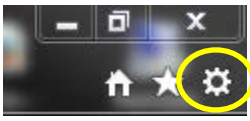
Clearing your Browser Cache

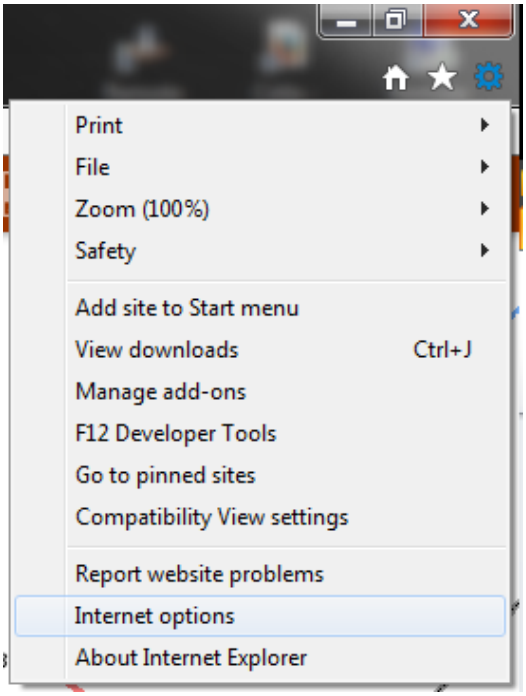
In many cases clearing your browser cache will correct problems that you may encounter… especially after we update the website in some way. This is always a good first step in troubleshooting the problem. Below are instructions based on the 3 most common (Internet Explorer, Mozilla Fire Fox, and Google Chrome). This will not take into account for the different versions of each browser but it will be a basic guideline.

Internet Explorer

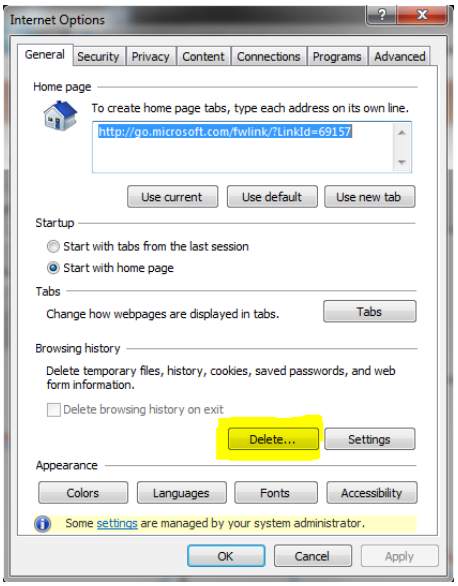
1. Click on the TOOLS button. Note… You can also press the F10 button and select the Tools dropdown menu.



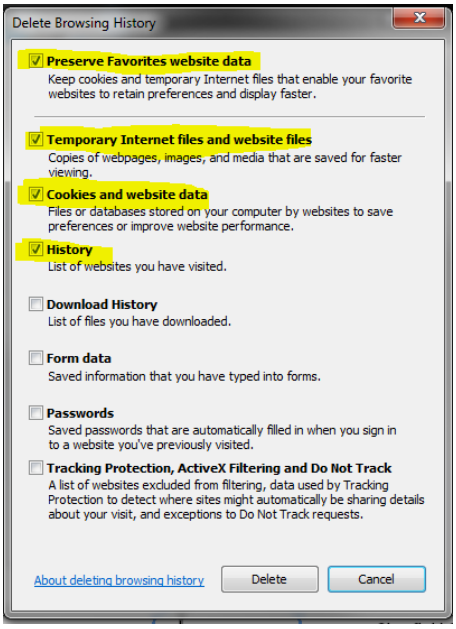
2. Select INTERNET OPTIONS



3. Select the GENERAL TAB and then look for the DELETE button in the BROWSING HISTORY



4. Check the top 4 boxes and make sure the bottom 4 are unchecked.

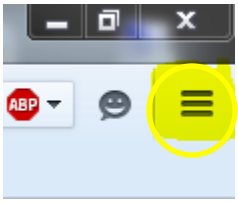


5. Click on the DELETE BUTTON, then the OK button. WAIT!!!! For the message box to appear at the bottom of the screen. This may be different depending on the version of Internet Explorer you have.

