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Clearing Temporary Internet Files and Session Cookies

Microsoft Internet Explorer

1) Have them close any browser pages that they may have open.

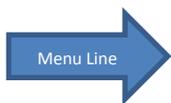


2) Launch the Internet Explorer browser. This is done by clicking the . It doesn't matter what their browser home page is (i.e. the browser page could open to Google, MSN, AOL, etc.)

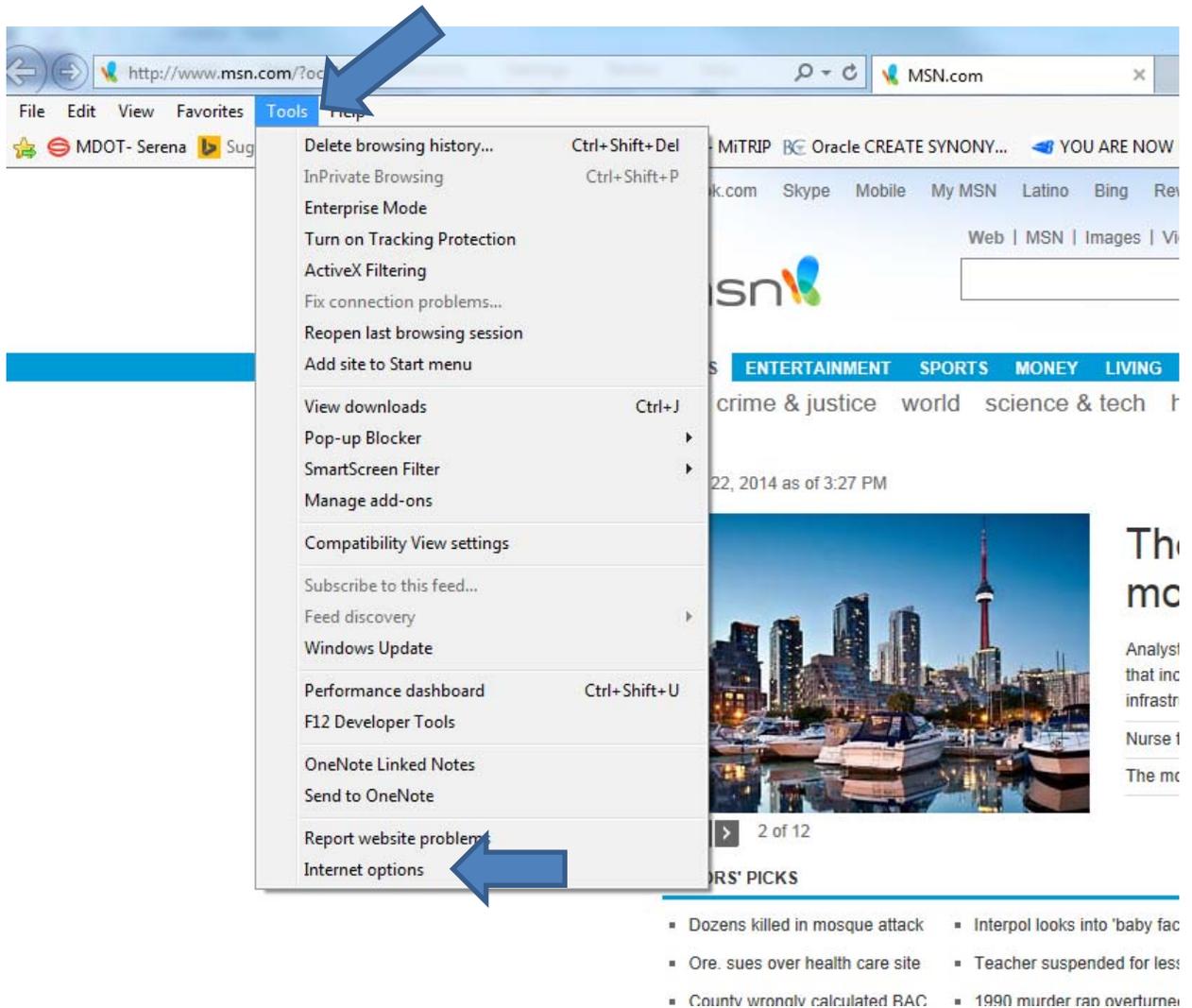
3) In Internet Explorer the menu line should be viewable below the browser's address bar:

