

Clear Internet Browser Cache and Cookies

Here are some steps to help solve web site issues. Most problems can be solved by closing all the browser windows (Internet Explorer only) and deleting the browser cache & cookies. The instructions below demonstrate how this is done for four popular web browsers.

Microsoft Internet Explorer version 7

Delete cache & cookies

1. Close all browser windows.
2. Click Start, then Control Panel, Internet Options.(May vary by OS).
3. On the General tab click "Delete..."
4. Click the Delete files... button
5. Are you sure? Click Yes. (This may take a few minutes)
6. Click "Delete Cookies..."
7. Are you sure? Click Yes.
8. Click Close.
9. Click OK to close the Internet options control panel.
10. Open the browser and login to MySPC again.

Note: The History does NOT need to be deleted.



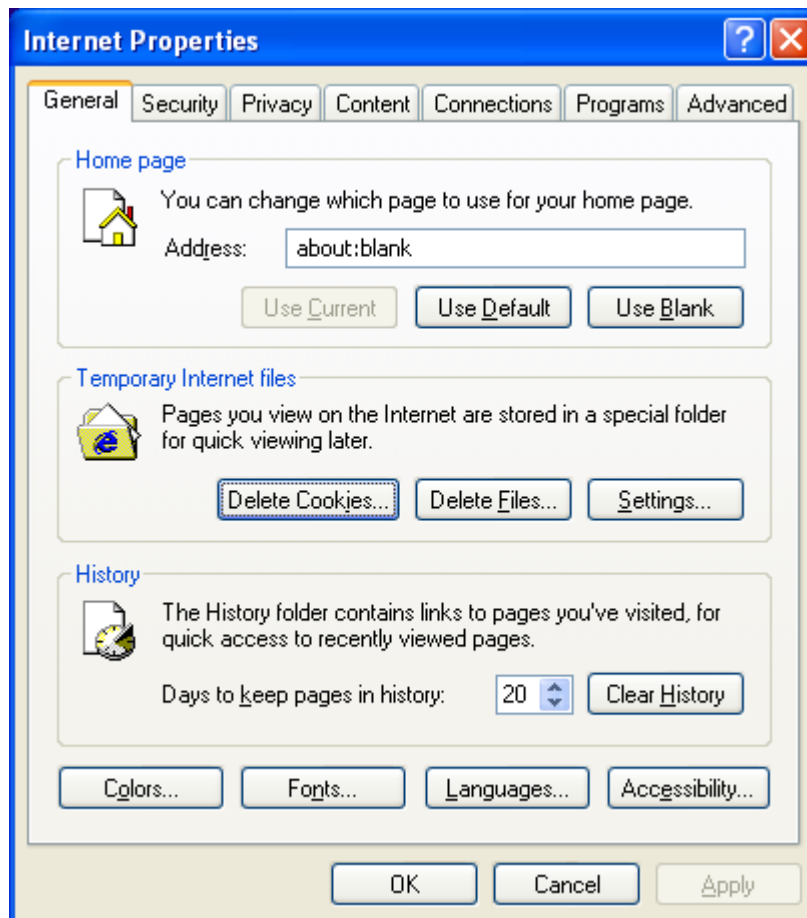
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Microsoft Internet Explorer version 6

Delete cache & cookies

11. Close all browser windows.
12. Click Start, then Control Panel, Internet Options.(May vary by OS).
13. On the General tab click “Delete Files...”
14. Check the box labeled “Delete all offline content.”
15. Click OK. (This may take a few minutes)
16. Click “Delete Cookies...”
17. Click OK.
18. Click OK to close the Internet options control panel.
19. Open the browser and login to MySPC again.

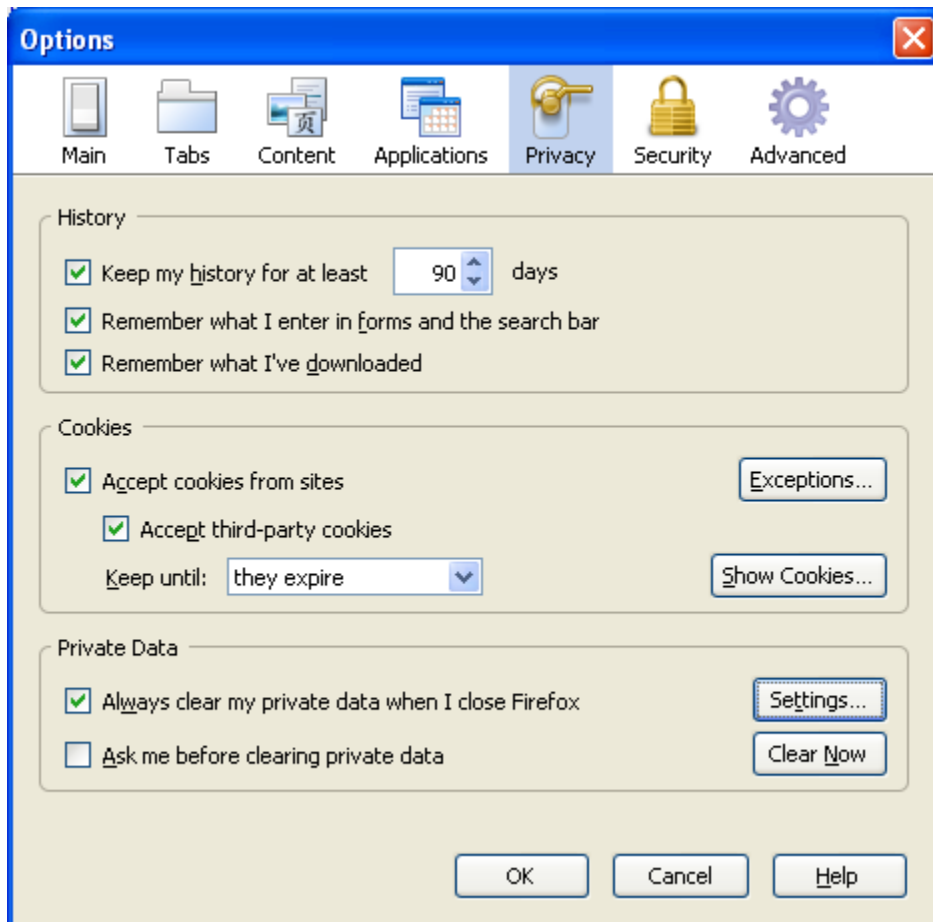
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Clear Internet Browser Cache and Cookies

Mozilla Firefox 3.0

1. Close all windows & tabs except one.
2. Click the Tools Menu, then Options.
3. Click the Privacy icon in the top pane.
4. Click the Settings button.
5. Click the checkboxes next to Cache and Cookies.
6. Click OK.
7. Click the Clear Now button.
8. Click OK to close the Options window.
9. Close the FireFox, open FireFox and login to MySPC again.



Clear Internet Browser Cache and Cookies

Safari 3.2 for Macintosh

1. Close all windows & tabs except one.
2. Click the Edit Menu and click Reset Safari...
3. Check the Empty the cache and Remove all cookies checkboxes.
4. Click the Reset button.
5. Click the red close button (top left) to close the Preferences window.
6. Quit Safari by clicking the Safari menu and then clicking Quit
7. Launch Safari again and login into MySPC again.