

Clearing Cache and Temporary Internet Files

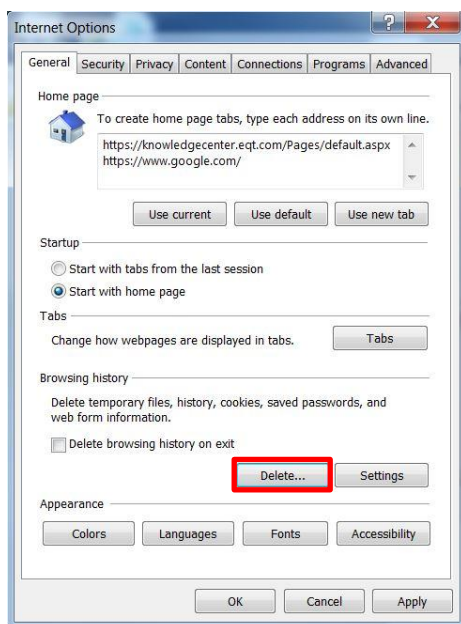
This document provides the instructions for clearing the browser cache of your temporary Internet files for Microsoft Internet Explorer and Google Chrome. This is sometimes necessary to initiate a re-download of a file to your browser to get a corrected version. Executing this process is a normal browser activity and should not do anything that would cause a loss of information if the instructions are followed correctly. If you have any concerns or are using a different Internet browser, please consult your IT Department.

Microsoft Internet Explorer 11

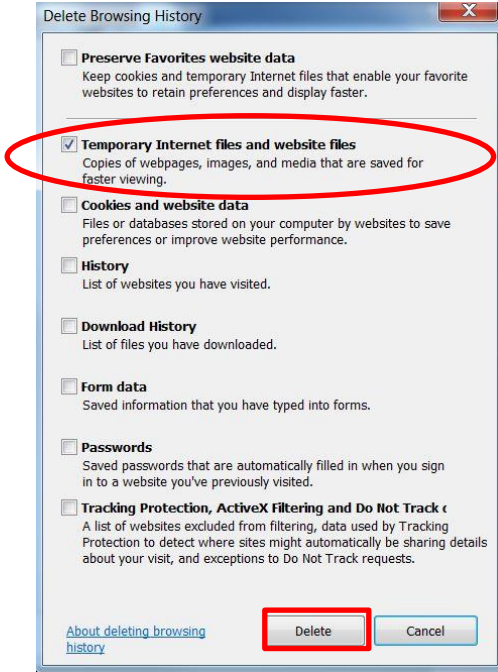
- ❖ **Open Internet Explorer 11**
- ❖ **Click the wheel on the top right of your current browser session**



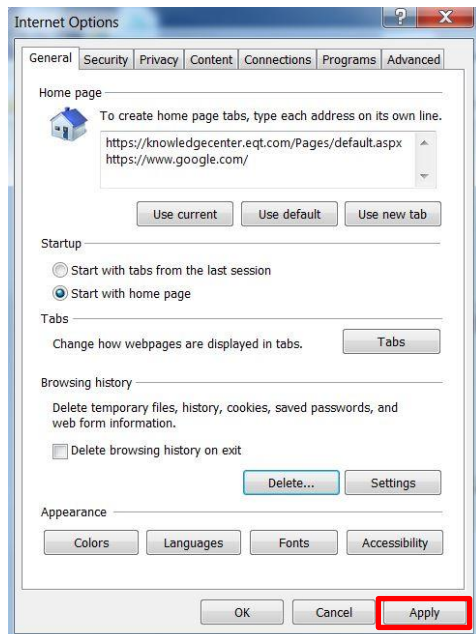
- ❖ **Click “Internet Options” (Second from the bottom in the drop-down menu)**
- ❖ **Under the General Tab, look for the Browsing History section**
- ❖ **Click the “Delete” button**



- ❖ The Pop-up below will appear. You will only want to have the “Temporary Internet Files and “Website Files” selected.
- ❖ Click the “Delete” button at the bottom



- ❖ Once completed, please hit the “Apply” button to continue
- ❖ After hitting Apply. You can log back in through the VPN to access the CAW or Measurement Portal

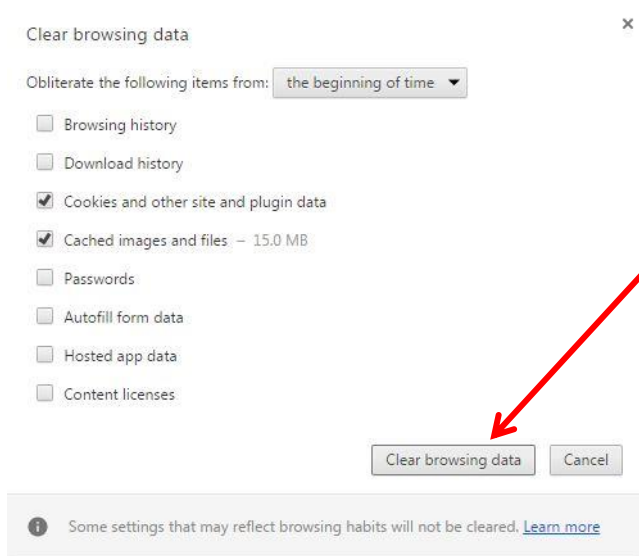


Google Chrome

- ❖ Open Google Chrome and select the Chrome menu, represented by an icon with three horizontal lines in the upper right of the browser



- ❖ On the drop-down menu, go to “More Tools, then “Clear browsing data”.
- ❖ The following pop-up will appear. You will need to check the “Cookies and other site and plugin data”, and “Cached images and files” boxes.
- ❖ Then click the “Clear Browsing Data” button



- ❖ After the clearing completes, you can close this page and log back in through the VPN to access the CAW or Measurement Portal.