File Edit View Favorites Tools Help

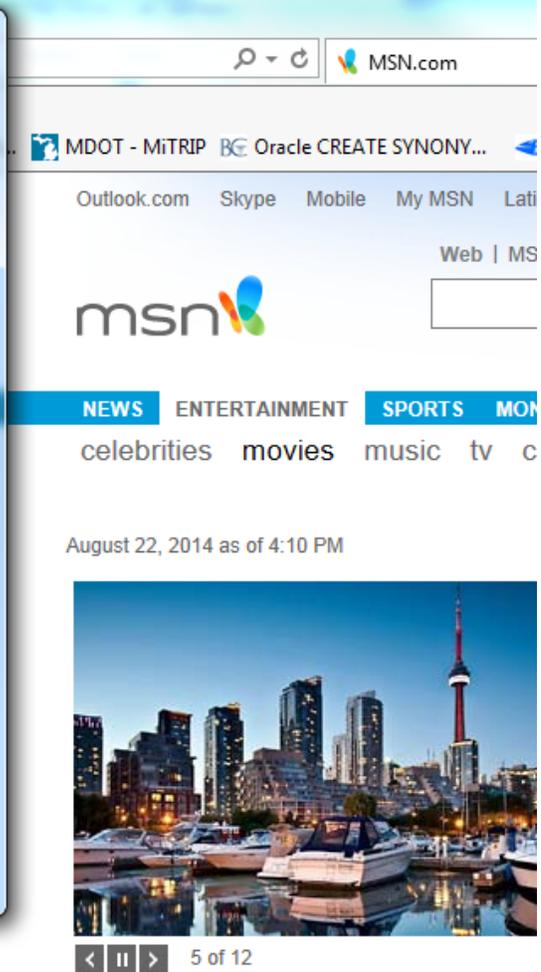
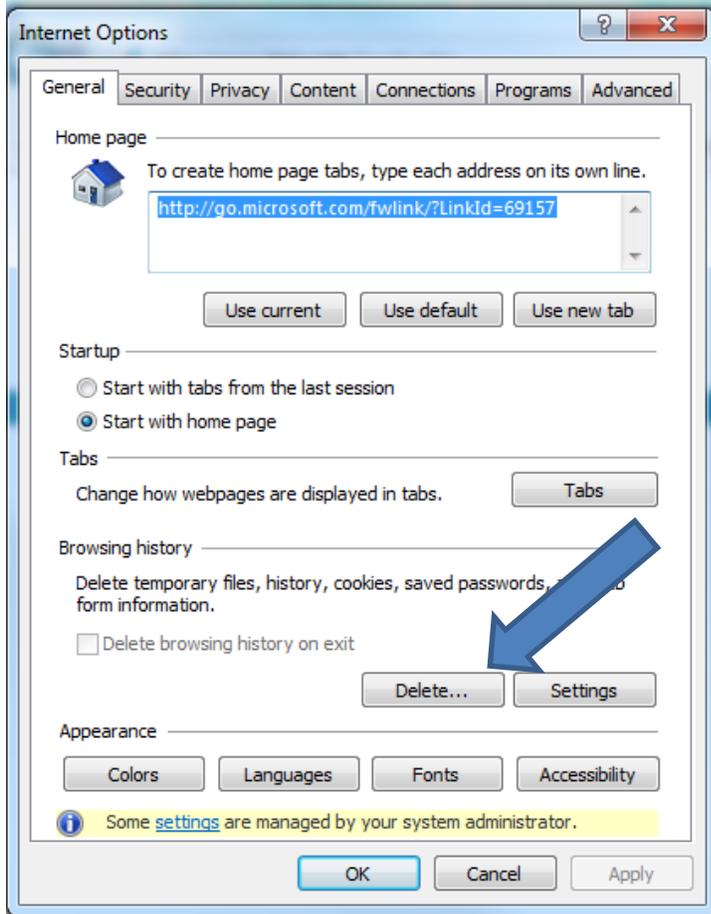
- ➡ **If the customer cannot see the the menu line, have them press and release the ALT key on their keyboard. Doing this will make the menu line visible and highlight the first word in the menu line, File**



