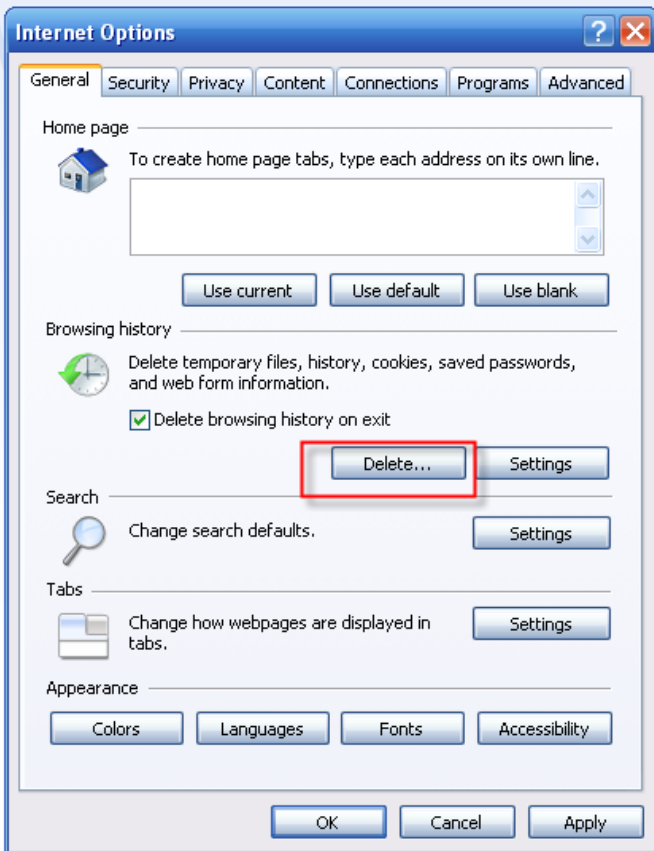


CLEARING YOUR CACHE

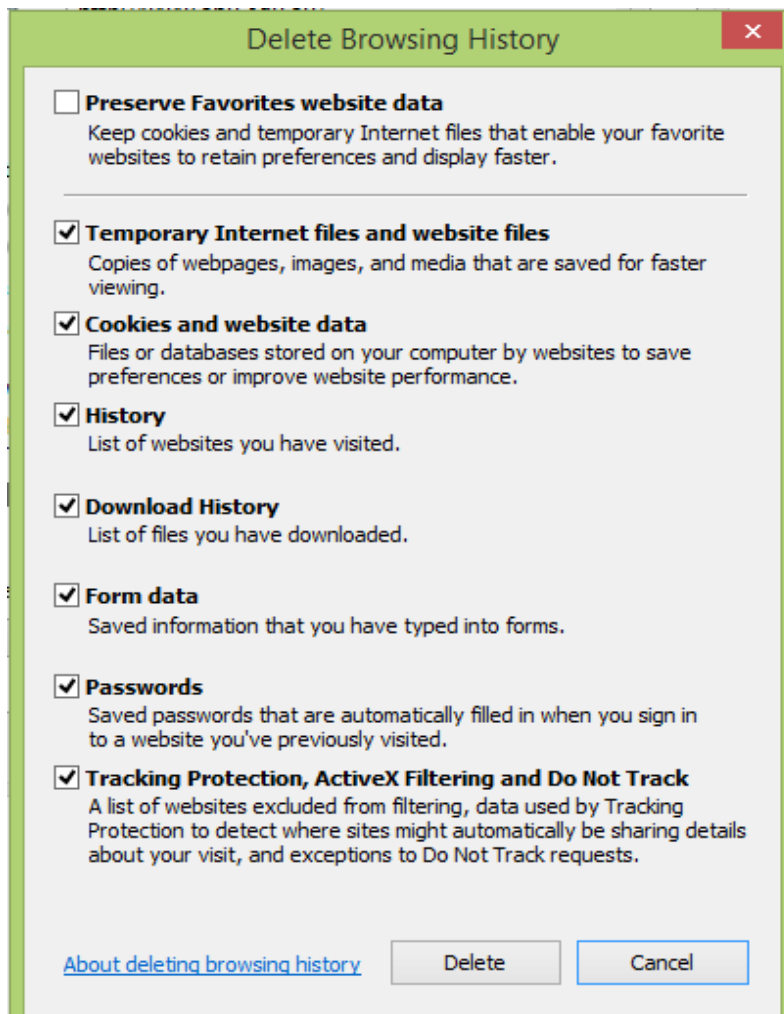
You can clear the cache of your Internet browser through the Tools menu. A cache is like a mini-memory that holds details of pages you visit regularly. This makes loading of pages much quicker. Sometimes this stored data causes discrepancies in the data being accessed and you will need to clear your cache in order to perform functions correctly.

