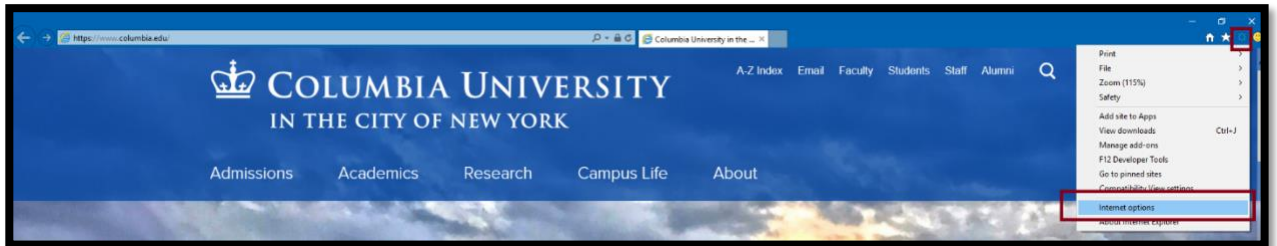


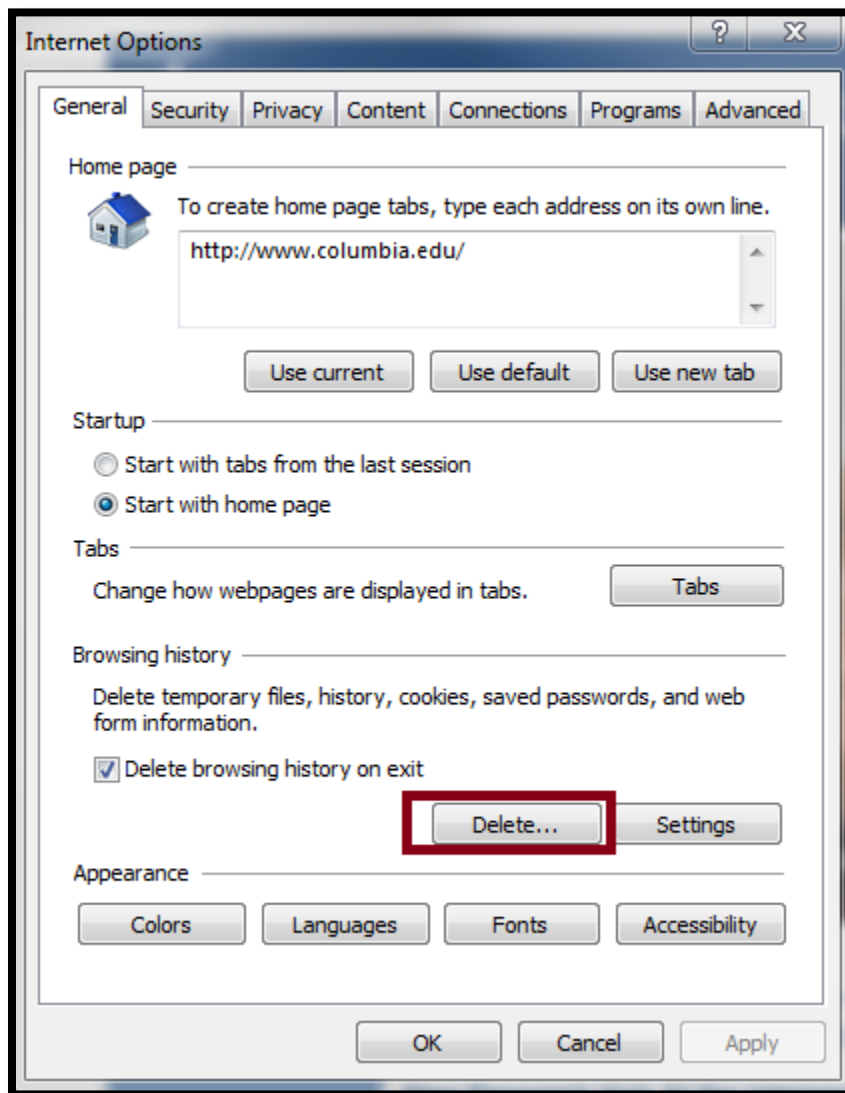
Clearing Your Browser Cache

Internet Explorer

1. In the Internet Explorer toolbar, select **Tools (the gear icon)** in the upper-right corner, then choose **Internet options**.