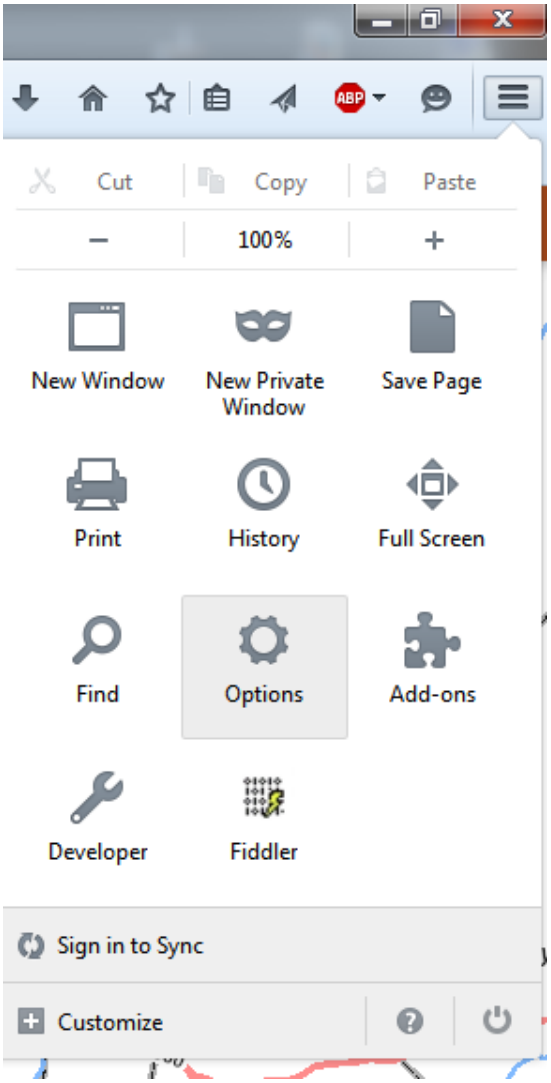
6. Once the message appears then REFRESH the website and see if the problem is corrected.

Mozilla FireFox

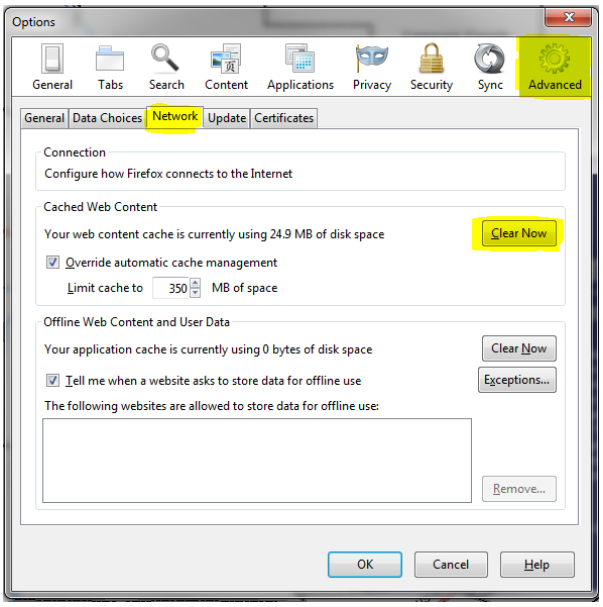
1. Click on the TOOLS button. Note… You can also press the F10 button and select the Tools dropdown menu.



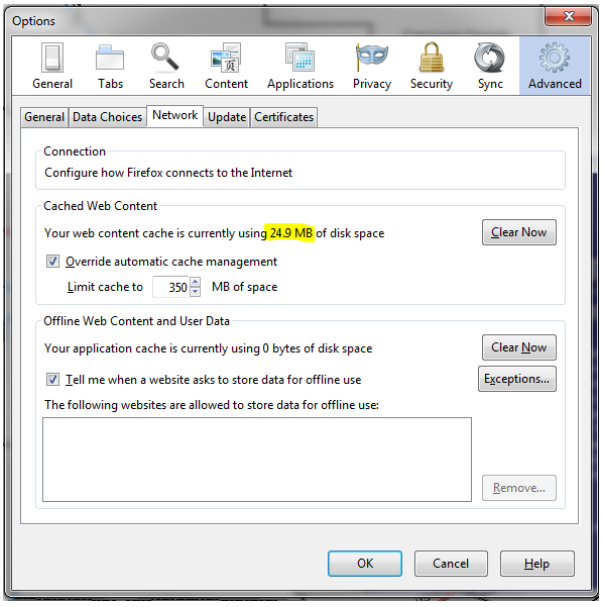
2. Select the OPTIONS button.



3. Select the ADVANCED tab, then the NETWORK tab, then look for the CLEAR NOW button.



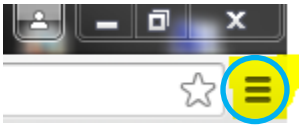
4. Click the clear Now button until the cache reads 0 MB.



