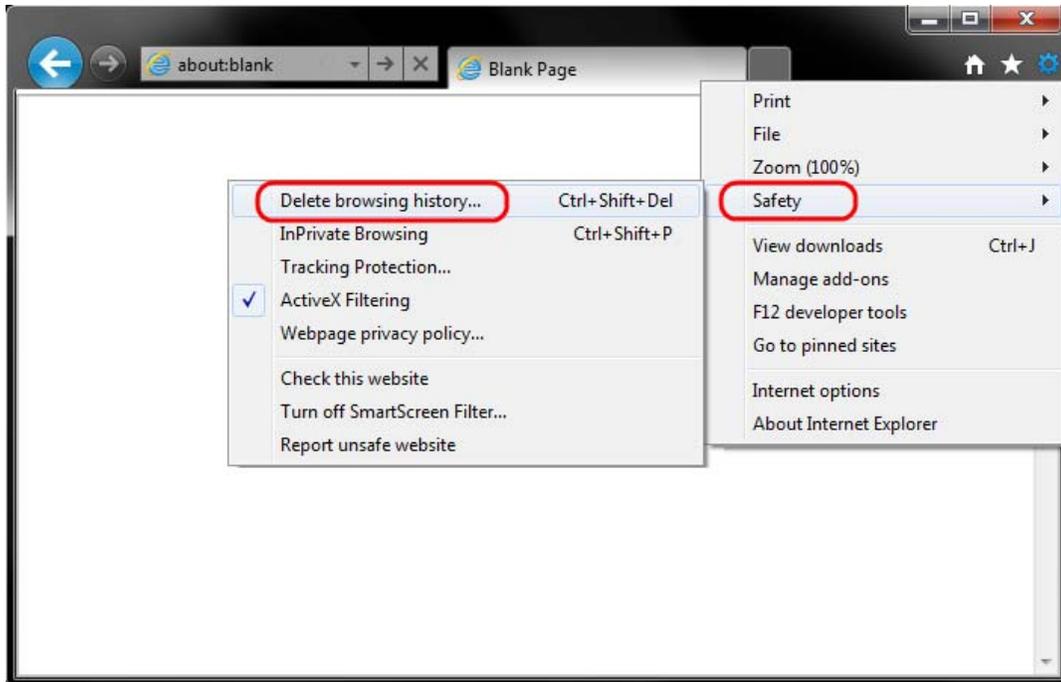


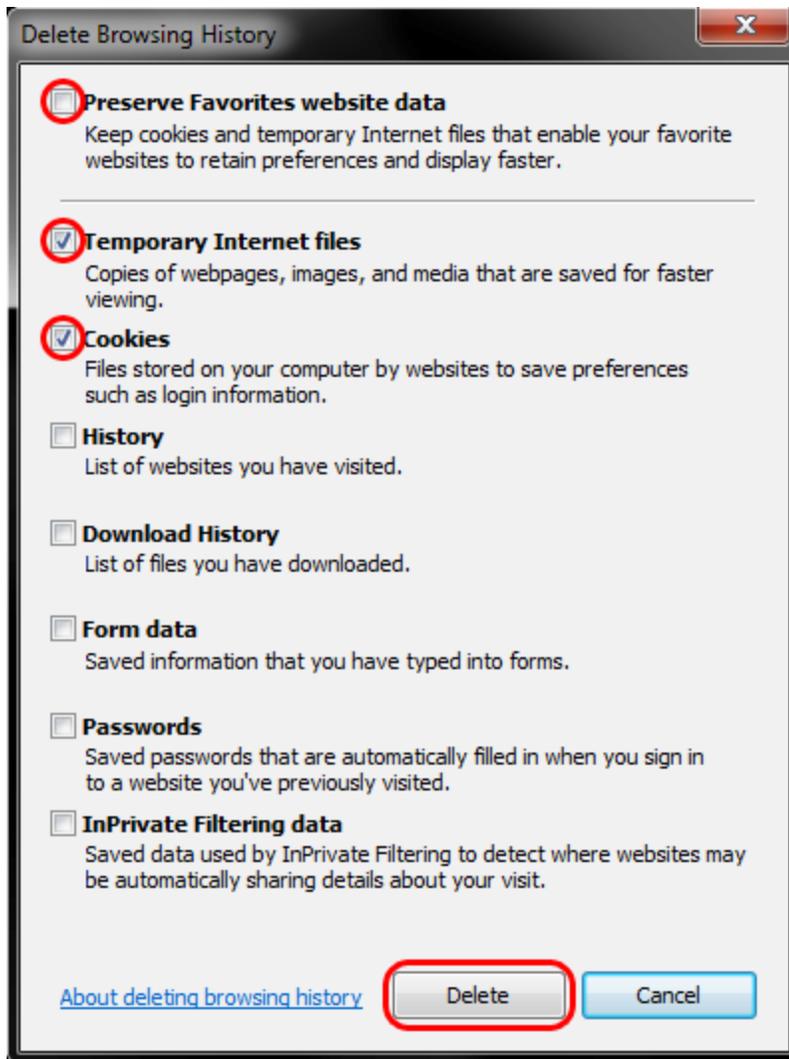
Internet Explorer 9 & 10 (Win) - Clearing Cache and Cookies

