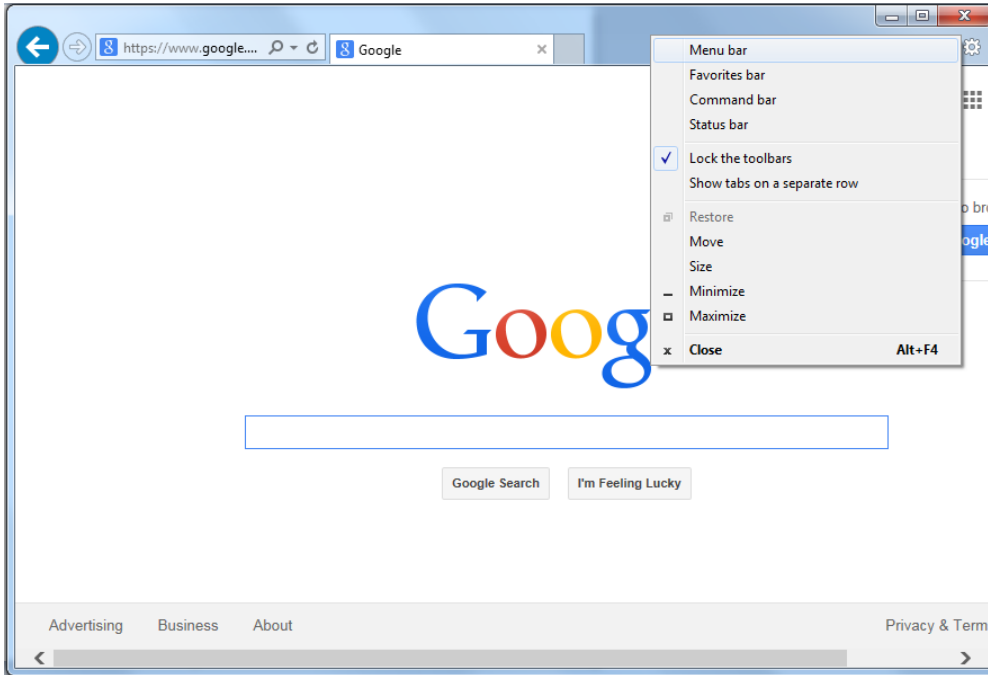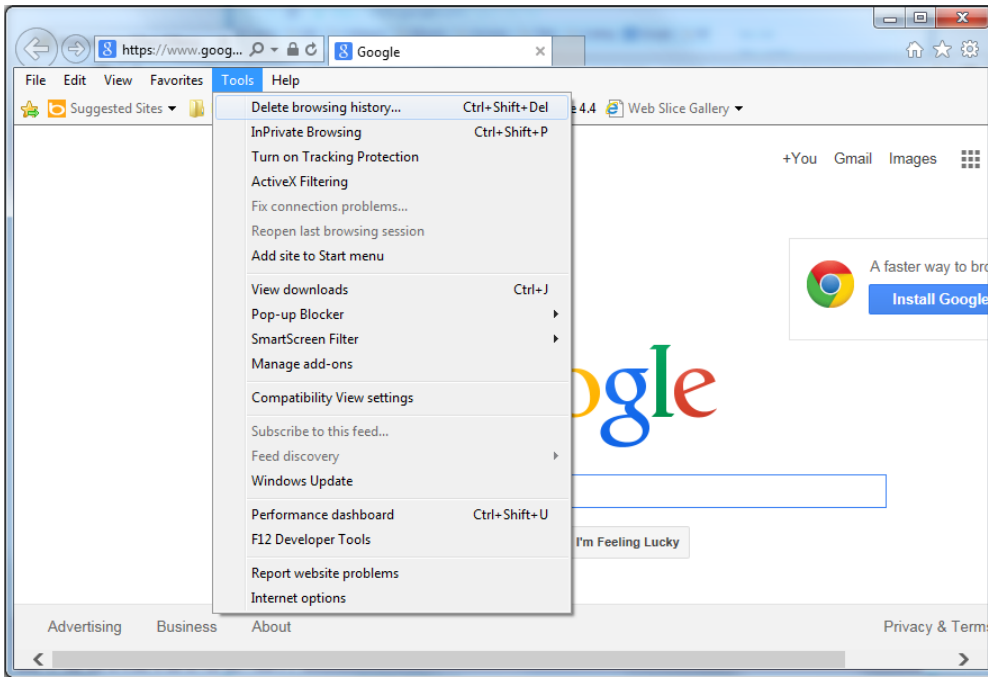**Cache Clearing Document (Updated 10/25/2016)**
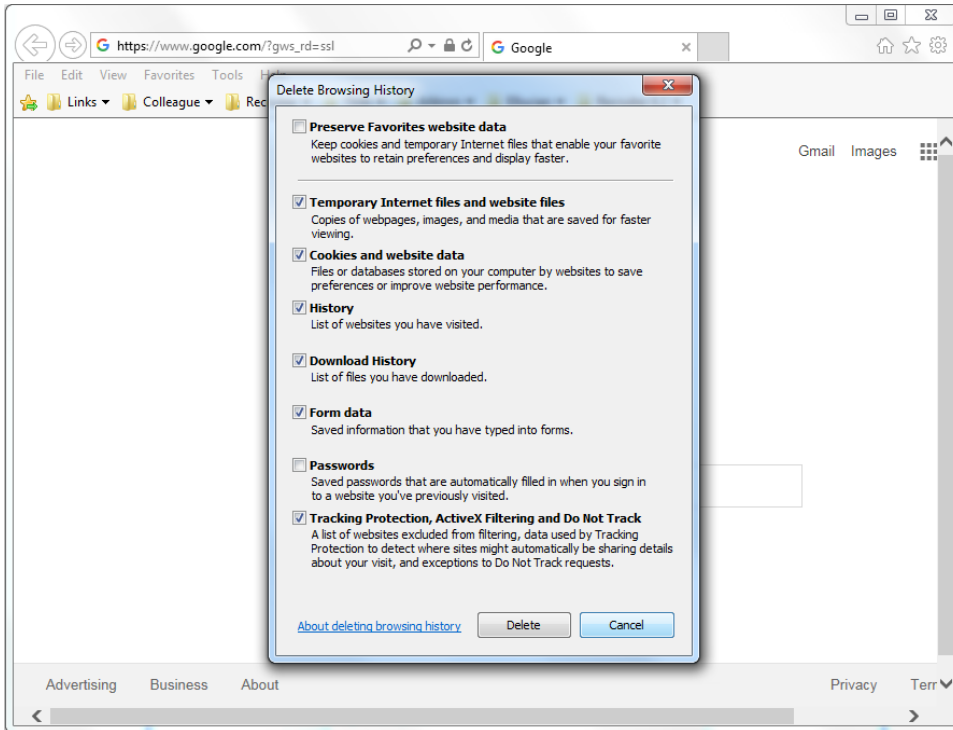
Internet Explorer (version 11.0.9600.17420 shown)

