

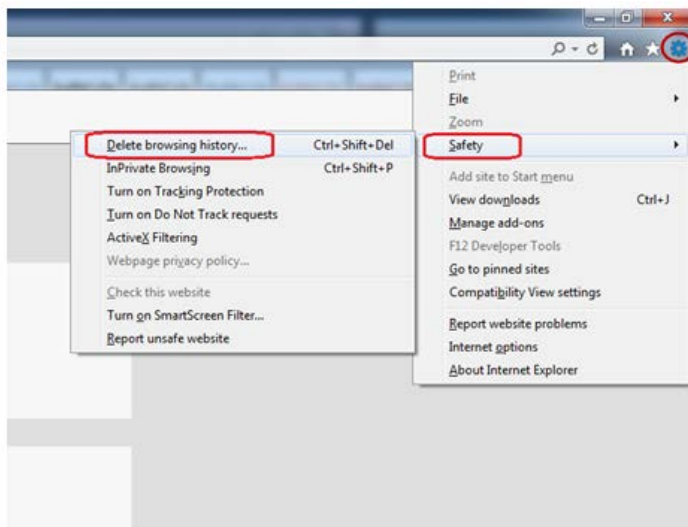


## How To Clear Browser Cache Desk Aid

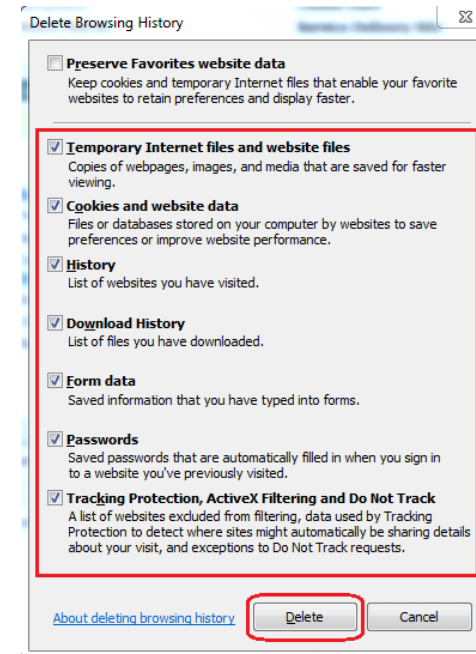
### Steps for Internet Explorer 9, 10 and 11

1. Open Internet Explorer
2. Select **Tools > Safety > Delete browsing history....**

**Note:** You can also access this menu by holding **Ctrl + Shift + Delete**.



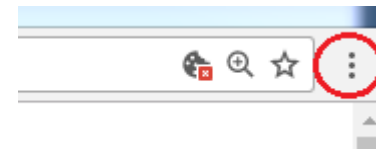
3. Make sure to uncheck **Preserve Favorites website data** and select all other entries. Click **Delete**.



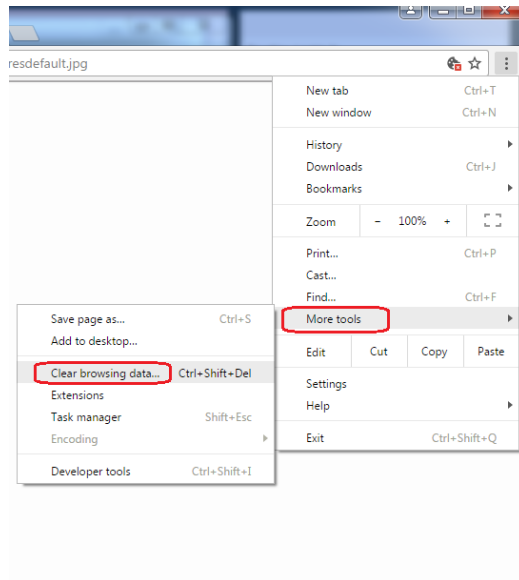
**Note:** You may get a confirmation at the bottom of the browser window once it has successfully cleared your cache and cookies. Close Internet Explorer and reopen it.

### Steps for Google Chrome

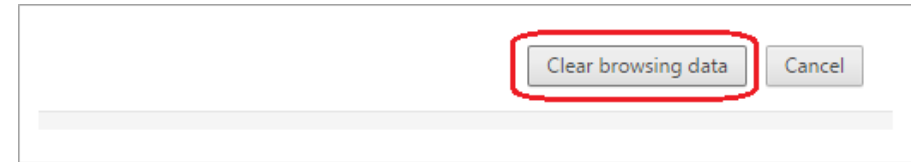
1. Open Chrome
2. On your browser toolbar, click **More**.



3. Go to **More tools**, and click **Clear browsing data**



5. Click **Clear browsing data**.



6. Close Google Chrome and reopen it.

4. Click the checkboxes for the items highlighted below. Choose to delete the items from **the beginning of time**.