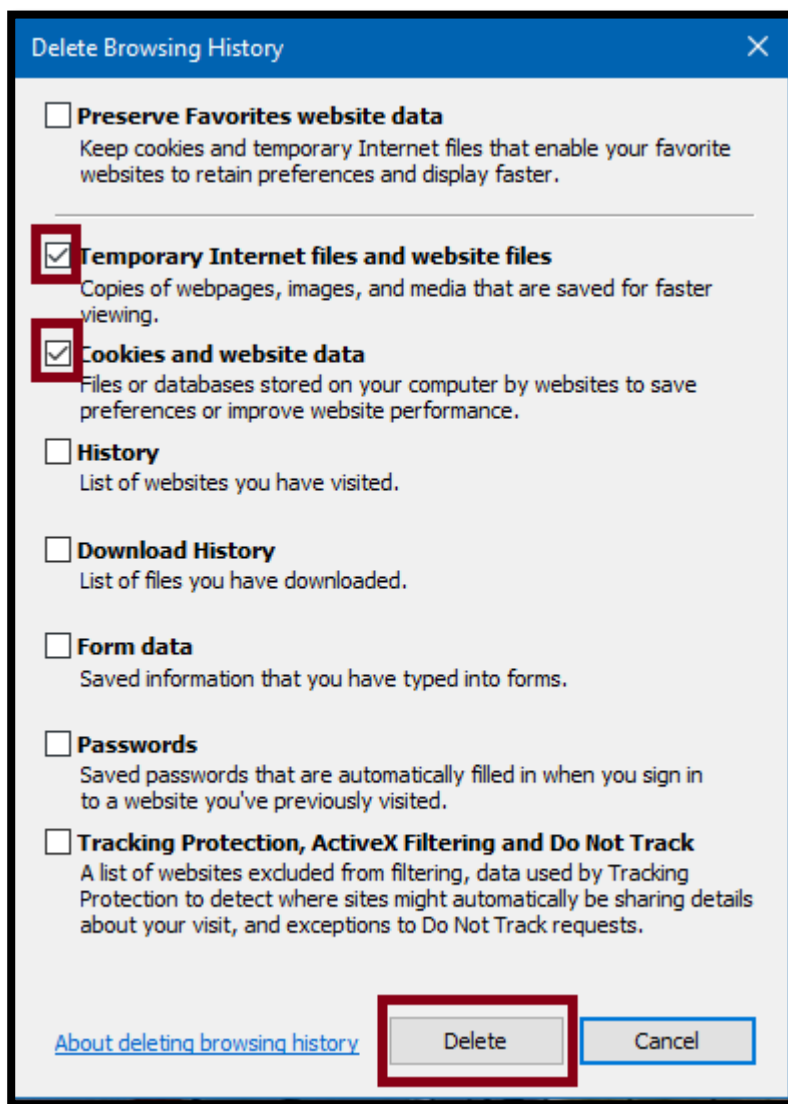


2. In the **General tab**, under **Browsing History**, click **Delete**.



Clearing Your Browser Cache

3. Check the boxes for **Temporary Internet files and websites files** and **Cookies and website data**. Click **Delete**.