Follow the relevant process below depending on the Browser you use.

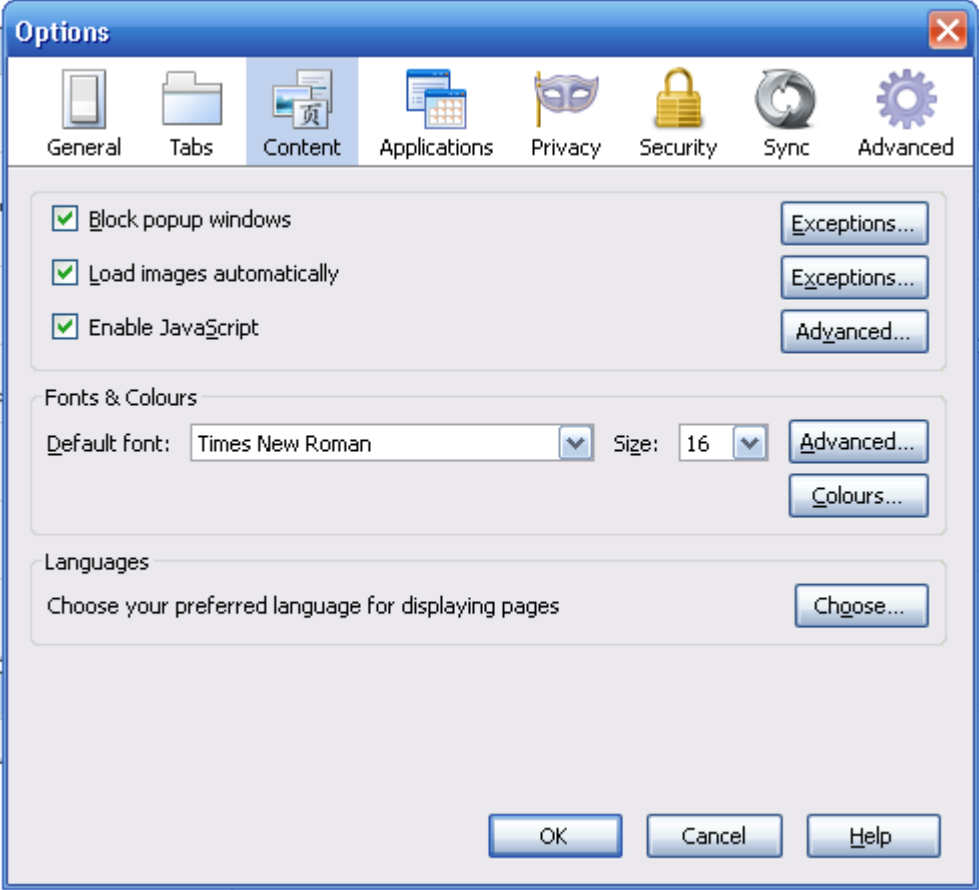
Internet explorer version 8.0

	From the menu bar, select Tools>Internet Options
	The Internet Options window displays (see image below)
	<p>In the Browsing History files section, select the Delete button</p> 

The Delete Browsing History panel displays. **Note:** Do not have "Preserve Favorites website data" selected.