This document explains how to clear the cache and cookies in Internet Explorer 9 and 10.

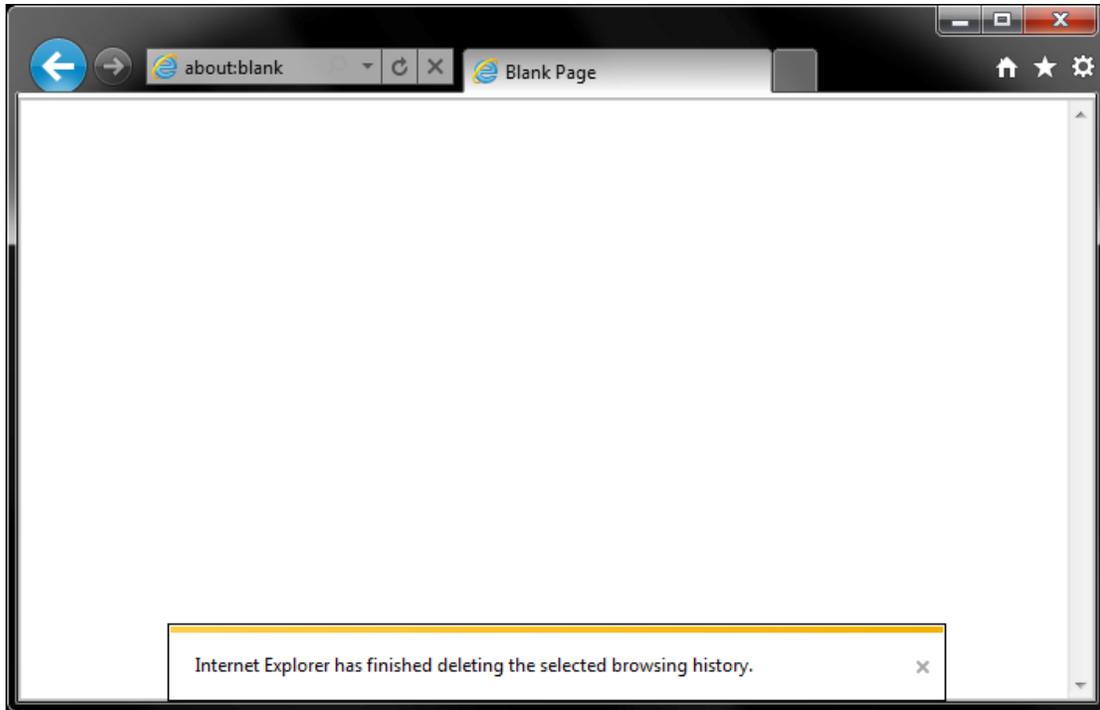
1. Select **Tools > Safety > Delete browsing history...**