4) Select **Tools, Internet Options** from the menu line

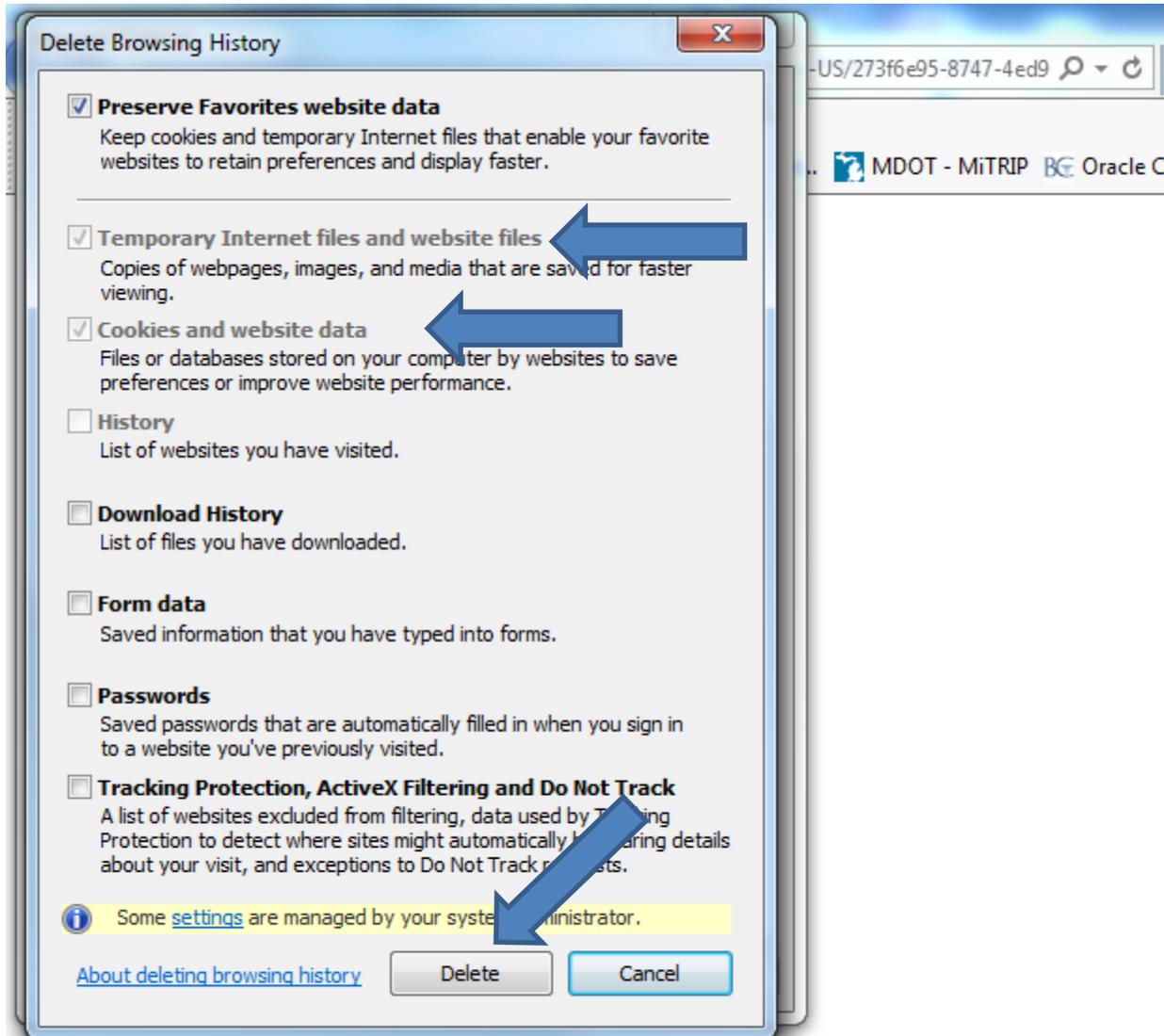


5) Select **Delete...** button under **Browsing History**.