1.) Enable the Menu bar. (If you do not already have it enabled) Right click in the empty space to the right of the tab pages and choose "Menu bar" from the drop down.
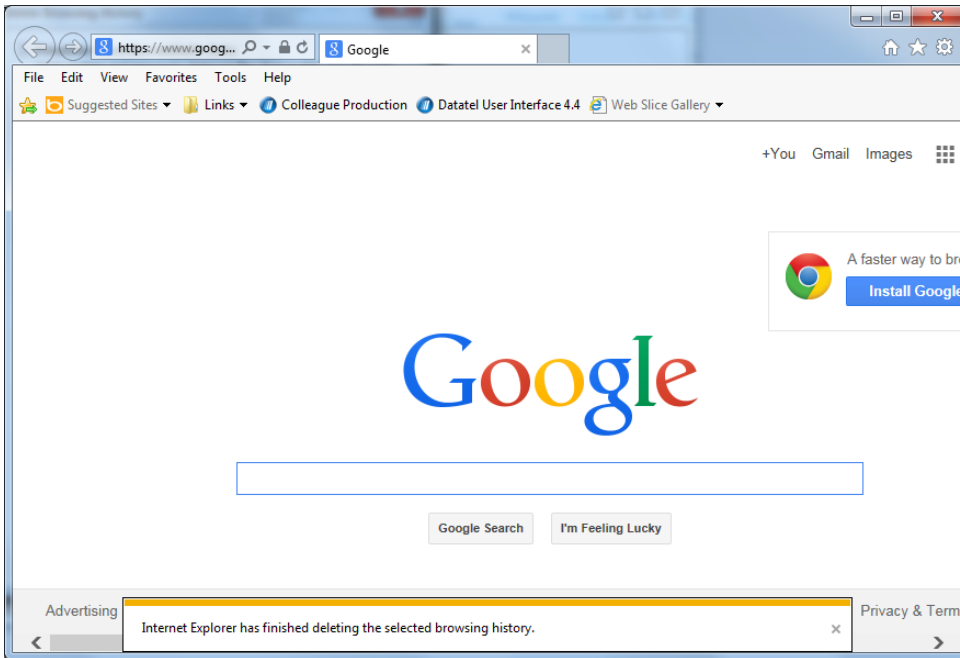