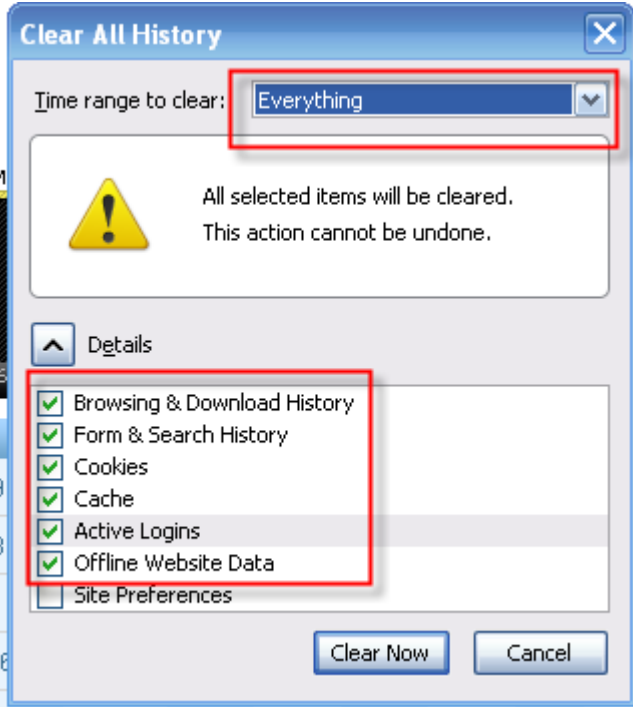


displays.

	
	Select the Delete button to continue with the delete. This may take a few minutes.
	End procedure