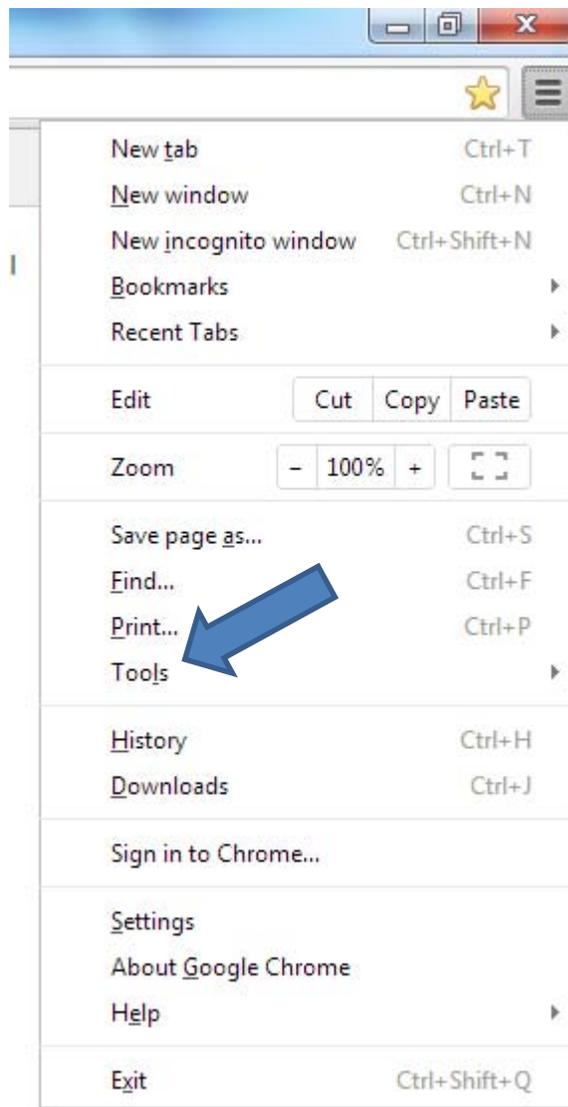
6) **Delete Browsing History** box opens. Make sure that **Temporary Internet files and website files** and **Cookies and website data** are checked then select the **Delete** button. Once finished deleting the **Delete Browsing history** box will close leaving you back at the **Internet Options** box.

➡ **If anything else is checked it doesn't matter. To clean up the browser the 2 items mentioned here are the only ones that matter, the customer can leave the rest as is.**



