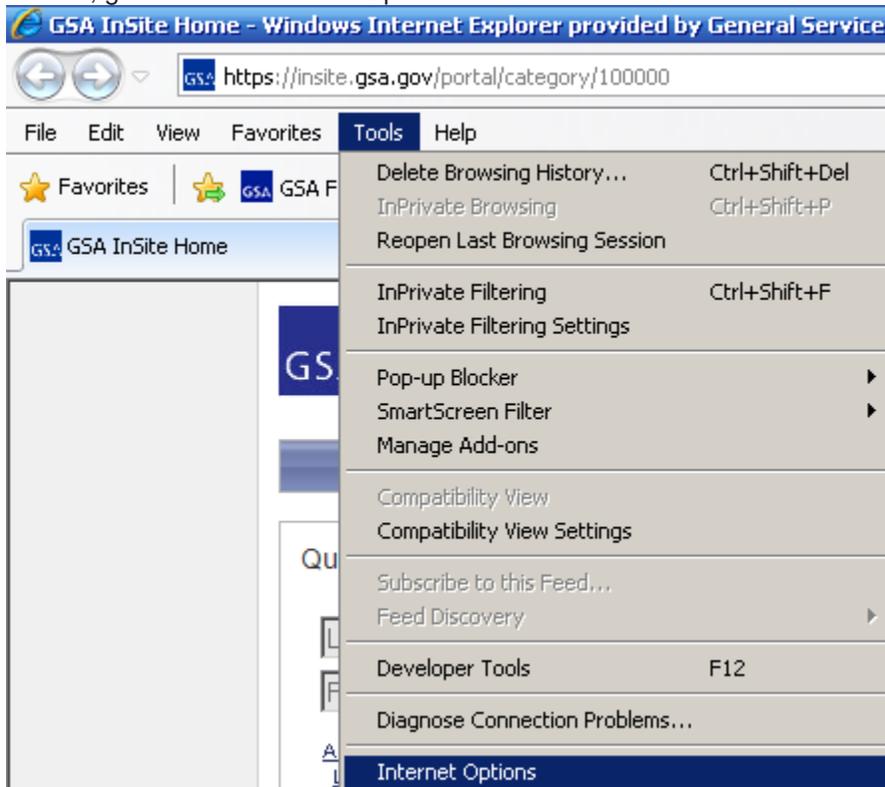
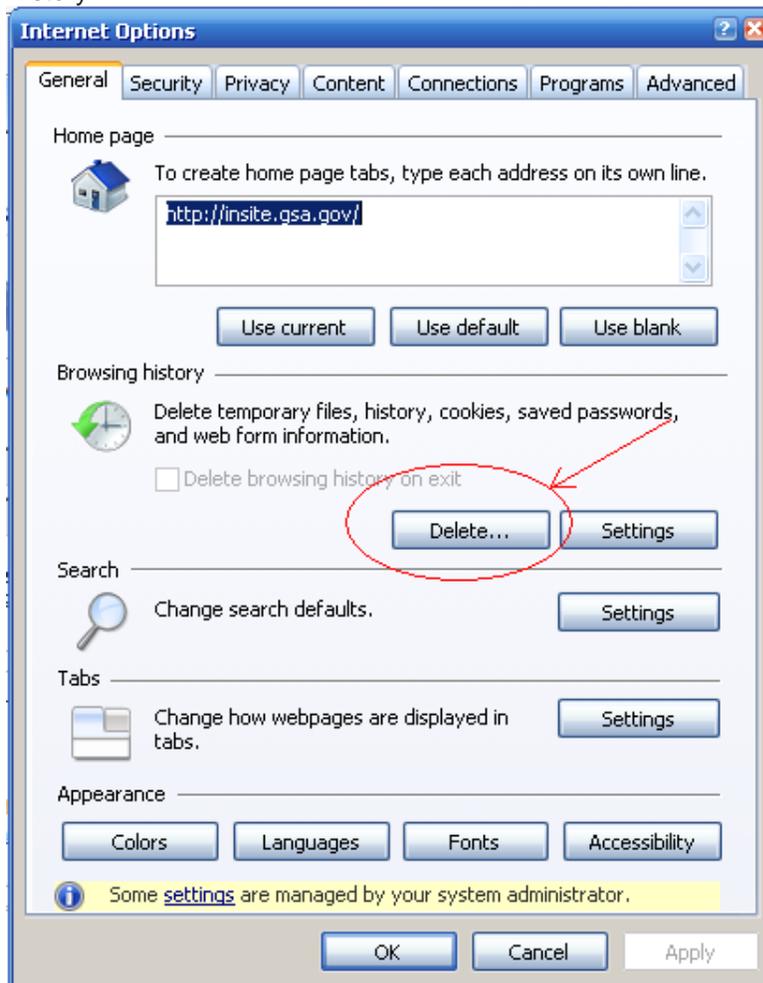