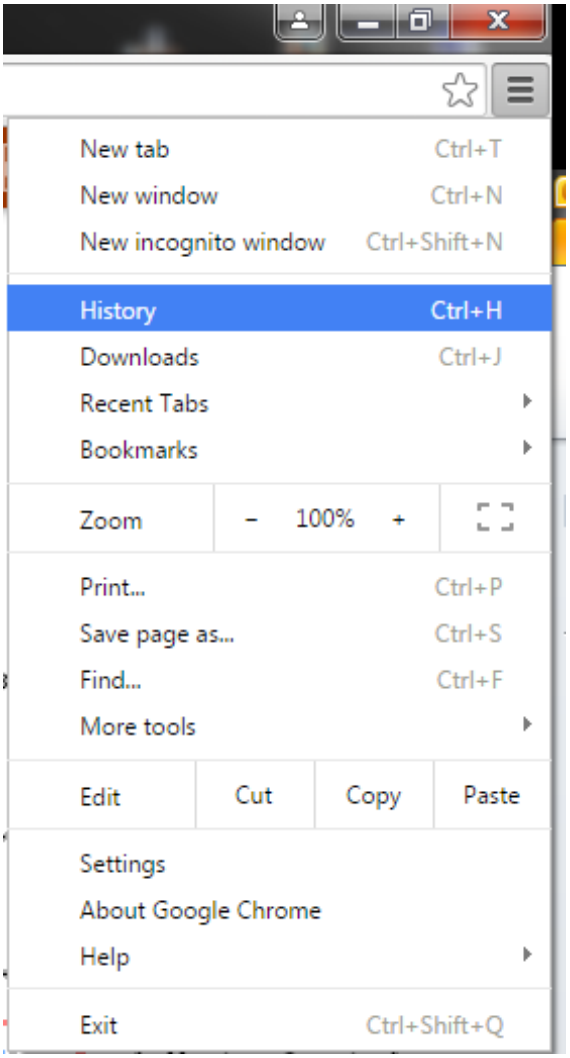
5. Click the OK Button, then REFRESH the website and see if the problem persists.

Google Chrome

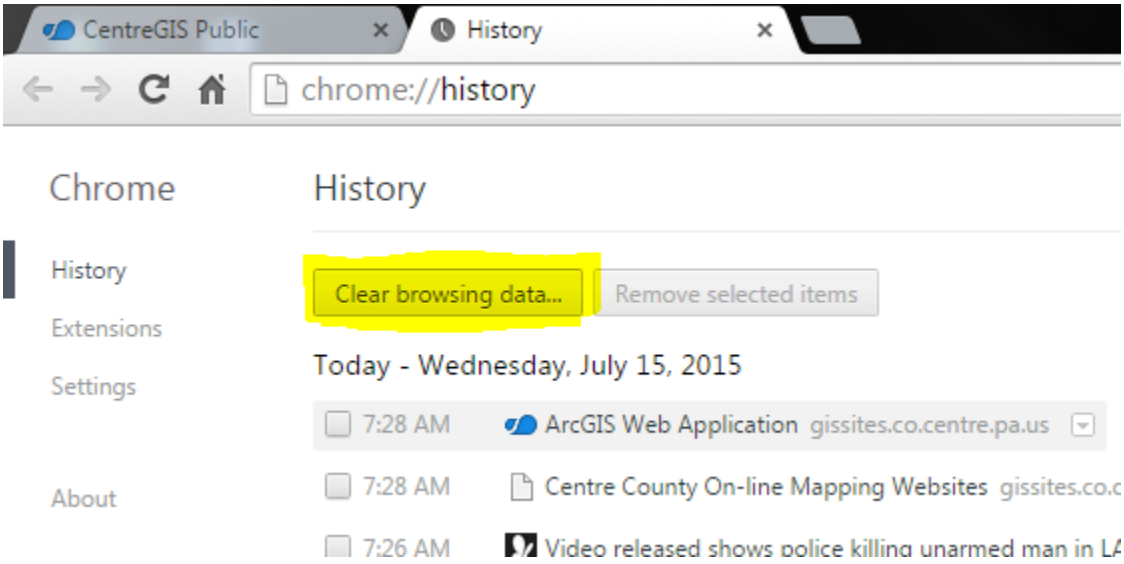
1. Click on the TOOLS button. Note… You can also press the F10 button and select the Tools dropdown menu.



