



How to Clear Cookies, Cache & Temporary Internet Files

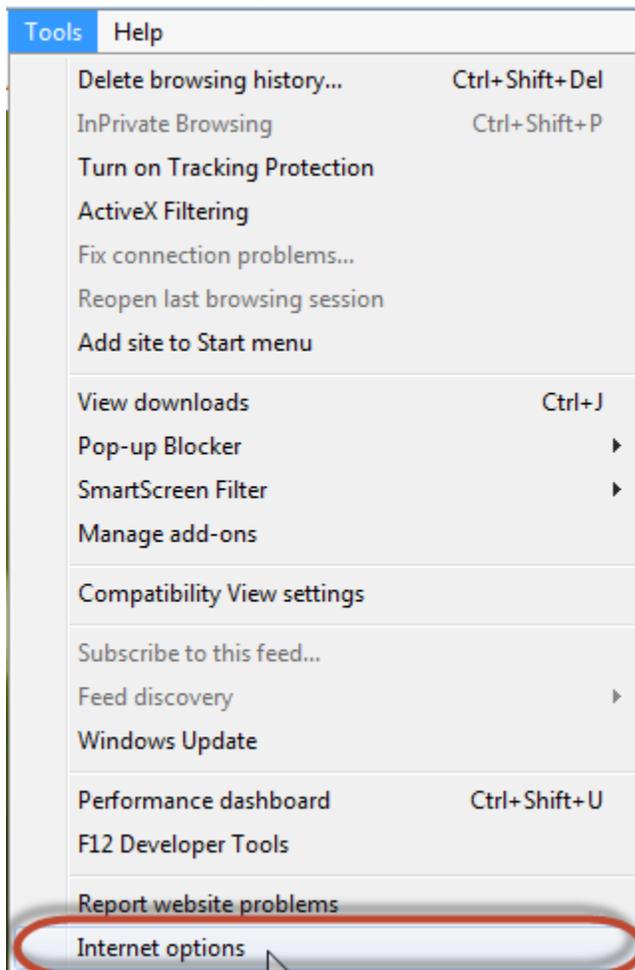


Internet Explorer

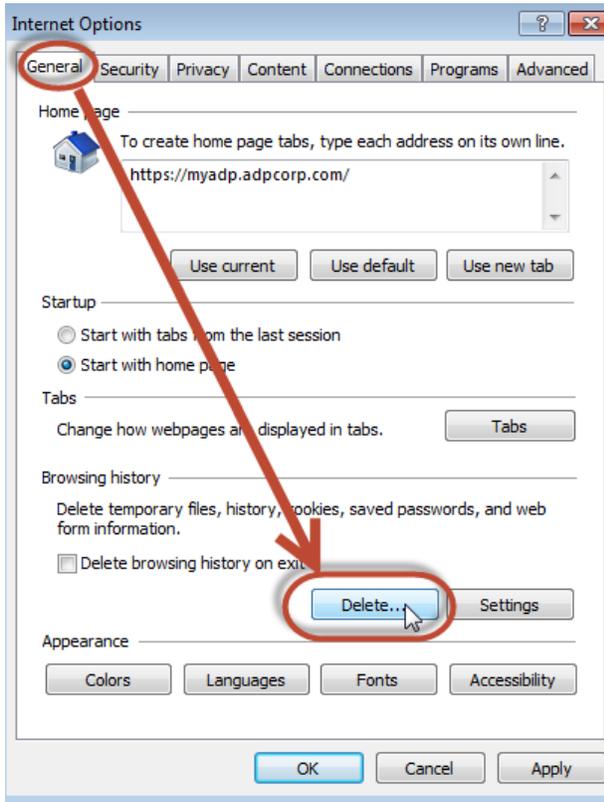
1. **Select Tools Menu**



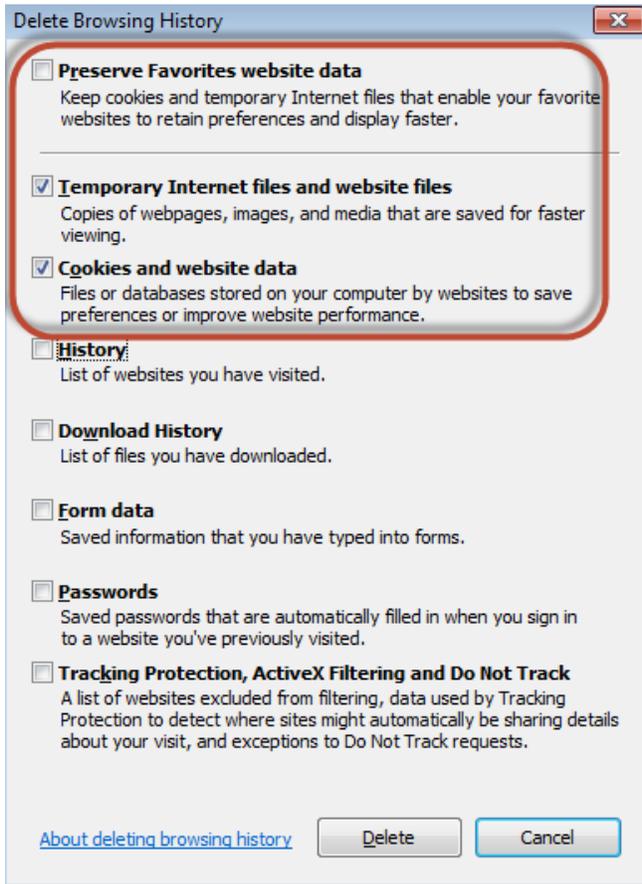
2. **Select > Internet Options**