2.) Click on tools in the menu bar and choose "Delete browsing history".

3.) In the "Delete browsing history" window we recommend trying the settings in the below screenshot. Click the Delete button at the bottom of the page.
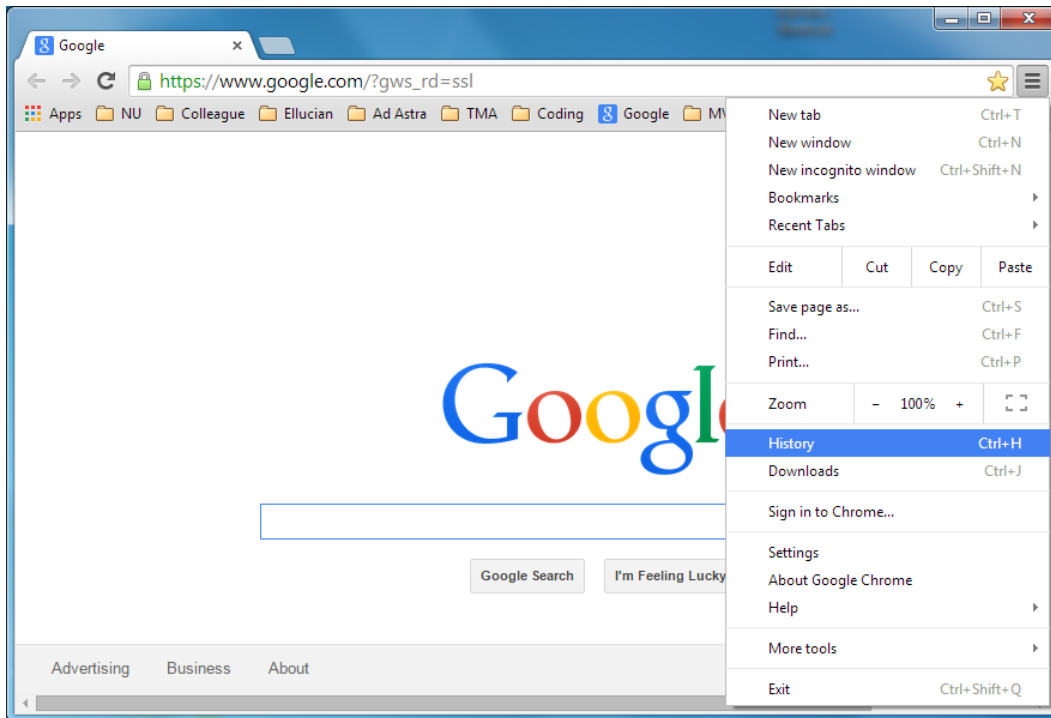

