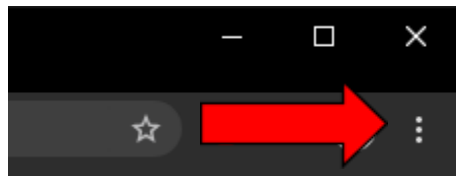


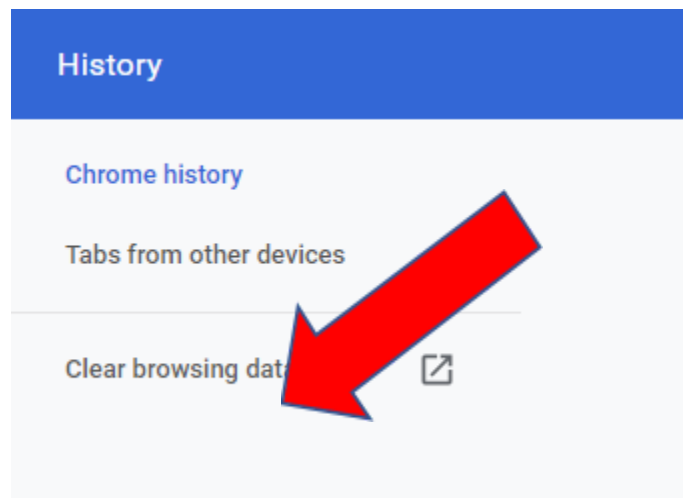
Clearing your Cache on All Browsers...

Clearing your cache can be a simple solution to a variety of problems you encounter while surfing the web. A few of the problems solved by clearing your cache may include, being unable to log in to an account and pages freezing and/or not loading. Clearing your cache doesn't necessarily mean deleting your browsing data either. There are certain options that can be left alone when clearing your cache. Of course, not every browser is the same either. Within this document we will cover the options necessary to clear your cache within the 3 most prominent web browsers. Those being Internet Explorer, Google Chrome and Firefox. Once, we know those 3 we will be able to notice similar options in all other web browsers as well.

Let's start with Google Chrome. In order to clear your cache you are going to want to select the 3 dots in the top right hand corner underneath the "X".



Once you click the 3 dots, a side window will open with a variety of options to select. The one we are interested in is "History". You'll want to hover over history and slightly move over to where it says "Ctrl + H". And yes, you can hit Ctrl + H as well on your keyboard to get to the same spot. Now on the far left side you will see the option "Clear browsing data". Click on that.



Now we are at the place where we check for a few different things. (Diagram provided below)

- 1) Make sure you are in the "Advanced" Tab
- 2) Make sure your "Time range" is "All Time"

