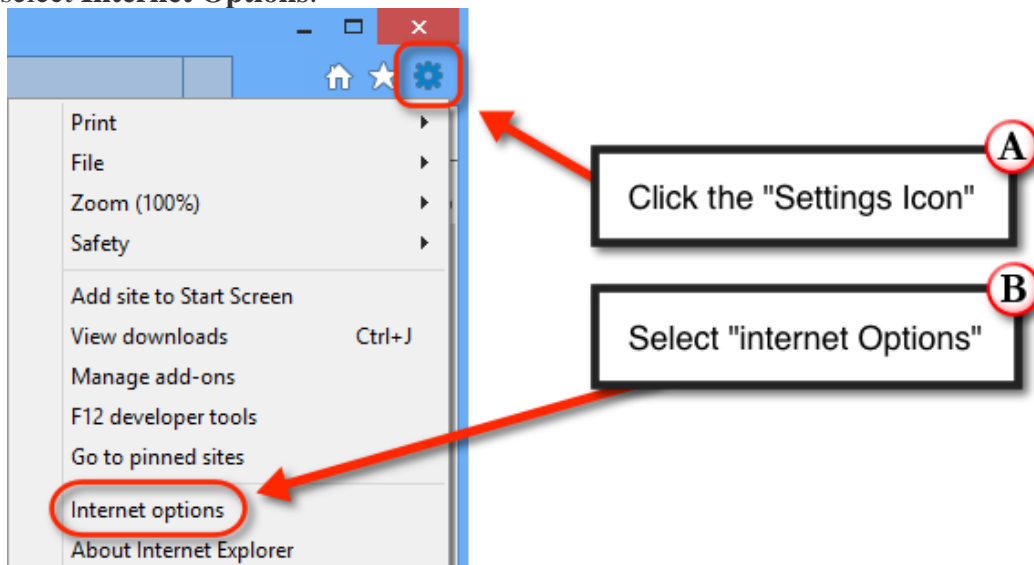


NOTE: This process may take a few moments

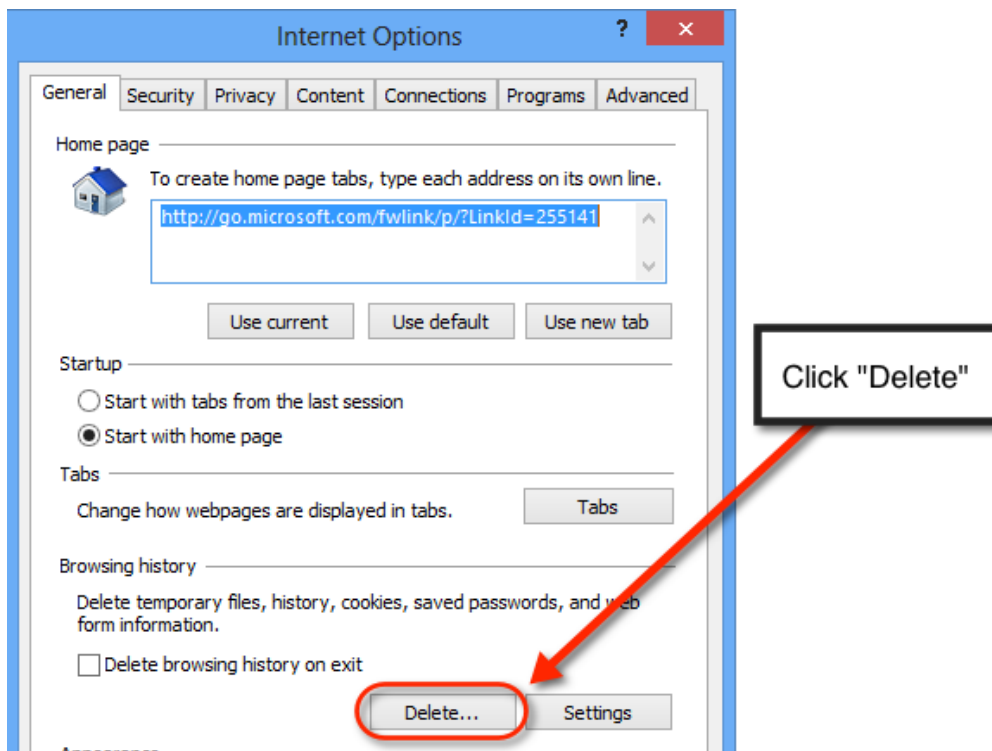
Internet Explorer

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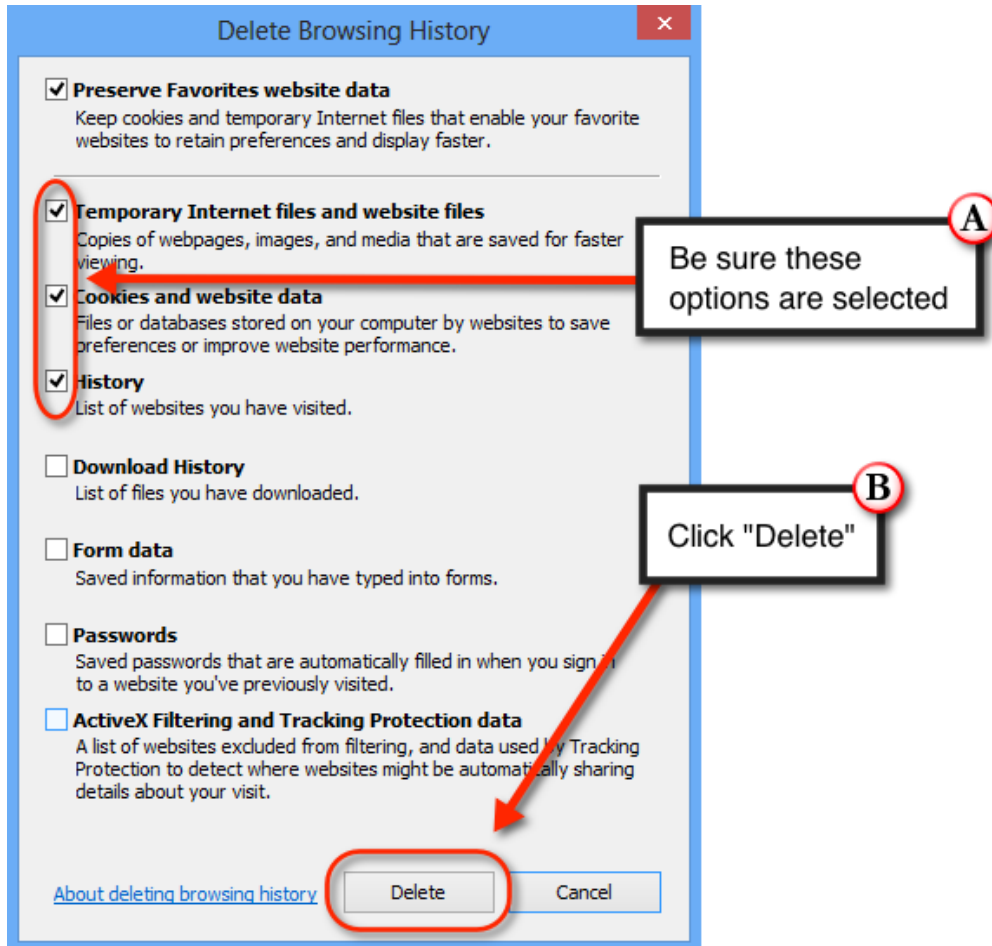
1. Click the **Settings icon** in the upper right-hand corner of your browser window (a gear) and select **Internet Options**.



2. In the *General* tab, go to the *Browsing History* section and select **Delete**.



3. Be sure the following options are selected for deletion:
- Temporary Internet files and Website files
 - Cookies and Website Data
 - History
- Then click **Delete**.



NOTE: This process may take a few moments

4. You may need to restart your browser, but this step will likely be unnecessary.