4.) Once Internet explorer is finished deleting your cookies/history the window will close and a banner will appear telling you that it is finished deleting the history.
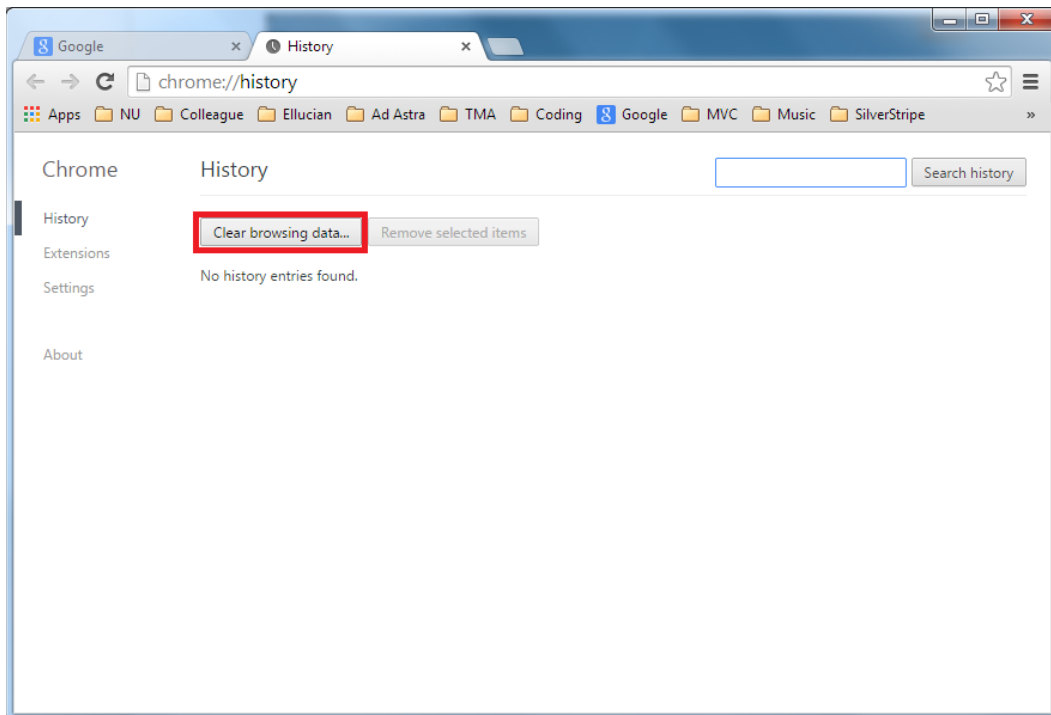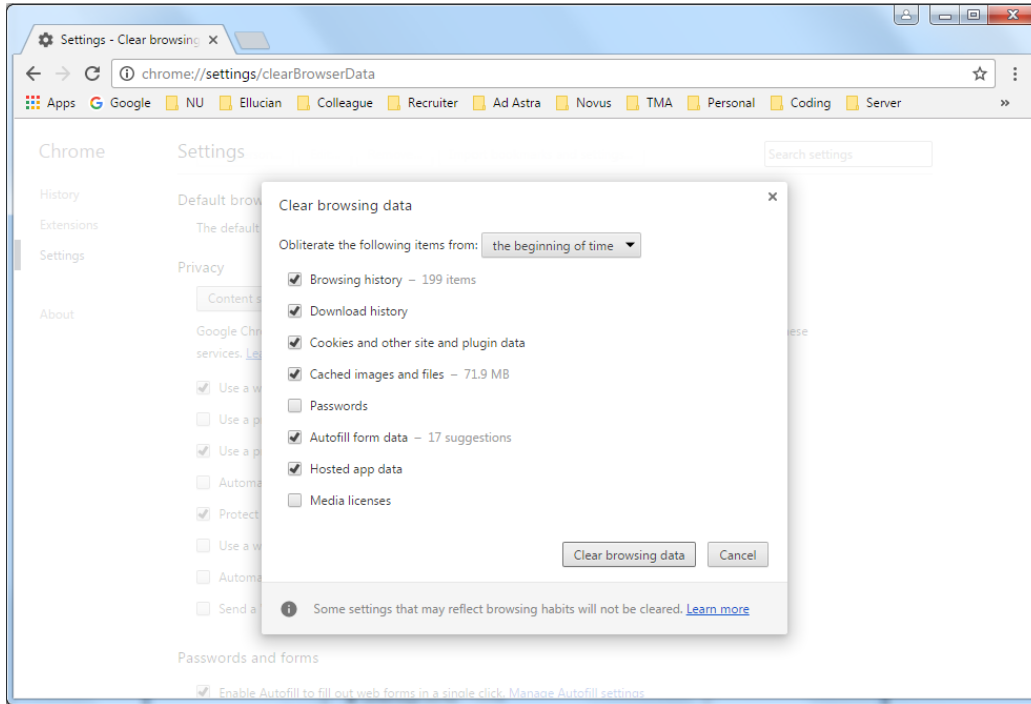
Google Chrome (version 38.0.2125.111 m shown)