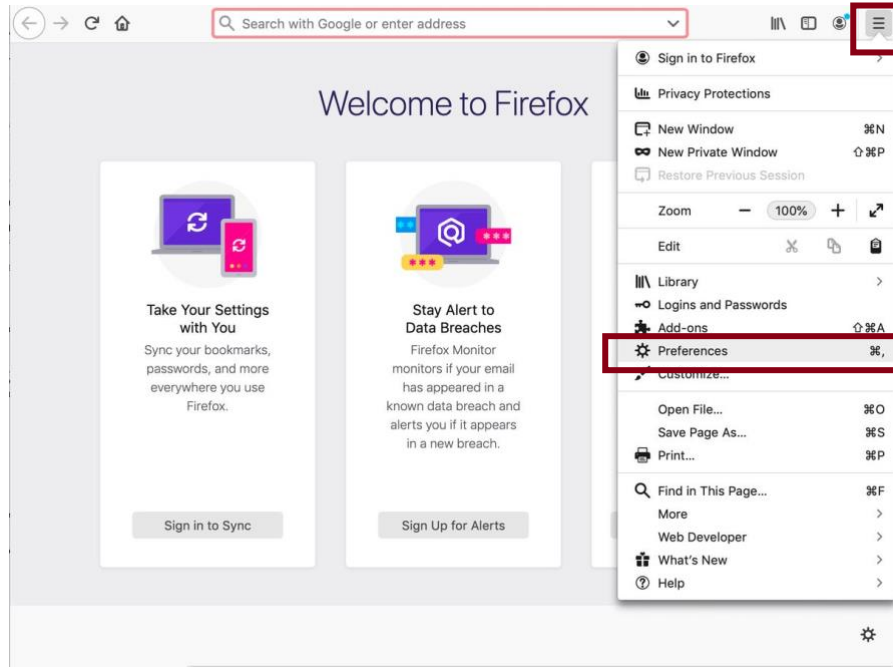


4. After clearing your cache, please close Internet Explorer and re-open it before you log in again. If you are seeing illegible text on the screen of your browser, please see the last page of this document.

