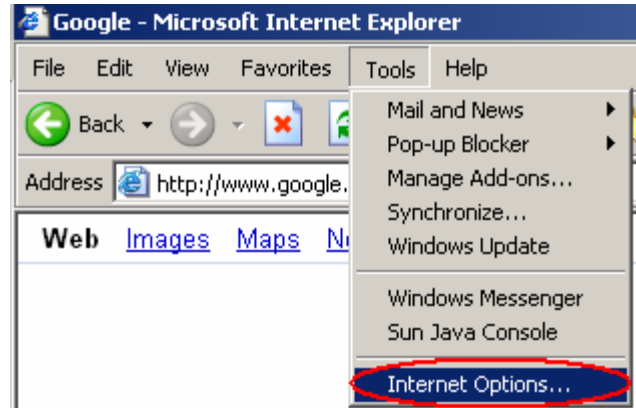


How to Clear the Browser Cache for: Internet Explorer 6, Internet Explorer 7 & Firefox 2

Some problems with pages not loading or incorrectly loading can be solved by clearing your Web Browser's file cache. Part 1 shows how to clear the browser cache for Internet Explorer 6, part 2 shows how to clear Internet Explorer 7's cache, and Part 3 shows how to clear the cache in Firefox 2.

Part 1: Clearing Internet Explorer 6's Browser Cache

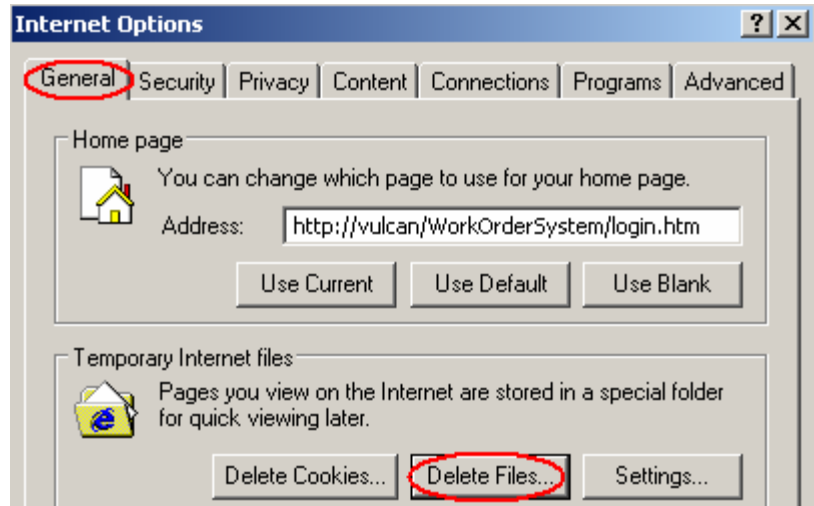
1. Launch Internet Explorer.
2. Left click on **Tools** in the top menu and select **Internet Options...** from the dropdown menu.



3. The **Internet Options** window should now appear.

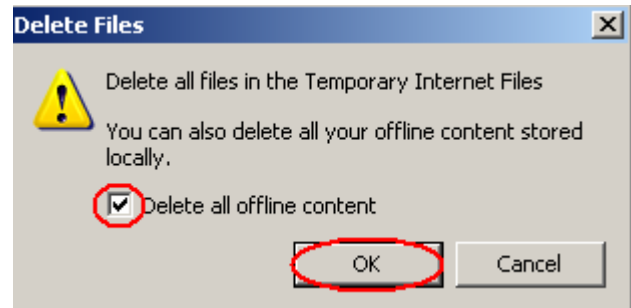
Left click on the **General** tab if not already selected.

Then left click on the **Delete Files** button to bring up the **Delete Files** popup.



4. In the **Delete Files** pop-up window, left click on the check box to the left of **Delete all offline content** and then left click on **OK**.

The cursor will turn to an Hourglass while IE deletes the files. Once the cursor turns back to an arrow, Left click on **OK** to close the **Internet Options** window.

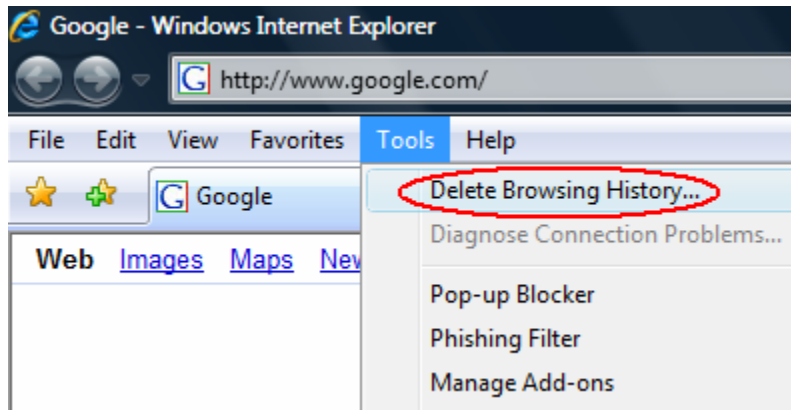


Internet Explorer 6's browser cache has now been cleared.

Part 2: Clearing Internet Explorer 7's Browser Cache

1. Launch Internet Explorer
2. Left click on **Tools** in the top menu and select **Delete Browsing History** from the dropdown menu. This should open the **Delete Browsing History** pop-up window.