1.) On the right side of the URL bar click the "Menu" button and choose history from the drop down list.
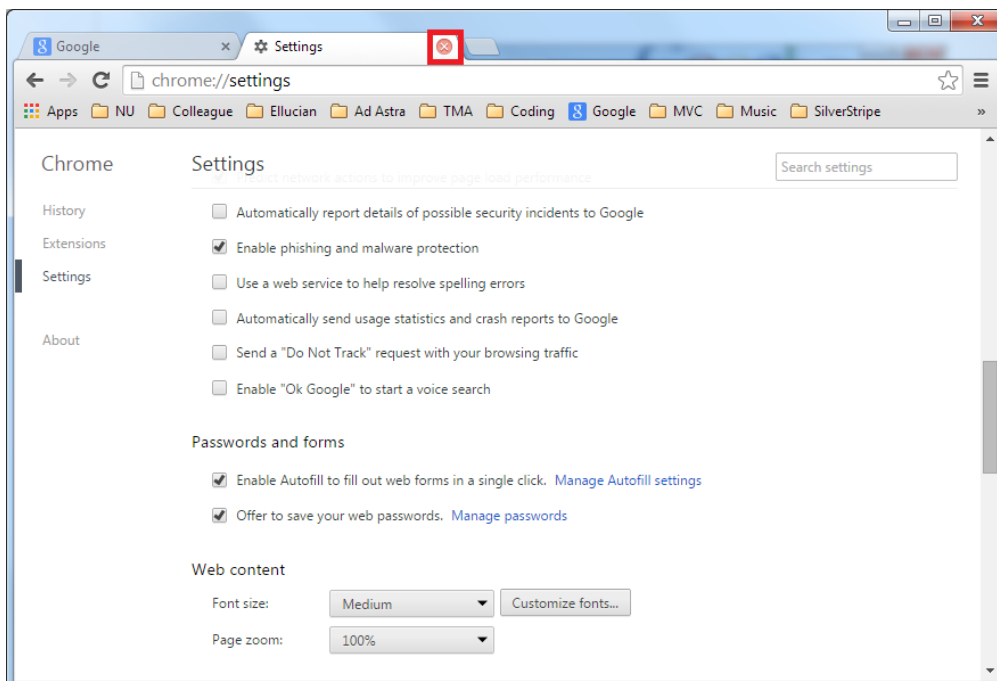

2.) The history page will open in a new tab. Click on the "Clear browsing data" button.

3.) Set the time frame for deleting items to "the beginning of time". We recommend trying the settings in the below screenshot (we have the most success with these settings). Click the "Clear browsing data" button.
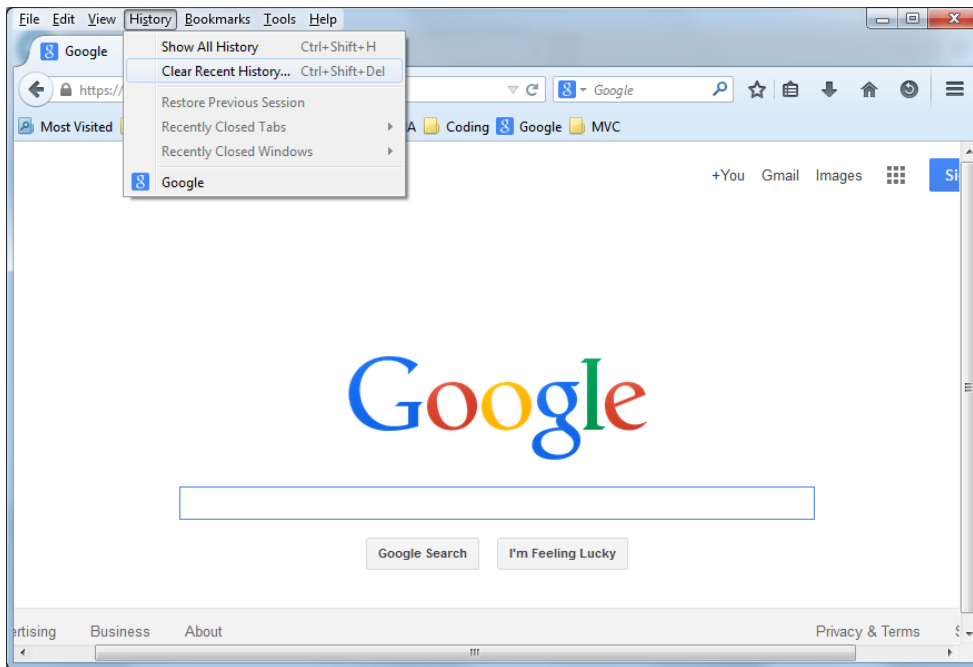