3. Select the General Tab > Click Delete button under Browsing History



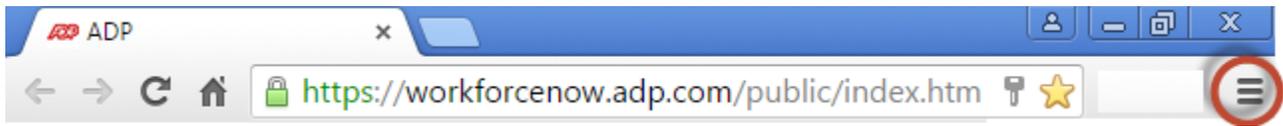
4. Select > Temporary Internet Files & Cookies *Make sure to UNCHECK 'Preserve Favorites'



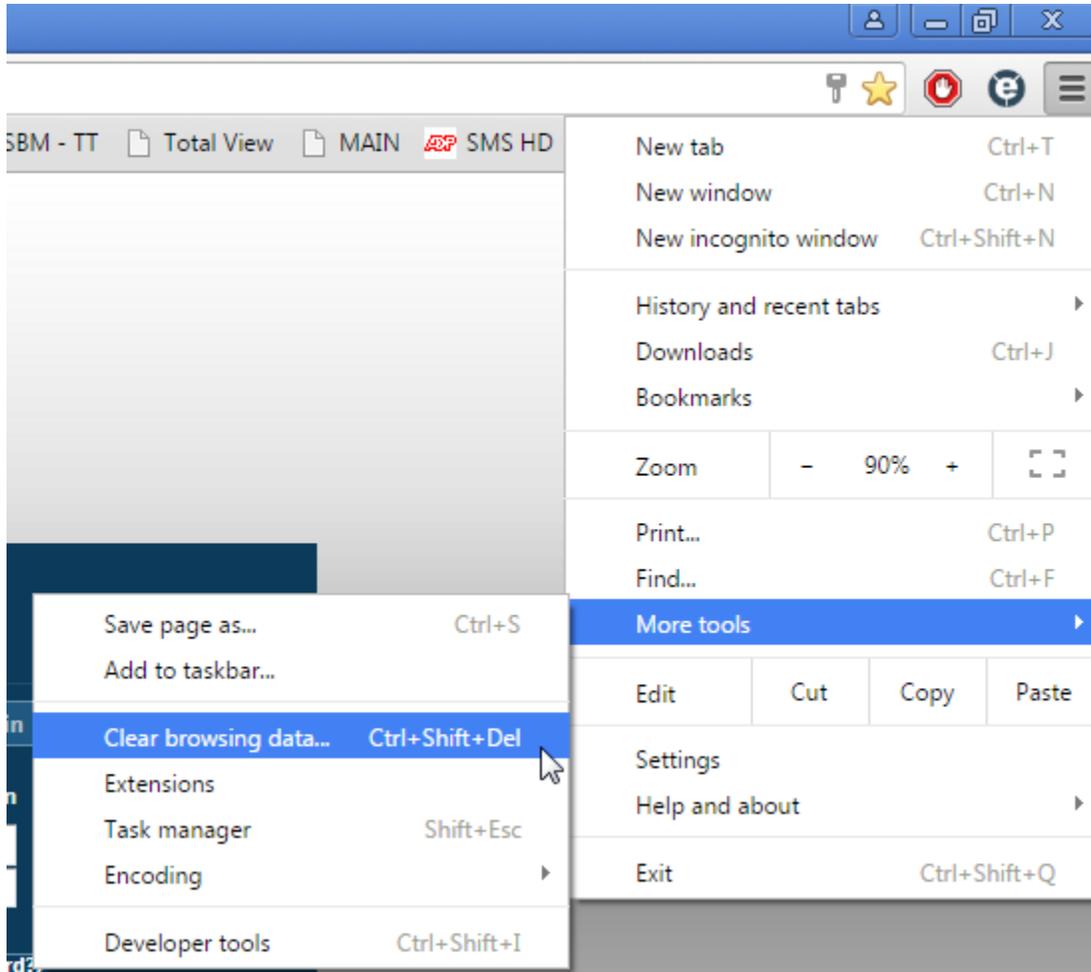
5. Select Delete and Restart Internet Explorer