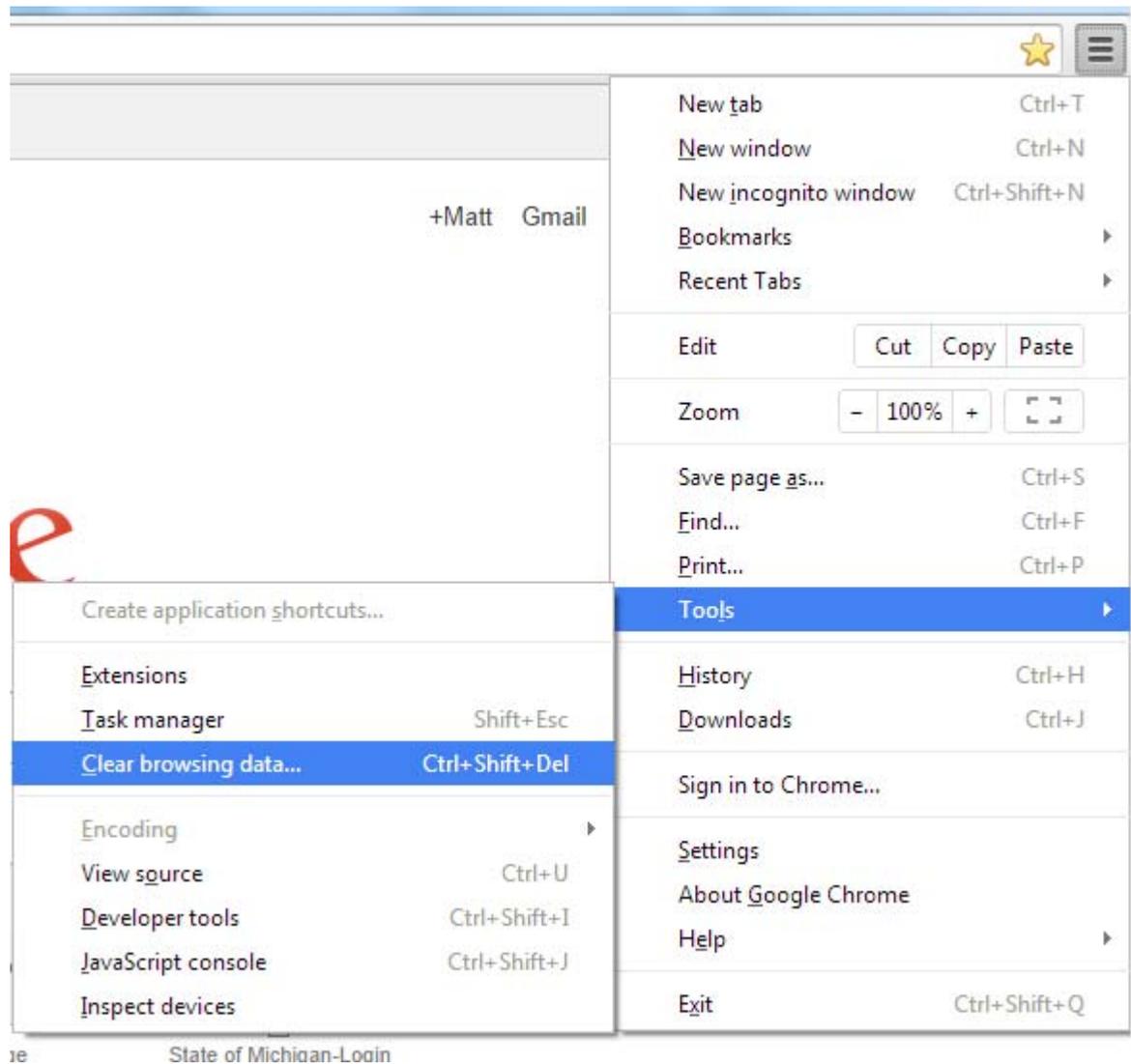
Google Chrome

- 1) Have them close any browser pages that they may have open.
- 2) Launch the Chrome browser. This is done by clicking the . It doesn't matter what their browser home page is (i.e. the browser page could open to Google, MSN, AOL, etc)
- 3) Select  in the upper right corner. Then select **Tools**
 - ➔ Depending on the version of Chrome, there may be a wrench icon that can be selected instead, then go to step 4.



