

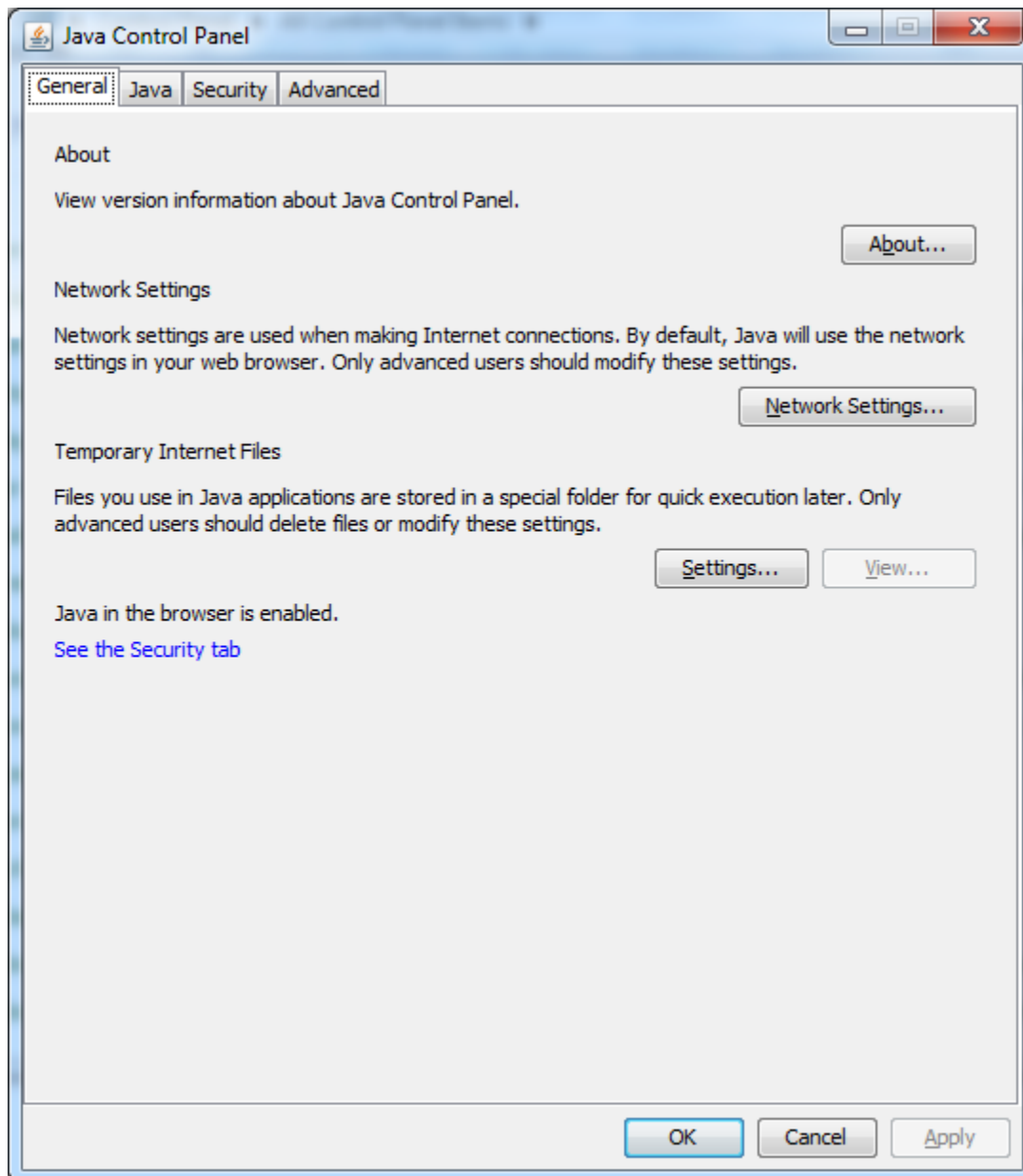
Clearing Java History:

