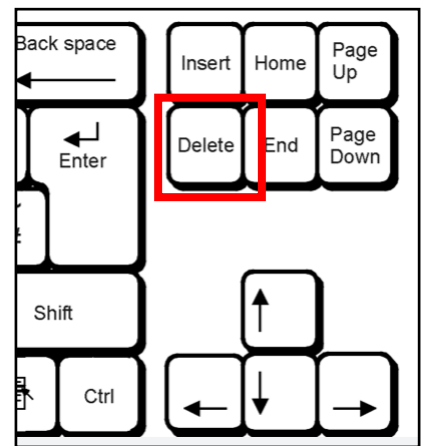


Steps to clear the stored webpage data on a Windows computer using Chrome or Firefox

When held down together, these three keys on your keyboard will open the 'Clear Cache' window:



Control-Shift-Delete.

The Delete key is above the arrows that move the cursor:



In Chrome, this window will open.

For Time Range: Change to 'All Time'.

For the check boxes:

'Cookies and other site data' and 'Cached images and files'.

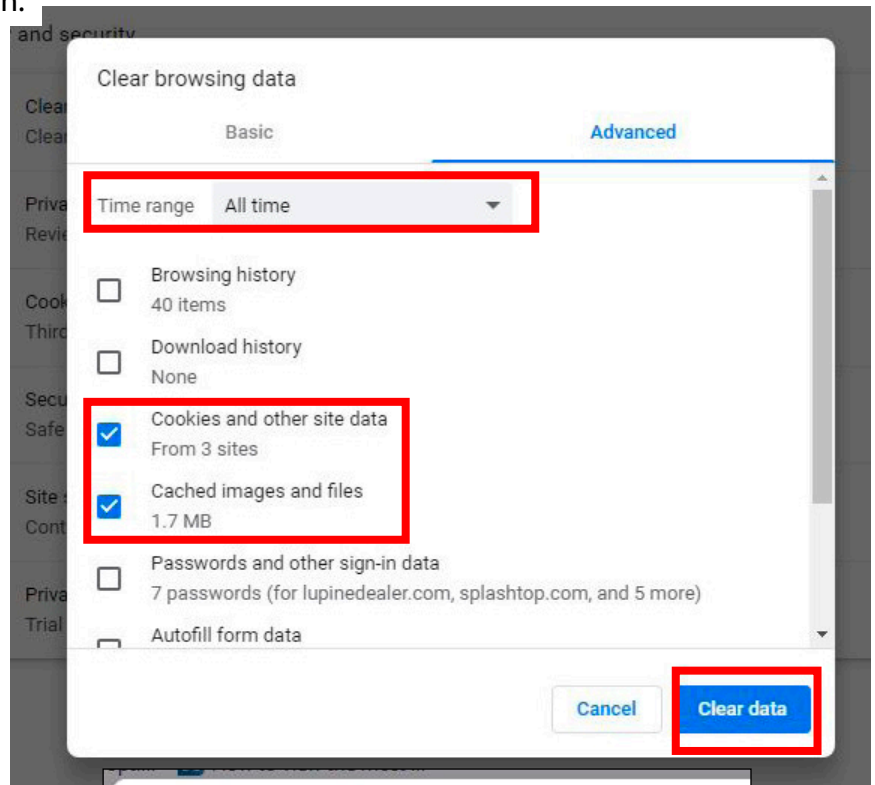
Then **Clear Data**.

You may get a prompt, 'Are you sure?'
Yes! You are sure!

Then, **close all the browser tabs and windows you have open, and open a new window.**

Return to the webpage that was not displaying properly. **The page should load a little more slowly than before because fresh copies of the content are being saved.**

Next visit, the new files will be used and the page will load more quickly.



In Firefox, this window will open.

For Time Range: Change to 'Everything'.

For the check boxes:

'Cookies', 'Cache' and 'Site Settings'.

Then 'OK'.

You may get a prompt, 'Are you sure?'
Yes!
You are sure!

Then, **close all the browser tabs and windows you have open, and open a new window.**

Return to the webpage that was not displaying properly. **The page should load a little more slowly than before because fresh copies of the content are being saved.**

On your next visit, the new files will be used and the page will load more quickly.