Internet Explorer (IE) - Clear Cache Steps:

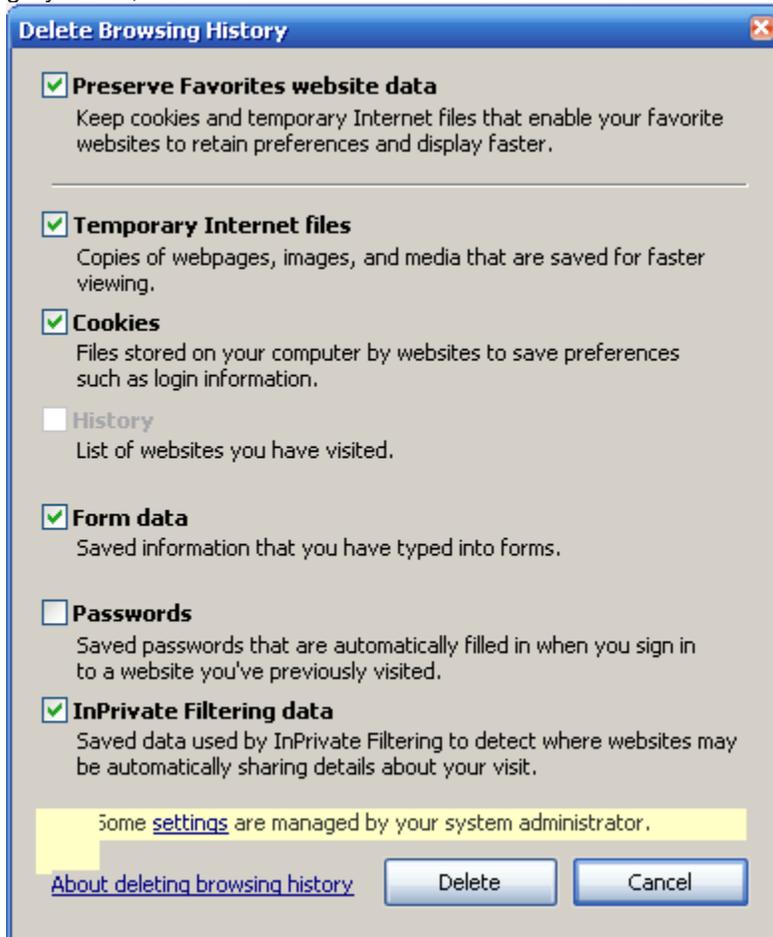
1. Open IE
2. In IE, go to Tools > Internet Options



3. When the Internet Options window appears, click Delete button on General tab under Browsing History:



4. When the Delete Browsing History window pops up, ensure that everything is checked with the possible exception of Passwords which is optional and click the Delete button. Note: "History" may be grayed out, so that it cannot be checked.