2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



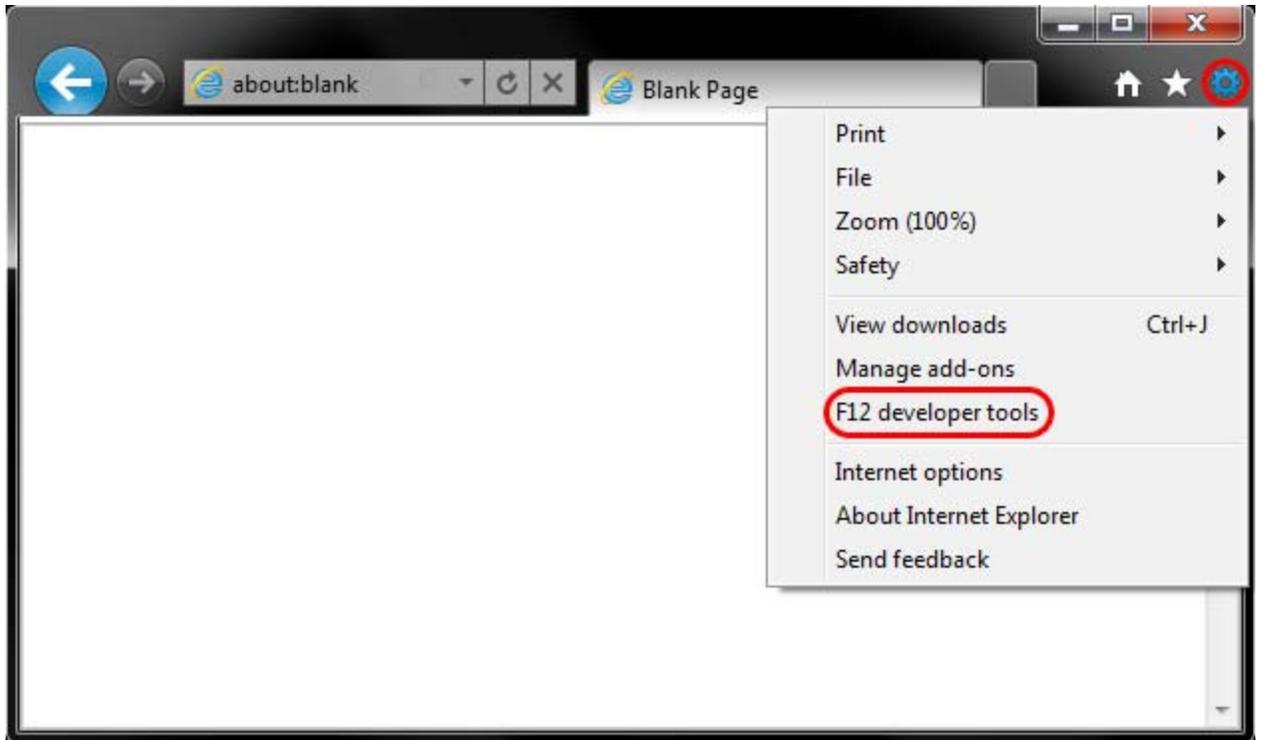
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.



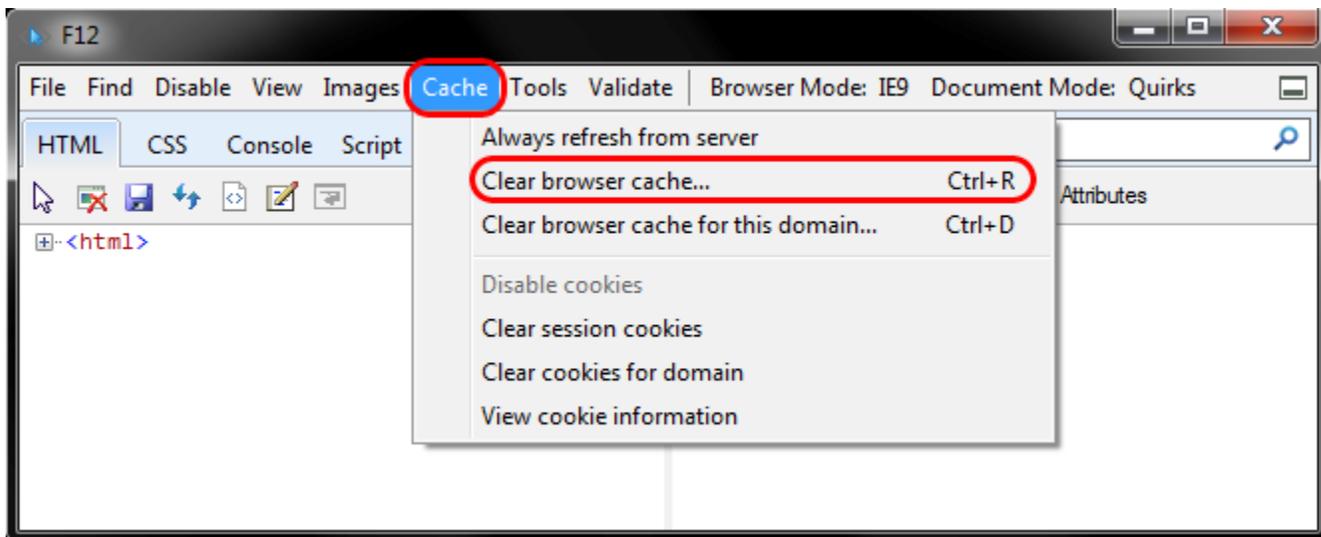
Further Troubleshooting

The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiseMail require a more thorough procedure. If you are still having issues, try to steps below.

1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.



2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache...**



3. Click **Yes** to confirm the clearing of the browser cache.