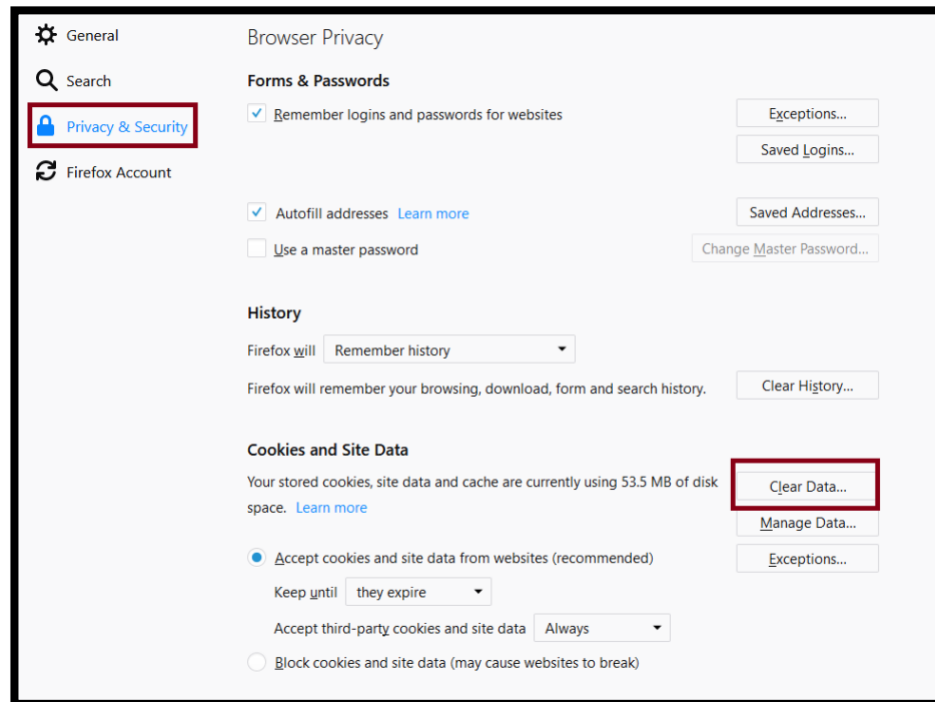
Clearing Your Browser Cache

Firefox

1. In the Firefox toolbar, select **Menu (three lines icon)** in the upper-right corner, then choose **Preferences**.

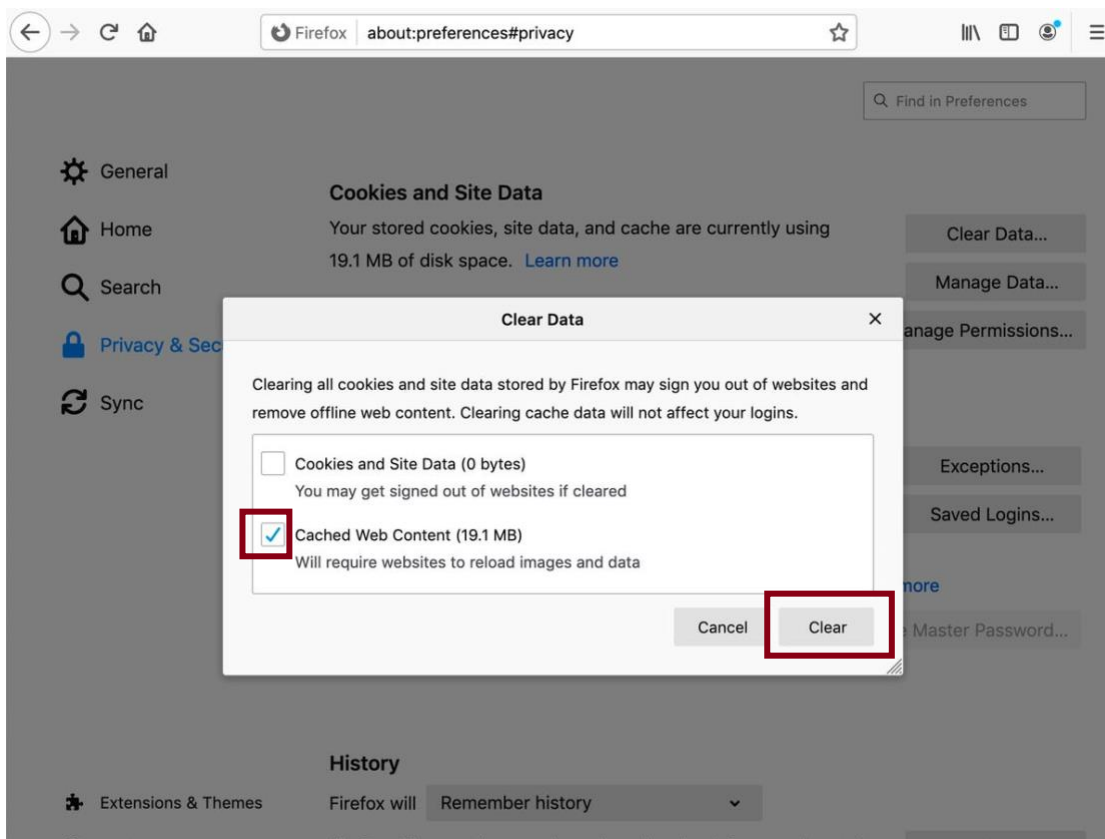


2. Navigate to the **Privacy & Security** section on the lefthand menu. Next to **Cookies and Site Data** section, click **Clear Data**.