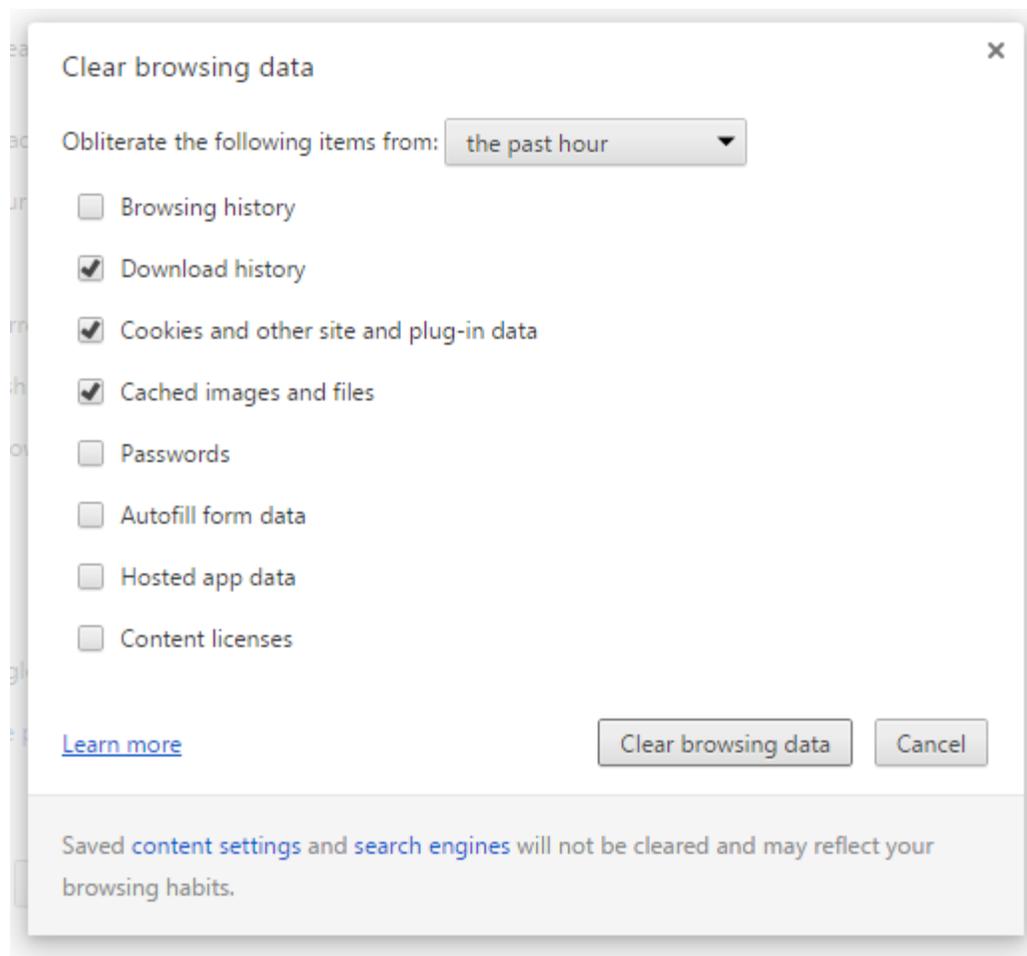
4) Select **Clear browsing data....**

- ➡ Depending on the version of Chrome, the customer may have to select **Under the Hood**, then **Clear browsing data**

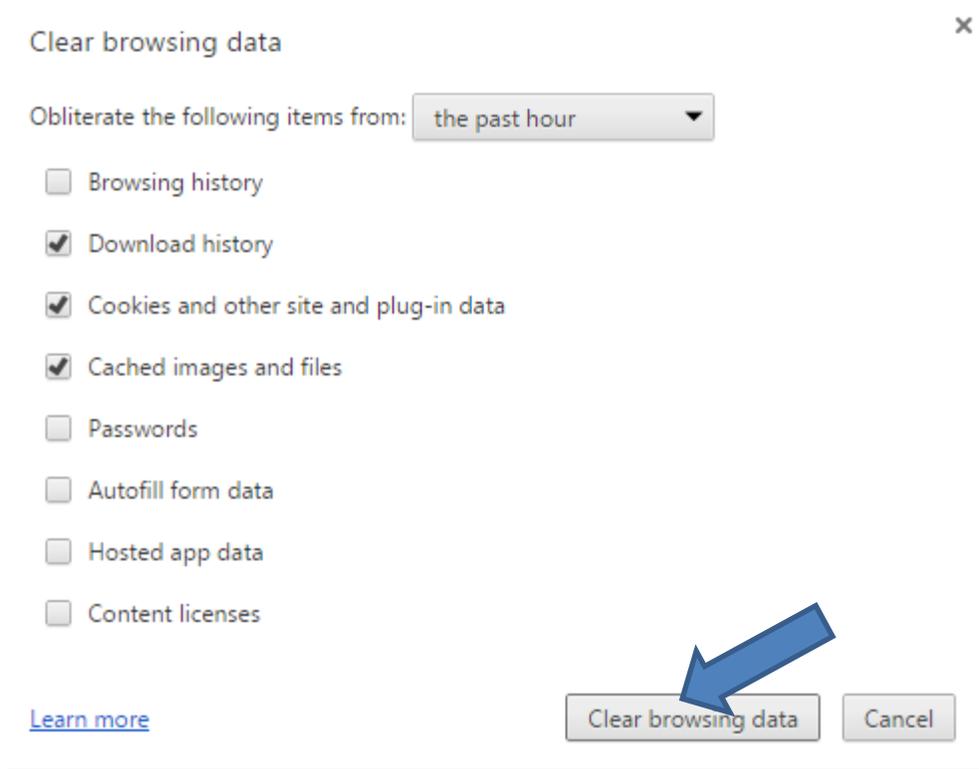


5) The following items should be checked:

- **Cached images and files** (may say **Empty the Cache** depending on Chrome version being used).
- **Browsing history** (may say **Clear Browsing History** depending on the Chrome version being used)
- **Cookies and other site and plug-in data** (may say **Delete Cookies** depending on version of Chrome used)