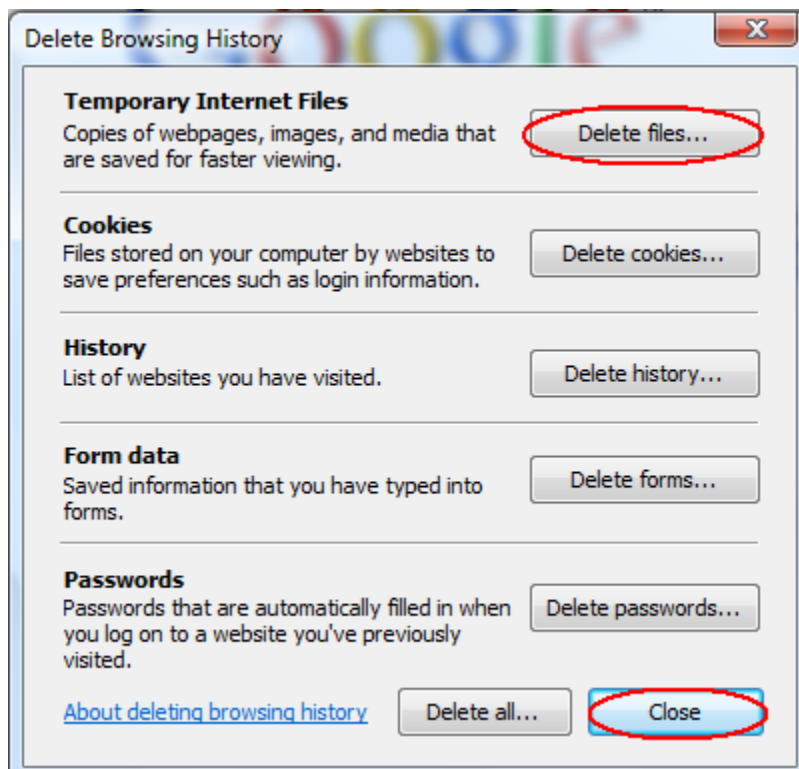
Some users may have to press the **Tab** key before they see the top menu.



3. Left click on **Delete Files...** to the right of **Temporary Internet Files** on the **Delete Browsing History** page to delete.

A pop-up will appear asking if you are sure you want to delete the files. Left click on **Yes** to delete the temporary internet files and clear the browser cache.

4. The cursor will turn to an Hourglass while IE deletes the files. Once the cursor turns back to an arrow, Left click on **Close** to close the **Delete Browsing History** window.

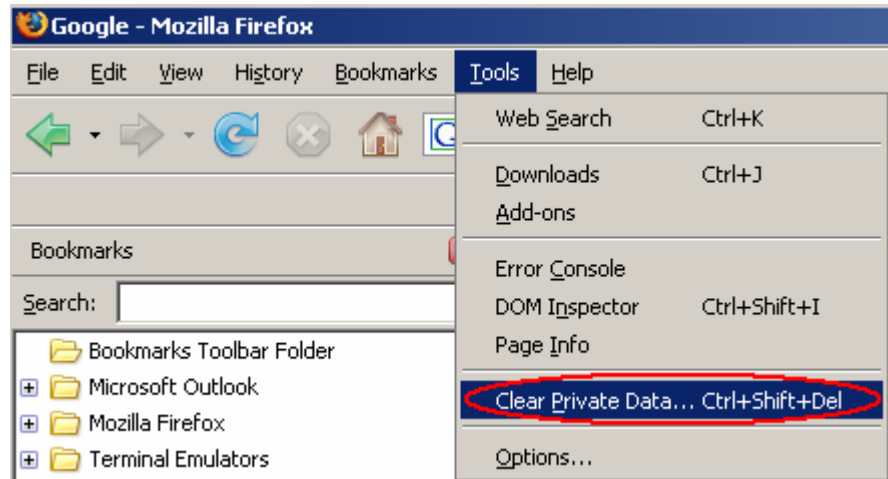


Internet Explorer 7's browser cache has now been cleared.

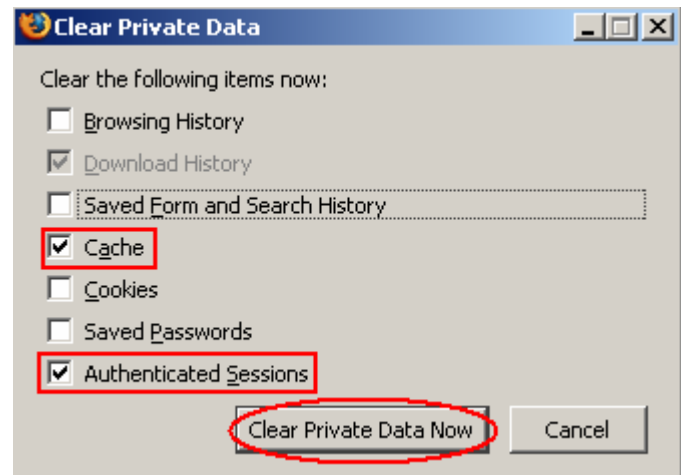
Part 3: Clearing Firefox 2's Browser Cache

1. Open Firefox
2. Left click on **Tools** in the top menu and select **Clear Private Data...** from the dropdown list.

This will open the **Clear Private Data** pop-up window.



3. In the **Clear Private Data** pop-up window, make sure that **Cache** and **Authenticated Sessions** are checked.
4. Uncheck **Browsing History**, **Saved Form and Search History**, **Cookies**, and **Saved Passwords**.
5. Left click on **Clear Private Data Now** to clear Firefox's browser cache.



After a moment, the **Clear Private Data** window will close. Firefox's browser cache has now been cleared.