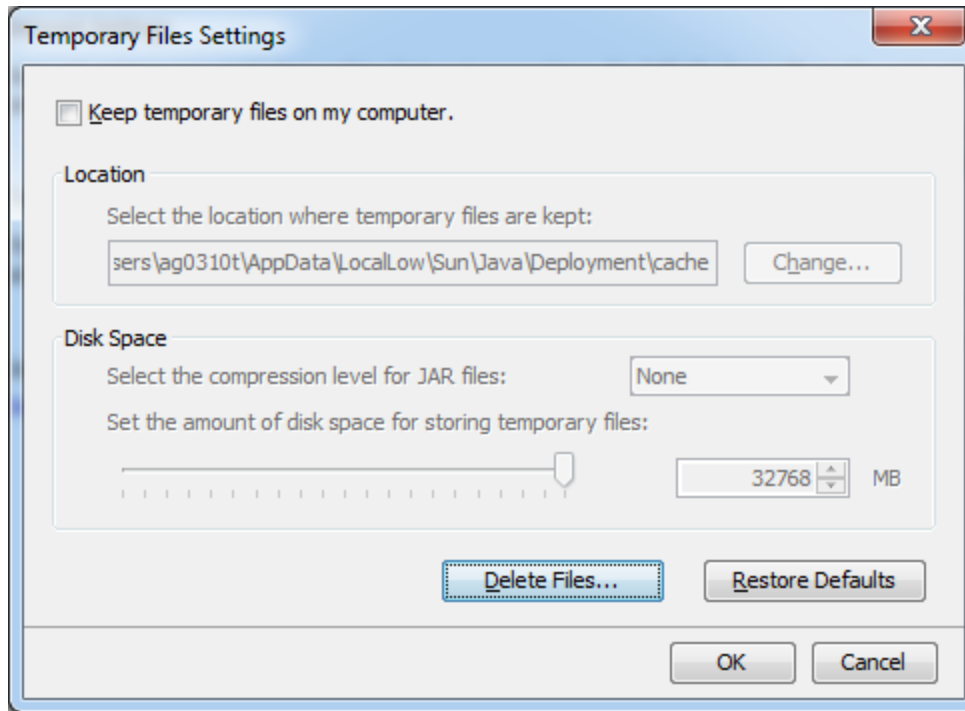
Please navigate to your Windows control panel – Start button (bottom left of your screen)>menu on right.

Choose Java and navigate to the General tab.

Navigate to Temporary Internet Files and choose settings.

Then choose Delete. This will clear your java cache files.





Clearing Browser History

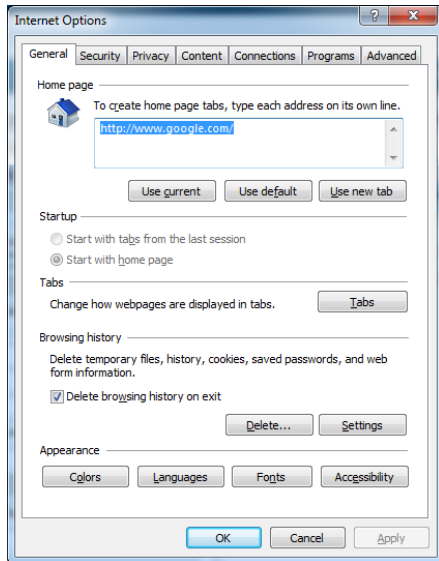
For Internet Explorer:

Go to the top right corner of the browser, and click the icon that looks like a wheel:

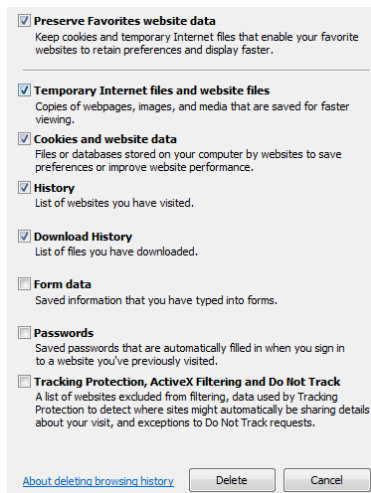


At the bottom of the menu click Internet Options.

On the menu like the one pictured below, click the delete button (Clicking Delete Browsing History on Exit – is entirely up to you. I personally prefer not to and just go in periodically to do it manually like we are now.)



