

As session-based sites often rely on caching techniques (storing minor elements of a site locally on your computer to accelerate performance), it is important to force your Internet browser to reload all page elements when you start to notice unusual behavior such as login errors and unexpected blank pages; tasks that you may have been successful in completing previously. The steps below will allow you to force clear all of the saved elements from your browser to accomplish just that.

Note: Instructions are supplied below for common browsers: Internet Explorer, Mozilla Firefox, and Google Chrome. Other browsers are not supported in any capacity at this point in time.

Internet Explorer

1. Locate the **Tools** menu (may appear as text or a gear-shaped icon, typically in the utmost top portion of the Internet Explorer application. If you cannot locate your tools menu, hold down the following keys simultaneously: **ALT + T**
2. On the General tab, under Browsing History, click on the **Delete** button.
3. **Un-check** the option to **Preserve favorites website data**.
4. **Check** the boxes for **Temporary Internet Files, Cookies, and History**.
5. The form data, passwords, and inPrivate Filtering data boxes may be left un-checked. You may check them to delete this data if you so choose, but it is optional in terms of what we need to accomplish.
6. Click on the **Delete** button at the bottom of the dialog once all desired items are checked.
7. Next, choose the **Content** tab at the top of the Internet Options dialog.
8. Choose **Clear SSL State** and select **OK** on the confirmation prompt.
9. Click **OK** to close the Internet Options dialog, and then close and re-open Internet Explorer to confirm all changes.

Mozilla Firefox

1. Click the menu button  (three stacked horizontal bars) and choose **Options**.
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. In the Cached Web Content section, click **Clear Now**.
5. Close the about:preferences page. Any changes you've made will automatically be saved.

Google Chrome

1. In the top-right corner of Chrome, click the Chrome menu  (three stacked horizontal bars).
2. Select **More tools > Clear browsing data**.
3. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
4. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
5. Click **Clear browsing data**.