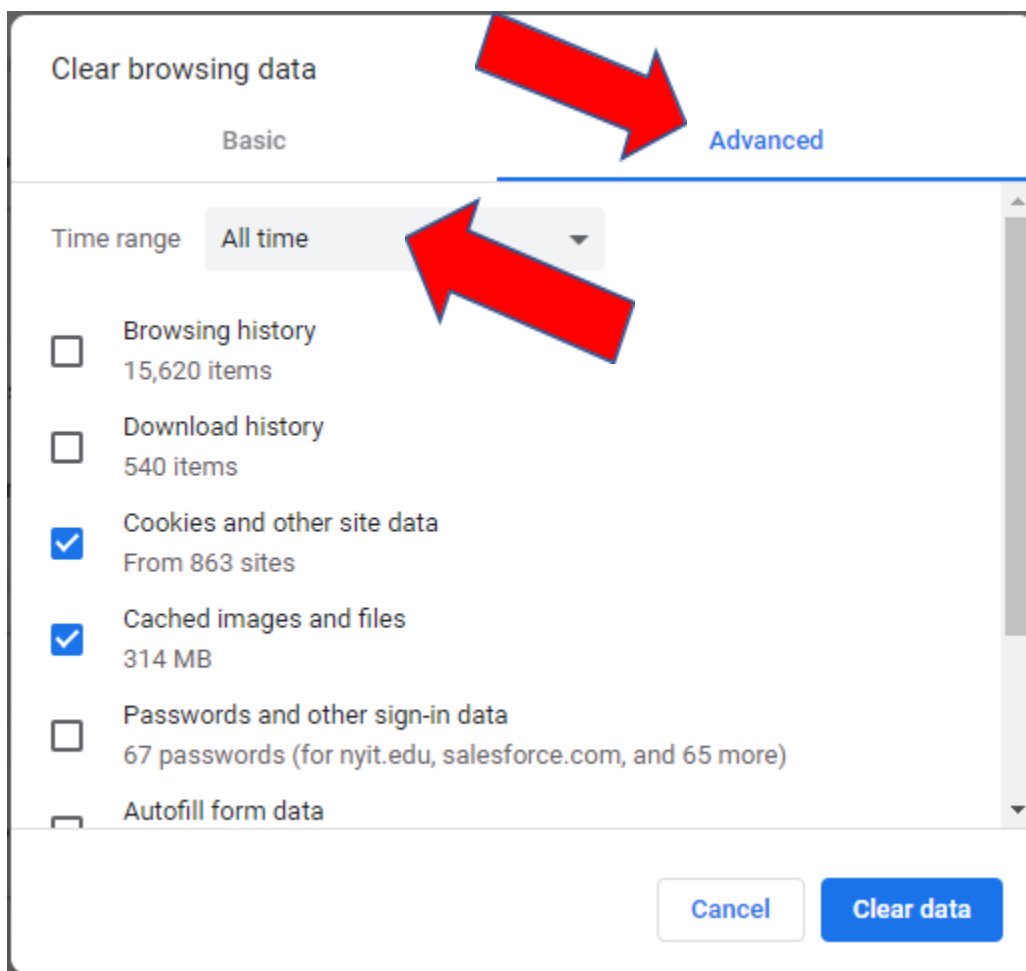
Since those are now established, we can select the most important options for Clearing your cache. Make sure the following are checked off (may have to scroll to see all options):

- Cookies and other site data
- Cached images and files
- Site settings
- Hosted app data

Everything else we can leave unchecked.

- Browsing history
- Download history
- Passwords and other sign-in data
- Autofill form data

To wrap it up hit “Clear data” and wait for it to finish. Once completed please close out of the browser entirely and re-open it.



Next Page for Internet Explorer.

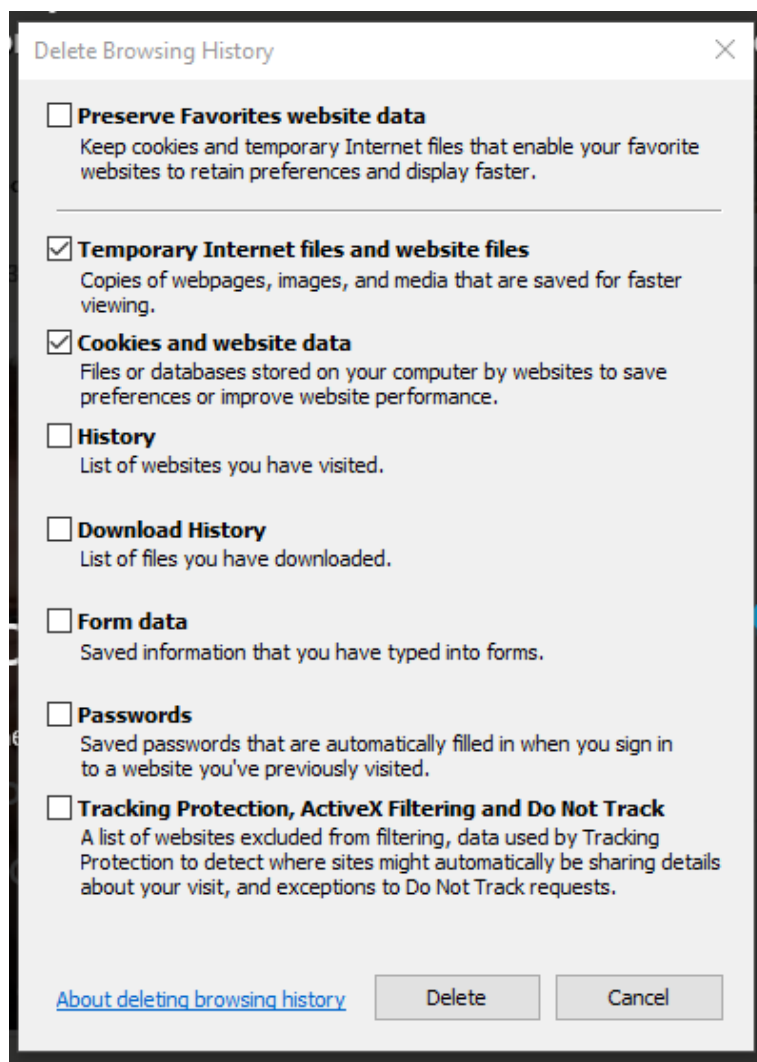
Next, we have Internet explorer. Similar to Chrome, you are going to want to look in the top-right hand corner of your screen. This time we are looking for a cog wheel.