Clearing Your Browser Cache

3. In the Clear Data pop-up, make sure the “Cached Web Content” box is checked. Then press “Clear”.

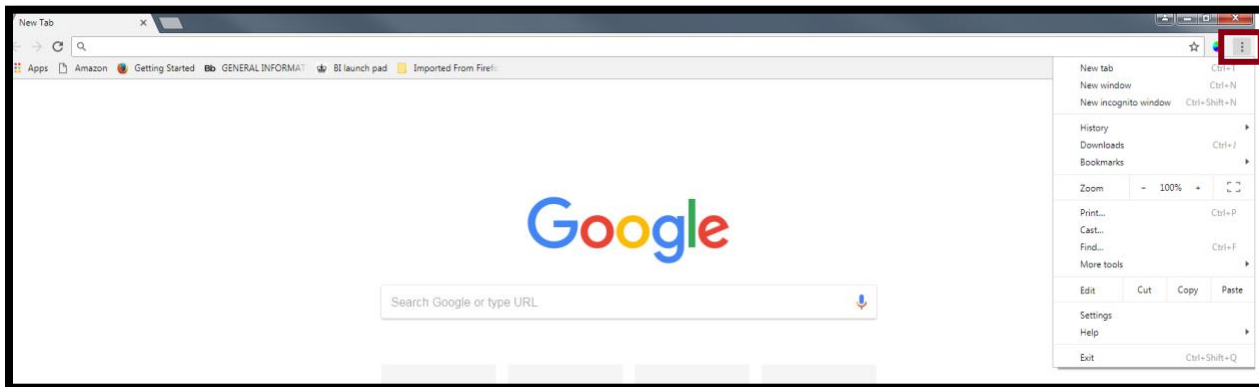


4. After clearing your cache, please close Firefox and re-open it before you log in again.

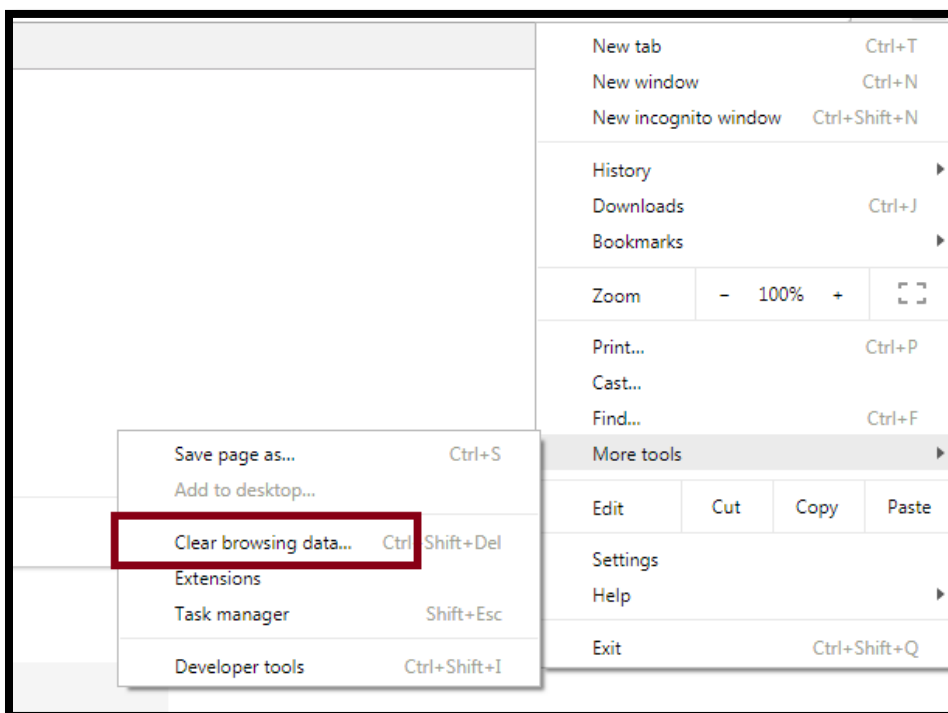
Clearing Your Browser Cache

Chrome

