

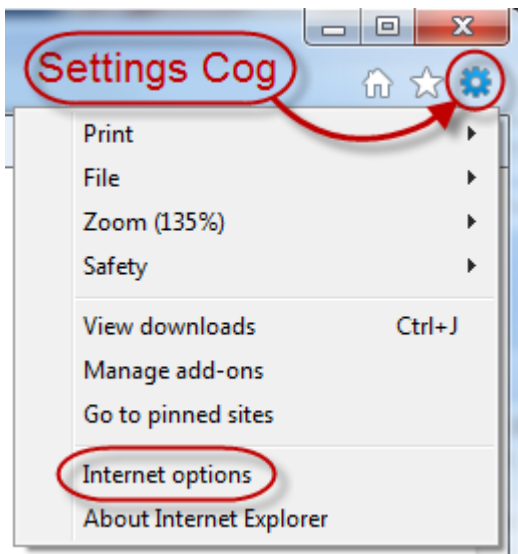


Service Desk - Frequently Asked Questions

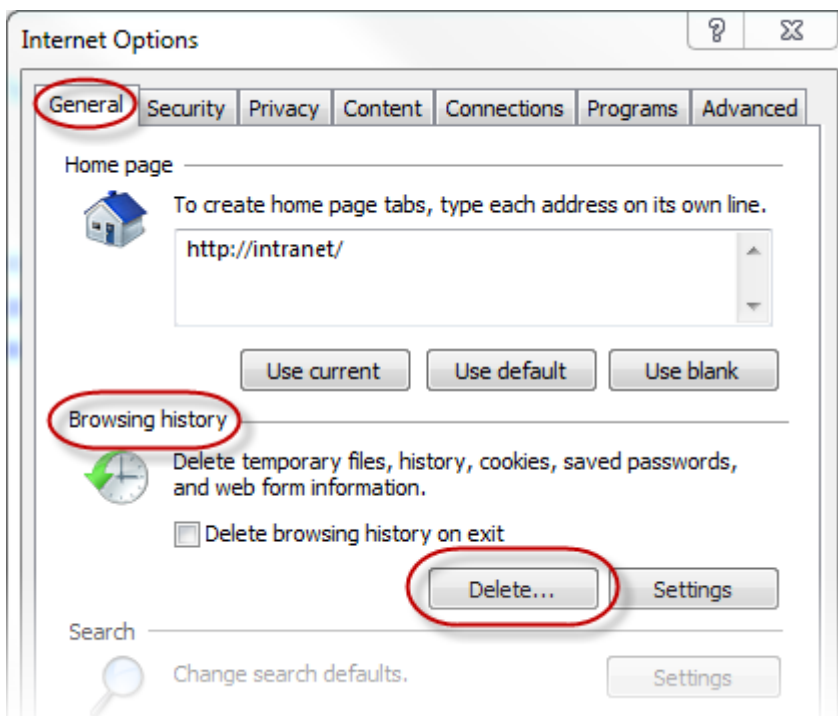
Internet Explorer 9 – Clear Cookies and Cache

Use the following procedure to clear the cookies and cache history in IE9:

- Within the browser session click the 'Settings Cog' and select the 'Internet options' menu option;



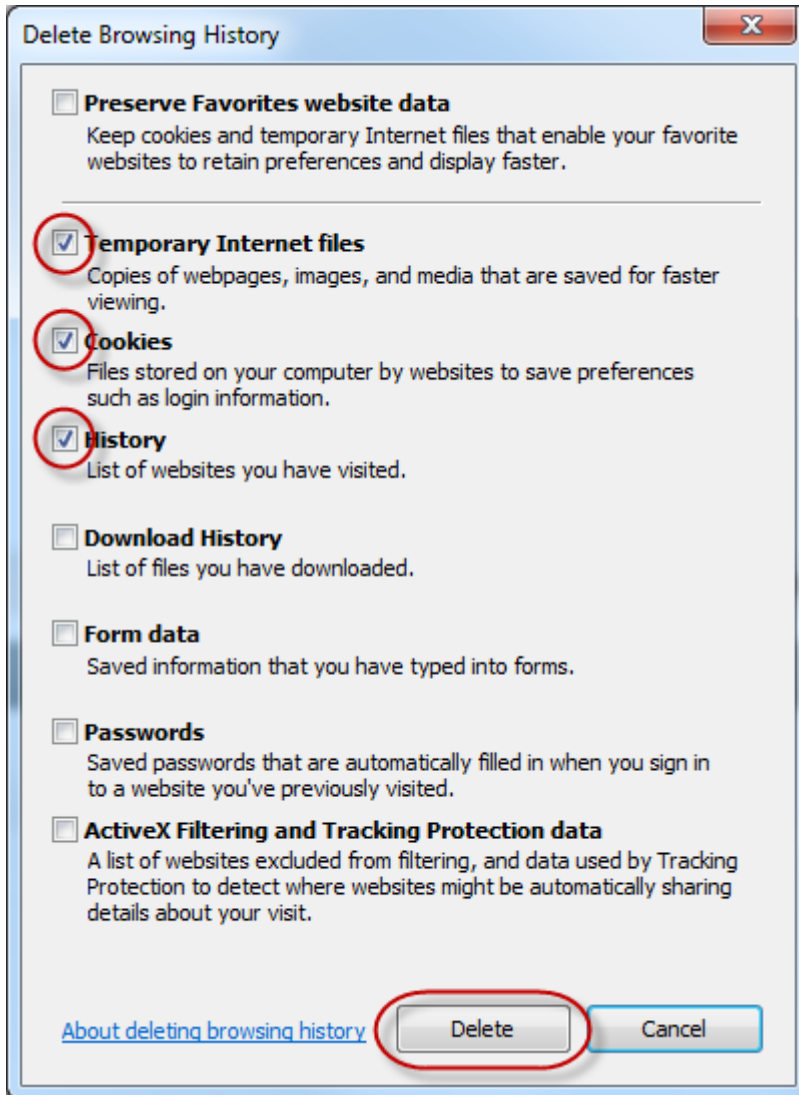
- Under the General tab, click the Delete button in the Browsing History section;





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- Select the check boxes as show below, then click the 'Delete' button;



- Click the 'OK' button to close the 'Internet Options' dialog box.