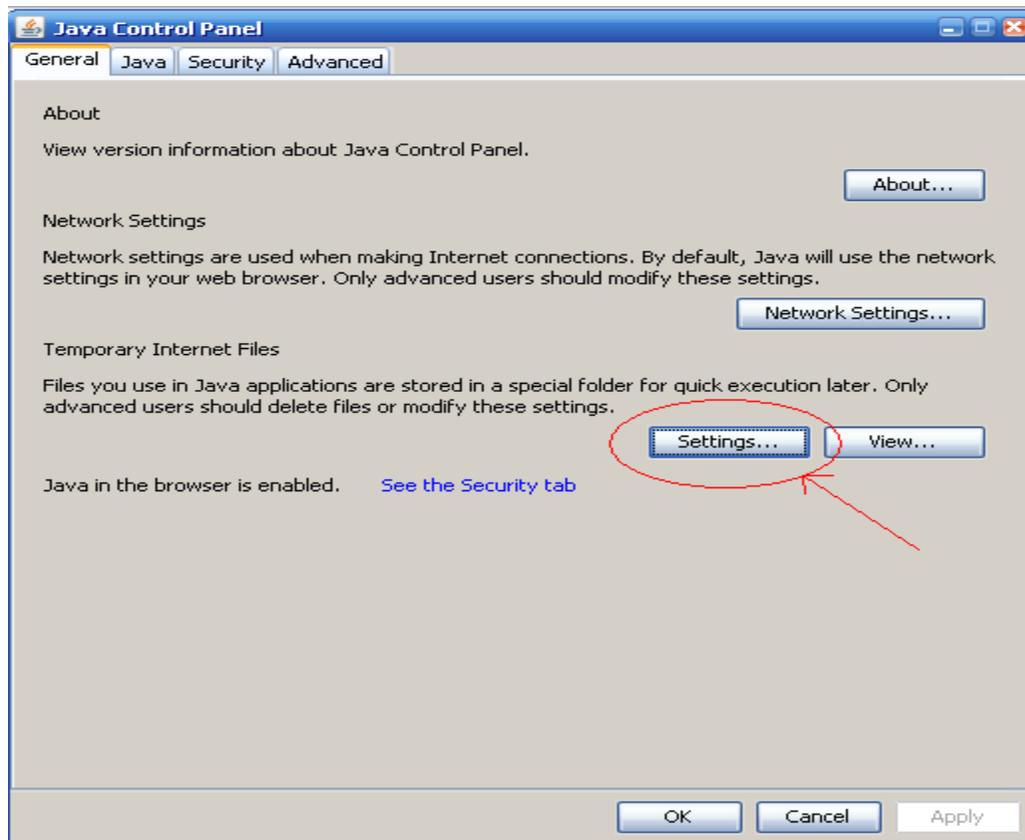


5. Close out the Internet Options pop-up by clicking OK and close IE browser session

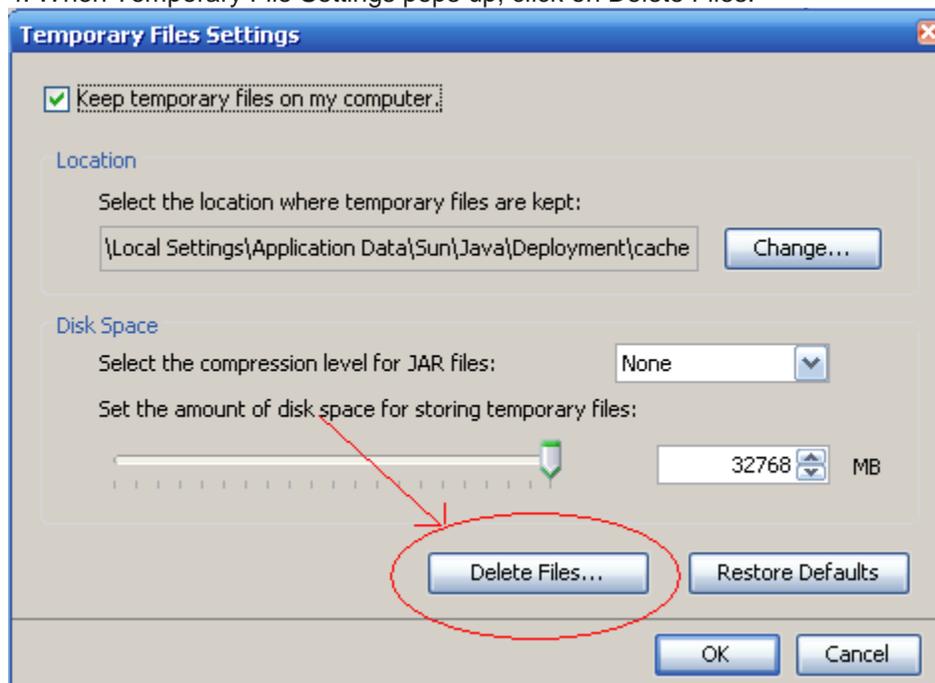
Continue with Java Cache clearing instructions below.

Java - Clear Cache Steps:

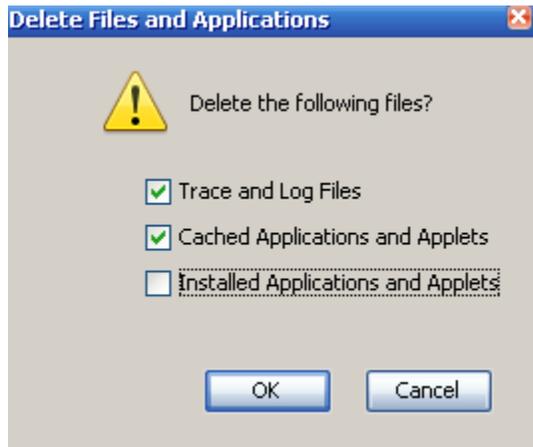
1. Start > Settings > Control Panel
2. Double click on the Java icon
3. When the Java Control Panel pops up, click on the Settings button:



4. When Temporary File Settings pops up, click on Delete Files:



5. When Delete Files and Applications pops up, ensure **all the three boxes are checked** and click OK:



6. After the Delete Files and Applications pop up closes, click OK to close out of all of the other Java windows

7. Then, open a new IE browser session, go to the application web site and click login.