1. Click on the Chrome menu (three dots) in the upper-right corner of the Chrome toolbar.

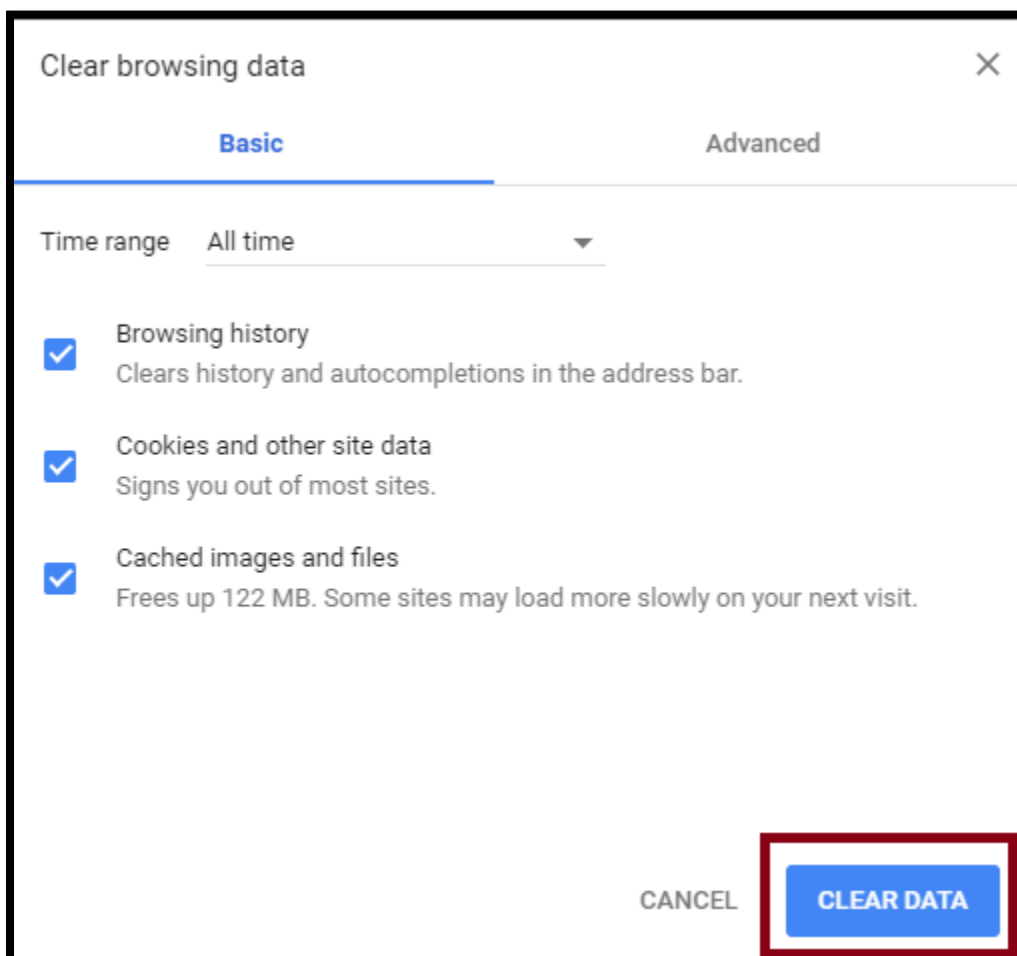


2. Select **More tools**, then choose **Clear browsing data**.



Clearing Your Browser Cache

3. Check the boxes for **Browsing History**, **Cookies and other site data**, and **Cached images and files**. Click **Clear Data**.