6) Select Clear browsing data

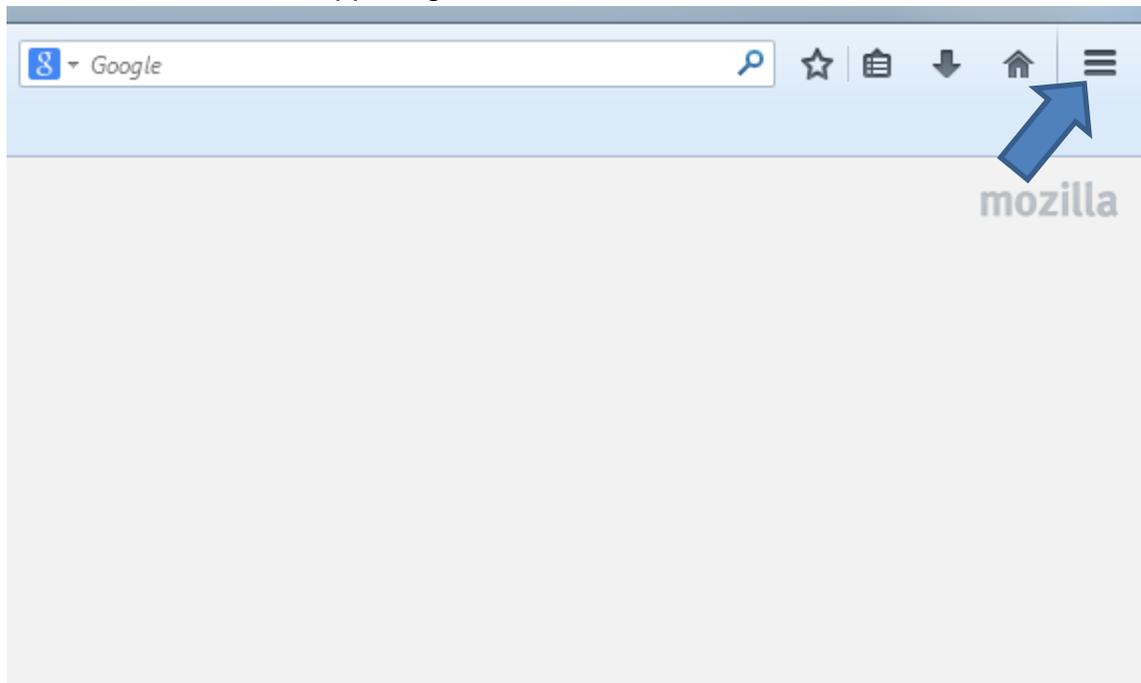


7) Close and relaunch the Chrome browser

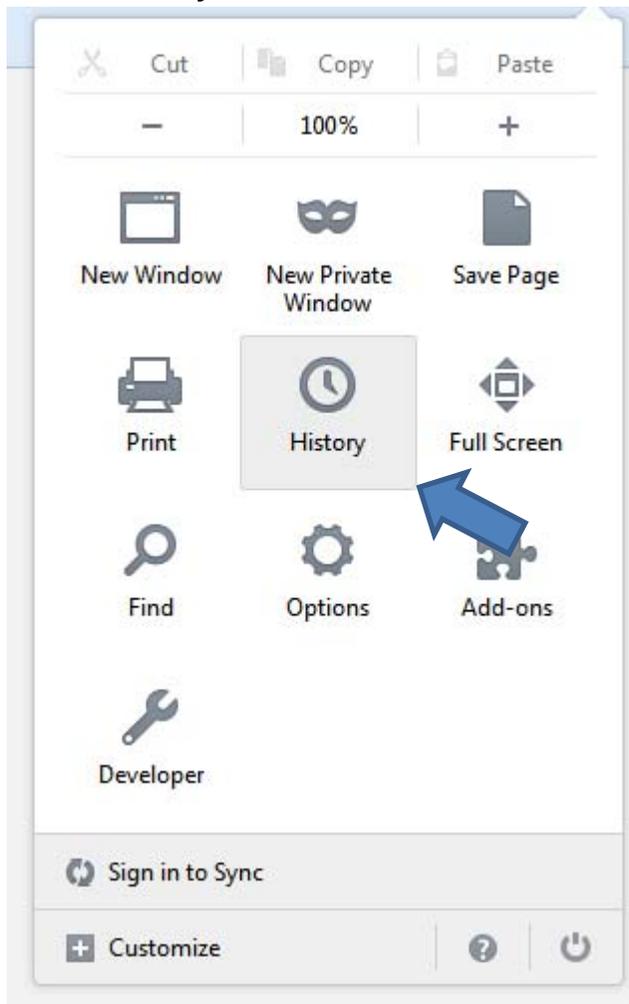


Mozilla Firefox

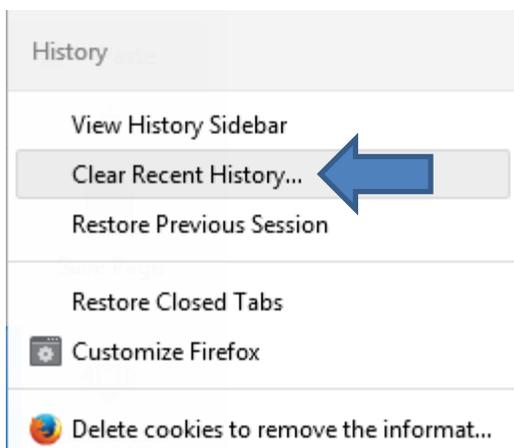
- 1) Have them close any browser pages that they may have open.
- 2) Launch the Firefox browser. This is done by clicking the . It doesn't matter what their browser home page is (i.e. the browser page could open to Google, MSN, AOL, etc)
- 3) Select the  in the upper right corner