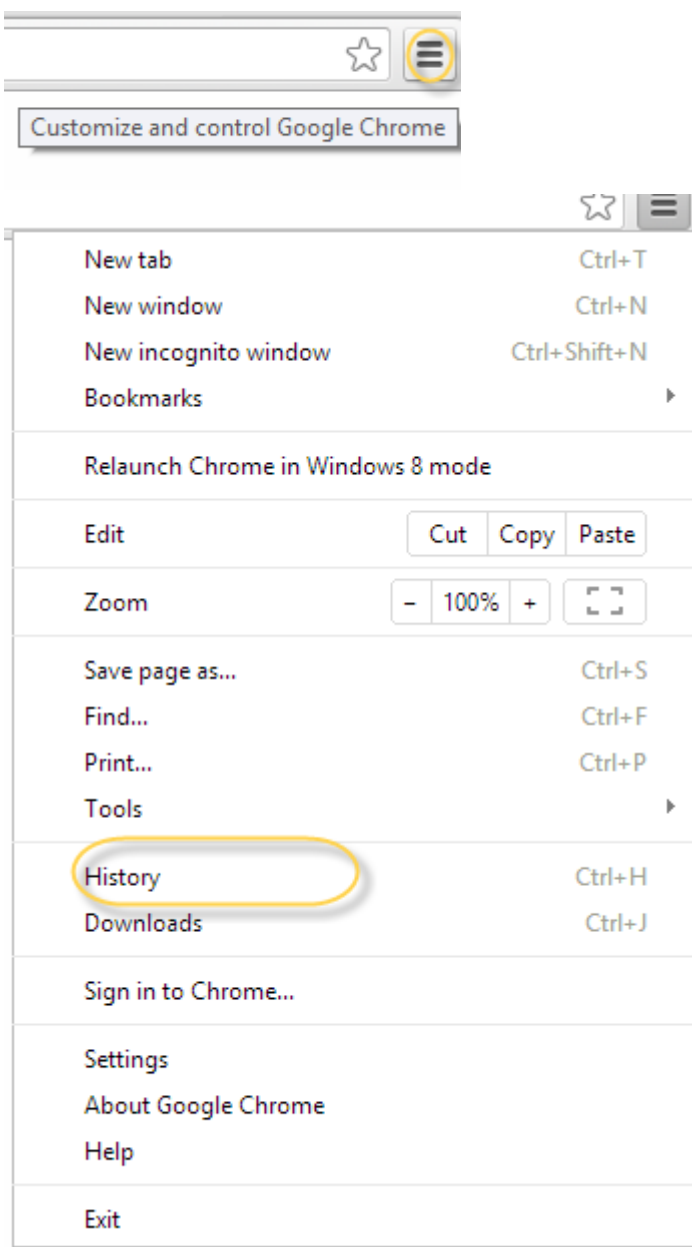
Mozilla Firefox version 8.0.1

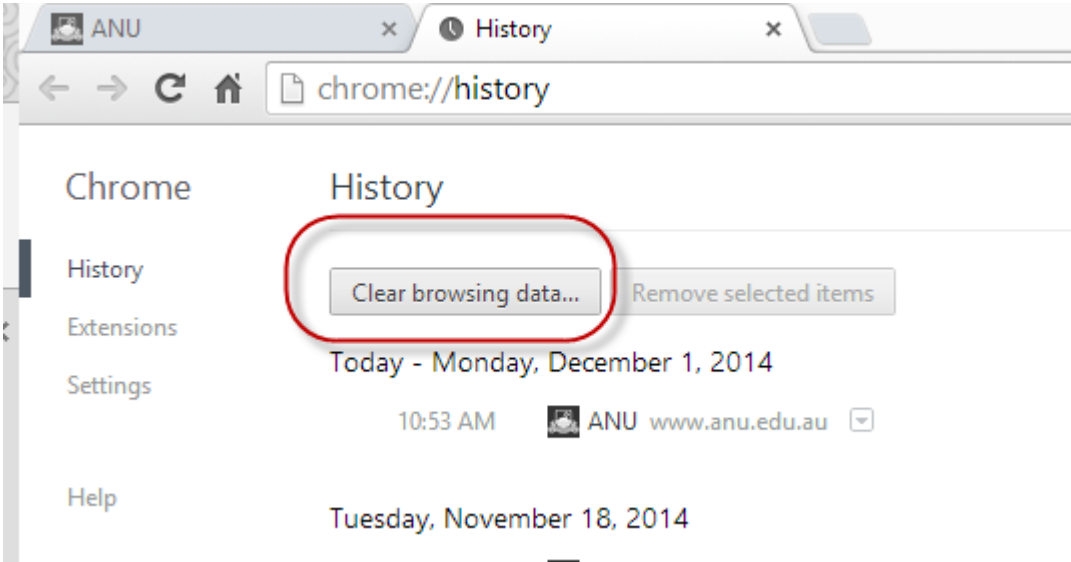
1.	From the menu bar, select Tools>Clear Recent History.
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2.	<p>The Clear All History window displays. It is recommended you select as indicated by in the red boxes below.</p> 
3.	Select the Clear Now button. This process may take a few minutes.
4.	End procedure

Chrome V 31.0.1650.59

1	From the top right hand side, select “Customize and control google chrome” and then select history from the options
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	 <p>The screenshot shows the Google Chrome menu open. The 'History' option is highlighted with a yellow oval. The menu includes options like 'New tab', 'New window', 'Bookmarks', 'Relaunch Chrome in Windows 8 mode', 'Edit' (with Cut, Copy, Paste buttons), 'Zoom' (with - 100% + buttons), 'Save page as...', 'Find...', 'Print...', 'Tools', 'History' (highlighted), 'Downloads', 'Sign in to Chrome...', 'Settings', 'About Google Chrome', 'Help', and 'Exit'.</p>
2	Select "clear browsing data from the history menu:

	
<p>3</p>	<p>The clear browsing data box displays. It is recommended you select as indicated by in the red boxes below. Note:</p> 