

Clearing the Cache on Your Internet Browser

We've found that in most cases when people have trouble viewing their account information they need to "clear the cache" on their machines. If your machine tries to load the former pages from your cache (saved temporary internet files on your machine), it will not display or work correctly.

Microsoft Internet Explorer 8.0

- Click Tools in the upper toolbar or click on the Tools icon.
- Click Internet Options and choose the General tab.
- Click Delete under "Browsing History".
- Click Delete Files under "Temporary Internet Files".
- Click Yes on the Delete Files dialog box.
- Click Close and then OK.

Microsoft Internet Explorer 7.0

- Click Tools in the upper toolbar or click on the Tools icon.
- Click Internet Options to open Internet Properties.
- Click the General tab
- Click Delete under "Browsing History".
- Click Delete Files under "Temporary Internet Files".
- Click Yes on the Delete Files dialog box.
- Click Close and then OK.

Mozilla Firefox 3.5 - 3.6

- Click Tools in the upper toolbar and select Clear Recent History. Select the Time Range to clear (drop-down menu).
- Select Everything to clear all cache.
- Click Details to choose what history elements to clear.
e.g. cache and cookies
- Click the Clear Now button.
- Exit and re-launch the browser.