Google Chrome

1. Select Menu Icon

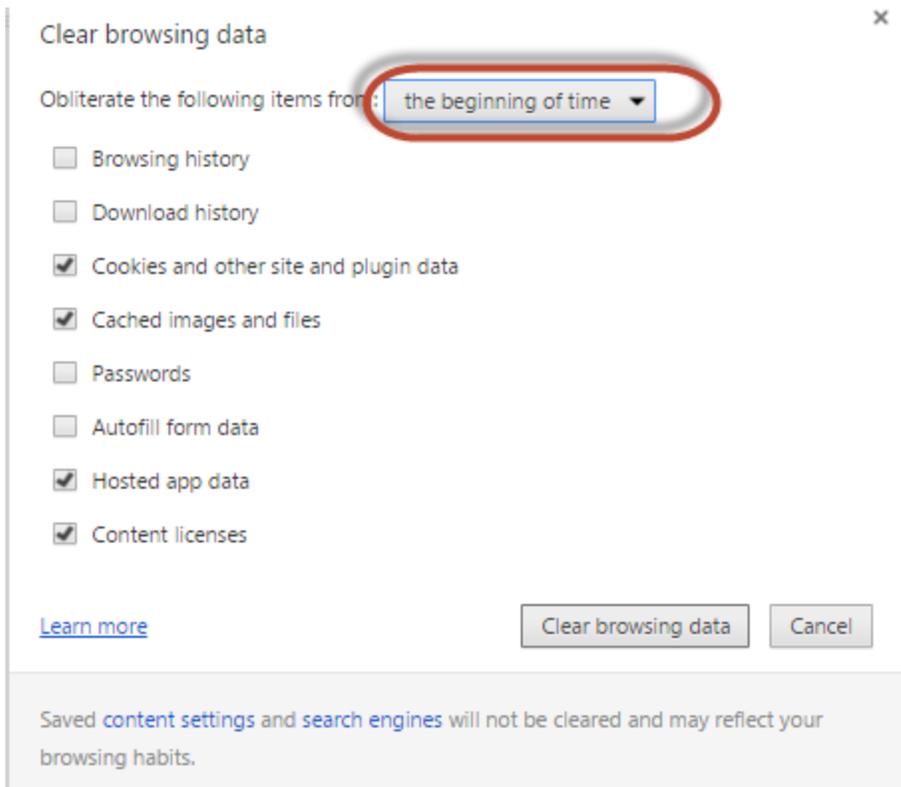


2. Select More Tools > Clear Browsing History



3. Make sure the Time Frame is "from beginning of time"

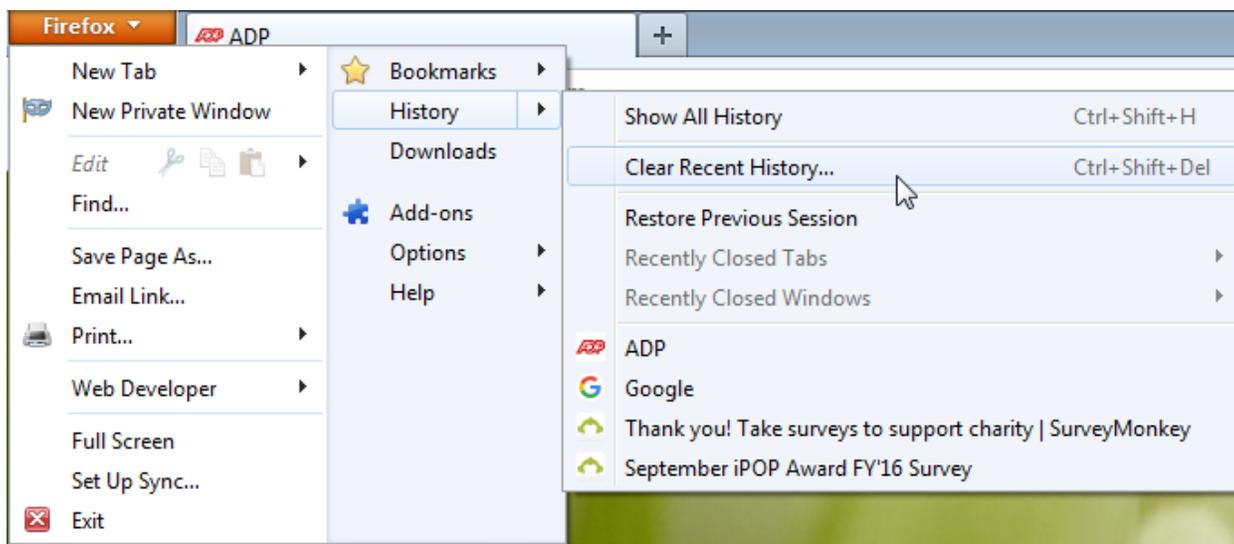
4. Select the following Check Boxes and hit Clear Browsing Data



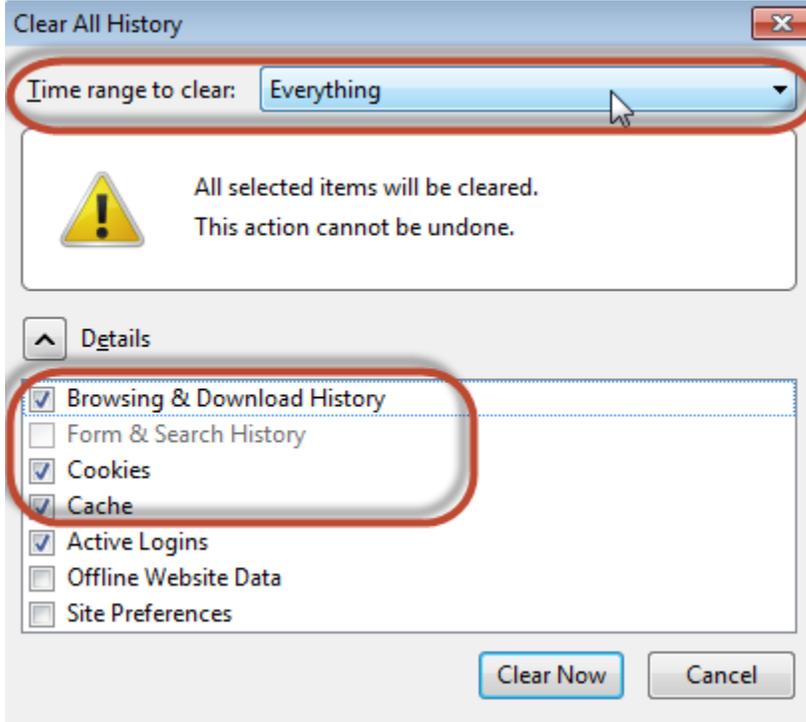
5. Restart Chrome

Mozilla FireFox

1. Select FireFox Menu > History > Clear Recent History



2. Make Sure Time Range set to Everything
3. Check Browsing History, Cookies, Cache and Select Clear Now



4. Restart FireFox

***Please Note whenever clearing Cookies/Cache Administrators will have to reactivate their Security Access Code when logging in**

If you have ADP saved as a bookmark or favorite and you are still having trouble, you may also need to delete that, go in through the CIEE homepage and then re-save it.