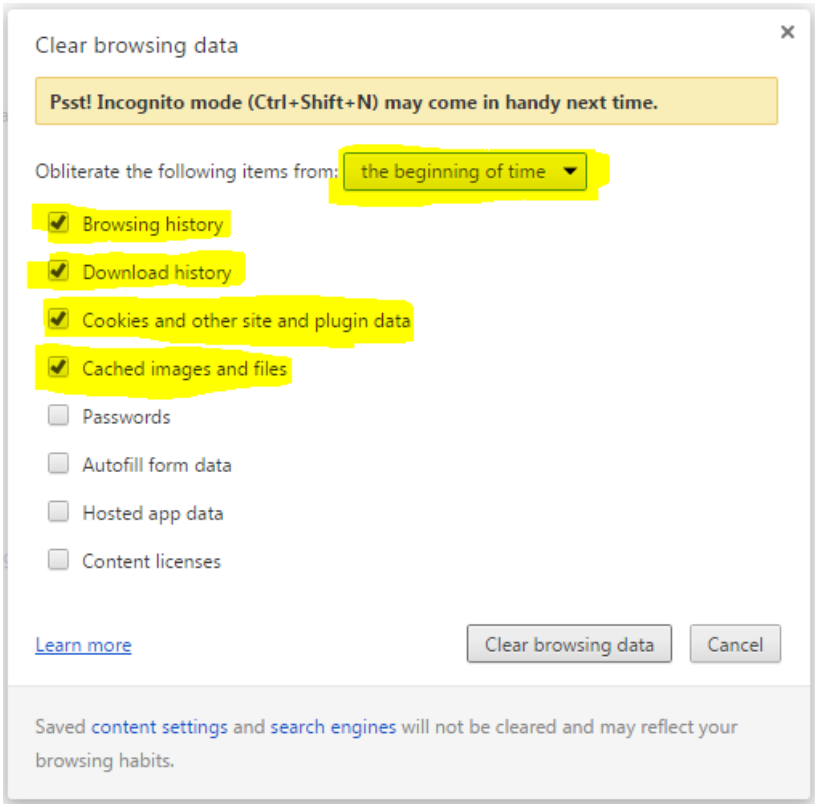
2. Select the HISTORY option.



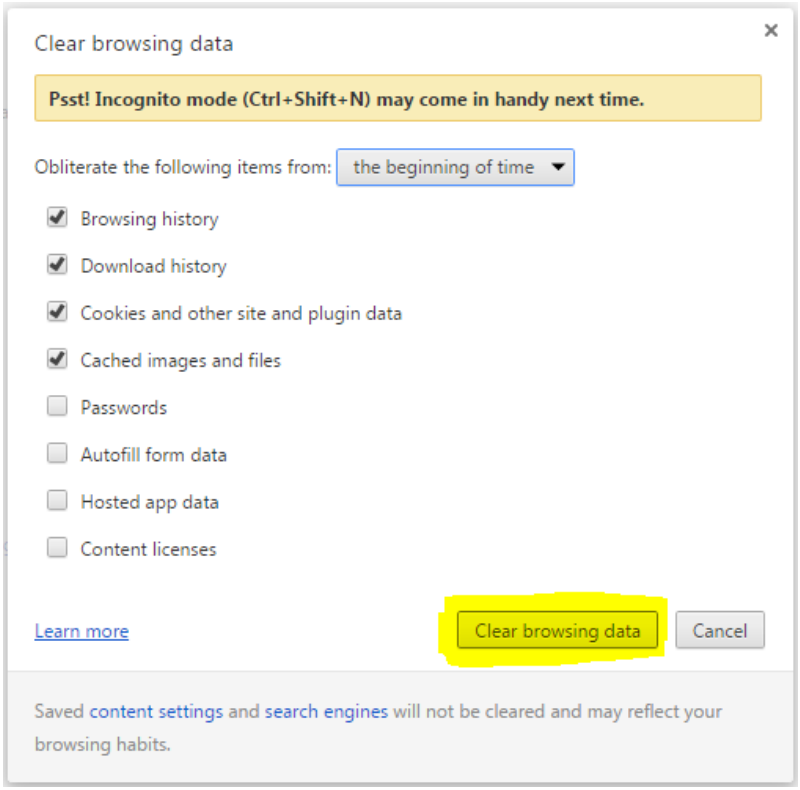
3. Click the CLEAR BROWSING DATA buttonat the top of the screen.



4. In the window that pops up select the top 4 options and make sure the bottom 4 are unchecked. Also, make sure the dropdown at the top is set to… the beginning of time



5. Click on the CLEAR BROWSING DATA at the bottom of the window.



6. Wait for it to finish. Close the tab for the Settings. Refresh / Reload the website and see if the problems persist.