4.) Once Chrome is finished deleting your cookies/history you will see the "Settings" page. You can close this page.
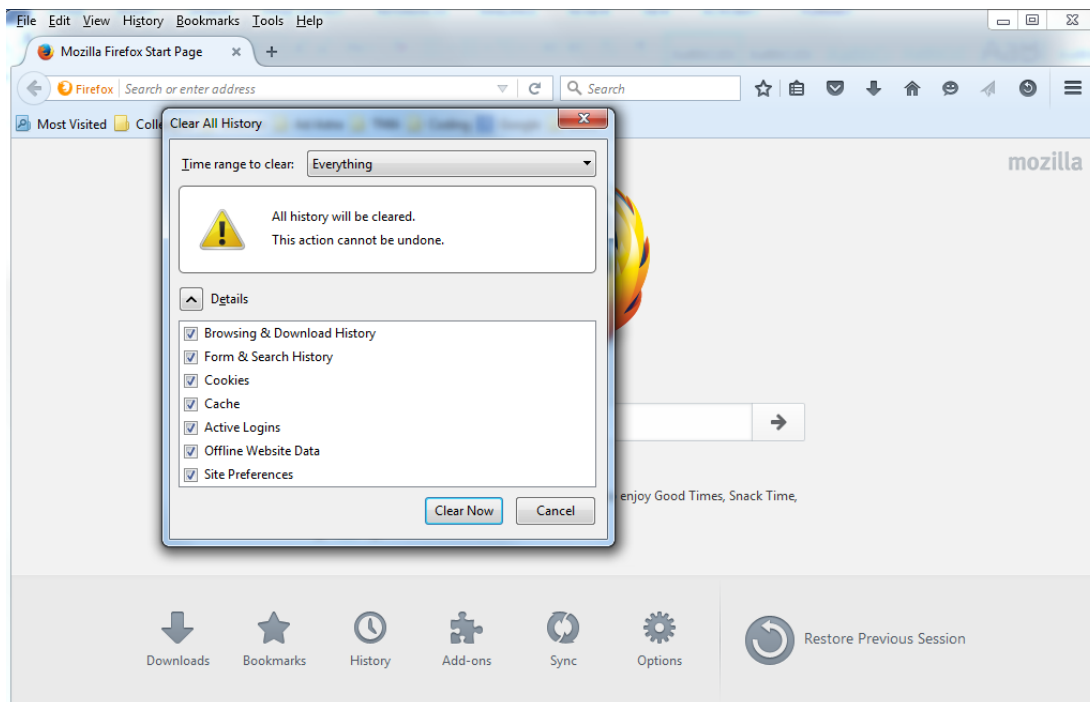
Mozilla Fire Fox (version 33.1.1 shown)

1.) In the menu bar click history then choose clear recent history from the drop down menu.

2.) In the "Clear All History" window that opens change the time range to "Everything". We recommend trying the settings in the below screenshot (We have had the most success with these settings). And click "Clear now"

3.) Once Fire Fox is finished deleting the history the "Clear All History" window will close.