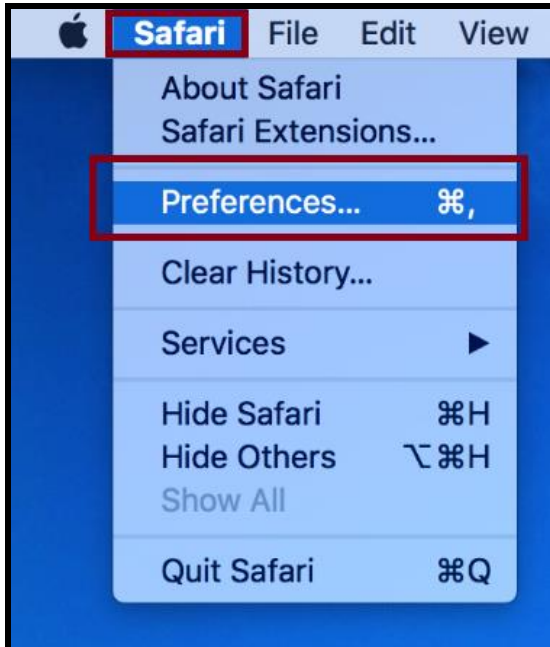


4. After clearing your cache, please close Chrome and re-open it before you log in again.

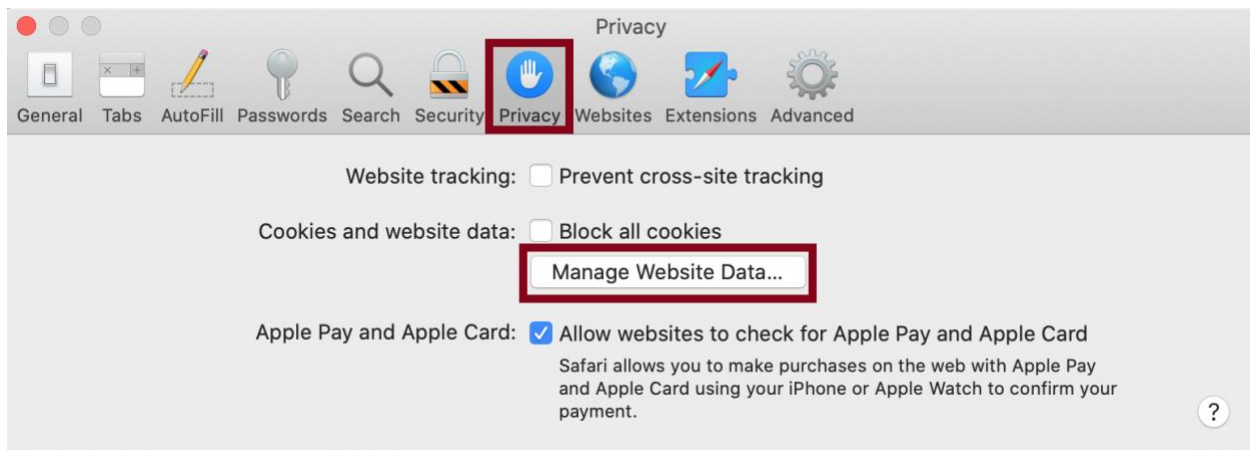
Clearing Your Browser Cache

Safari

1. In the menu bar, click **Safari** in the upper-left corner, then click **Preferences**.

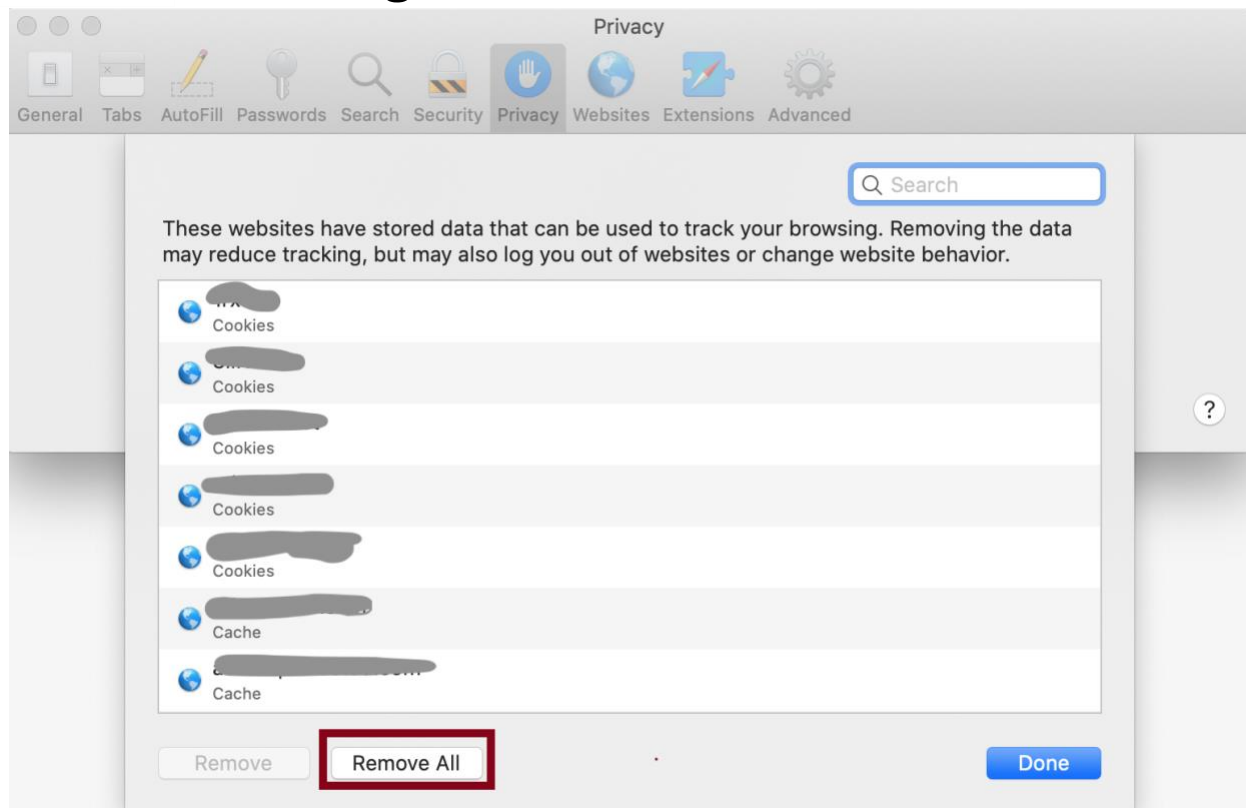


2. Select the **Privacy** tab. Then click **Manage Website Data**.



3. Click **Remove All** in the pop-up window to confirm.

Clearing Your Browser Cache



4. After clearing your cache, please close Safari and re-open it before you log in again.

Clearing Your Browser Cache

Fixing Illegible Text in Internet Explorer

Internet Explorer will sometimes default to a setting that causes some fonts to display illegibly. Follow these instructions to override this:

1. In the Internet Explorer toolbar, select **Tools (the gear icon)** in the upper-right corner, then select **Internet options**.
2. Under the **General** tab, select **Accessibility**.
3. Check the box next to **Ignore font styles specified on webpages**. Do not change any other options.
4. Click **OK** in both windows to save.