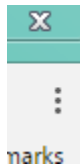
Select the following in the menu, and click Delete.



On the next menu, click Apply and the OK to close. That's it!

For Chrome:

Click the 3 dots under the X in the top right corner of the browser window.




Click History in that menu, then History again in the top of that window that slides open. This will open to what looks like a webpage with a blue strip across the top. In the left menu, click on Clear Browsing data:

History

Chrome history

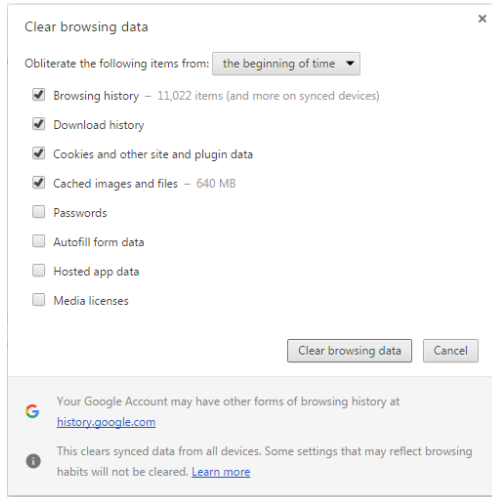
Tabs from other devices

Clear browsing data 

Toda

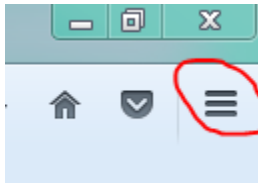


Select the following and click the Clear browsing data button:



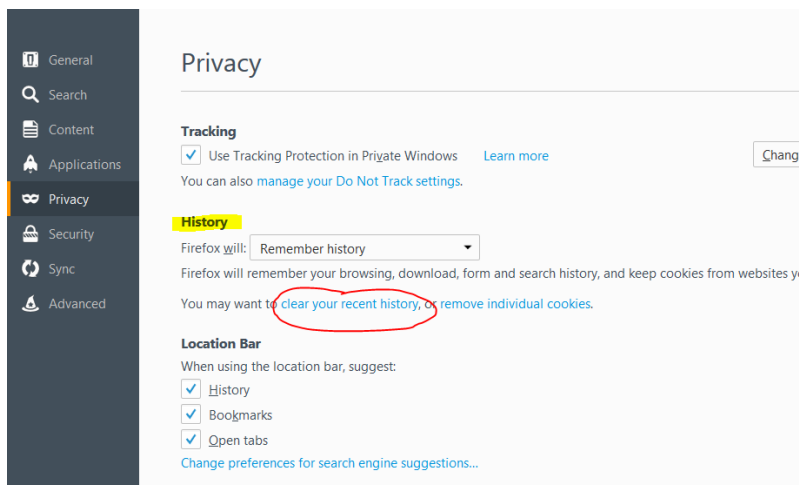
In Mozilla Firefox:

Click the 3 lines under the X in the top right corner of the browser:

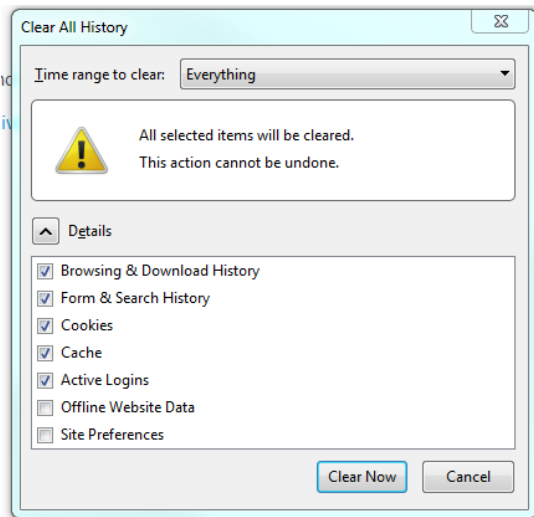


Click Options, then click Privacy in the menu on the left.

In the middle, you will see History; click on clear your recent history:



Select "Everything" beside Time range to clear, then choose the following and click Clear Now:



Close your browser and re-open the page you were on before when you were having the issue. If you have tried all the above and it still is not working correctly, contact System Support.