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

![Delete Browsing History dialog box]

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