Once clicked on, you will look for the term “Safety”. Hover over the word the slowly move your cursor over to where it says, “Delete browsing history” or “Ctrl + Shift + Del”. Again, we have specific options to check and un-check. Check off the following:

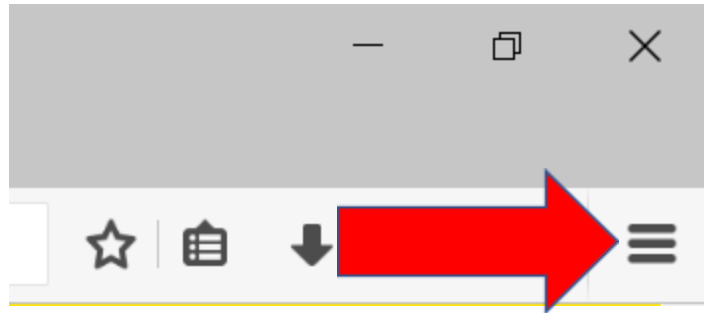
- Temporary Internet files and website files
- Cookies and website data

Everything else should be unchecked. Including Preserve Favorites website data.



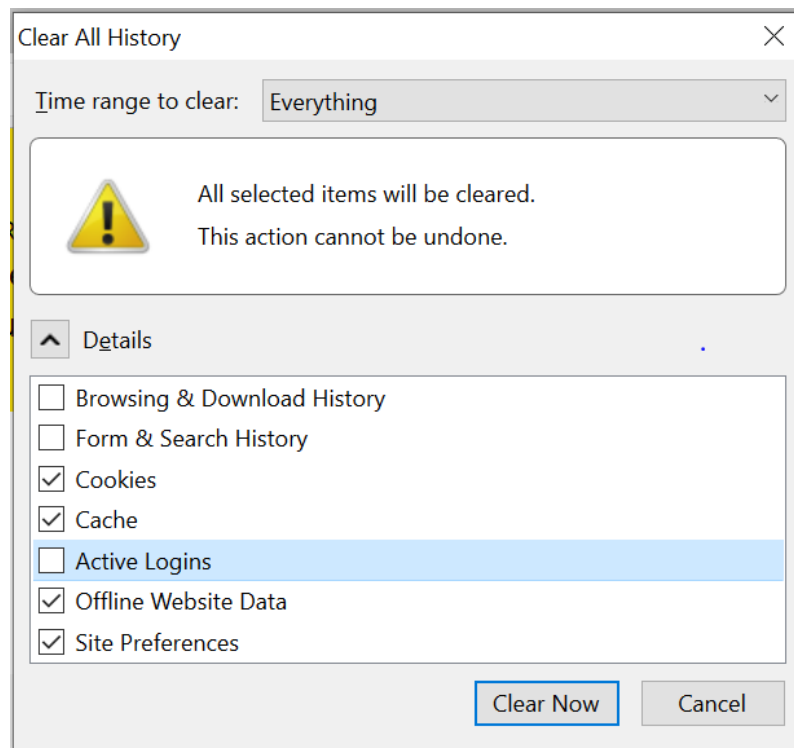
Then hit “Delete”. Close out of the browser completely and re-open it.

Finally, we have Firefox. Same as the previous 2 web browsers. Go to the top-right hand corner and click on the 3 dashes.



After clicking on the 3 dashes, click on History. Next, click on “Clear Recent History”. Once again, we have options we want checked off. Check off the following:

- Cookies
- Cache
- Offline Website Data
- Site Preferences



To wrap it up, hit clear now. Then close out of the web browser and re-open it.