4) Select **History**



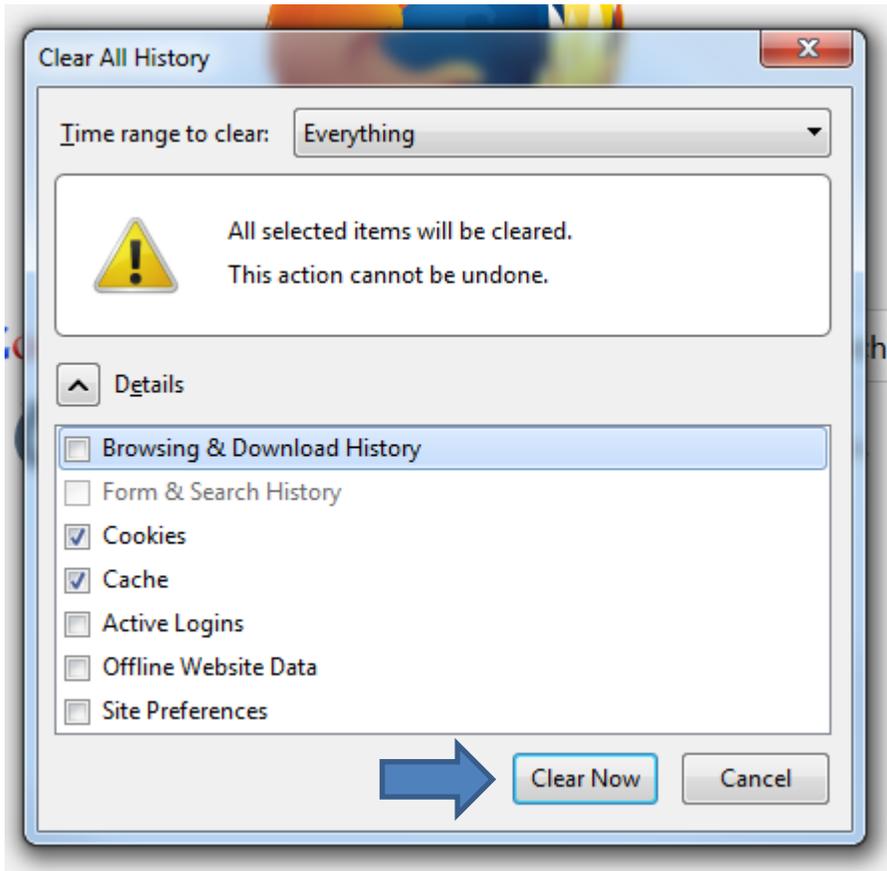
5) Select **Clear Recent History...**



6) When the **Clear All History** box opens change the Time range to clear to be **Everything**. In the **Details** box below make sure that:

- Cookies are checked
- Cache is checked

Then select the **Clear Now** button.



7) When done the box will close and will on whatever their Firefox home page is set up to be (i.e. Google, MSN, AOL, etc). Close and relaunch the Firefox  browser