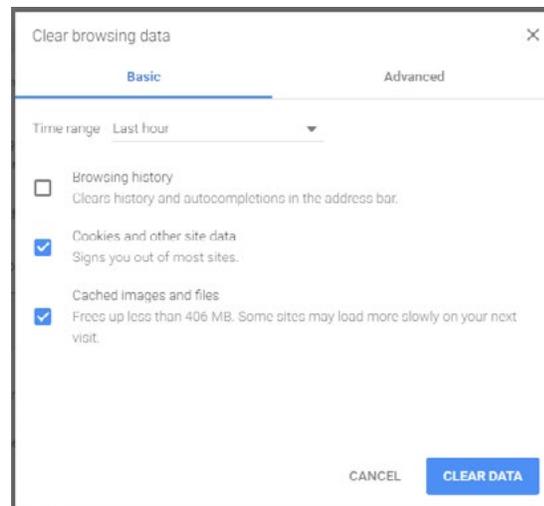
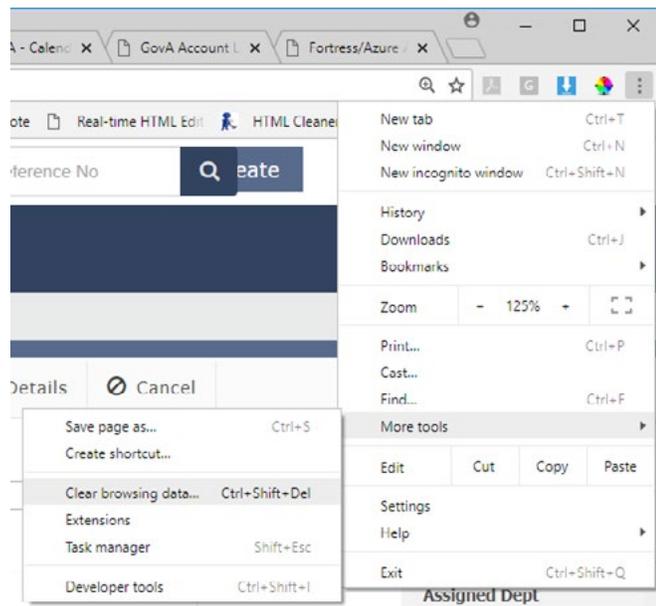


Clearing Your Browser Cache

When we update our application, your browser may still use old files. If you don't clear your cache, you may see old forms. Old files can cause display or access problems when you apply online.

Clearing the Cache in Google Chrome

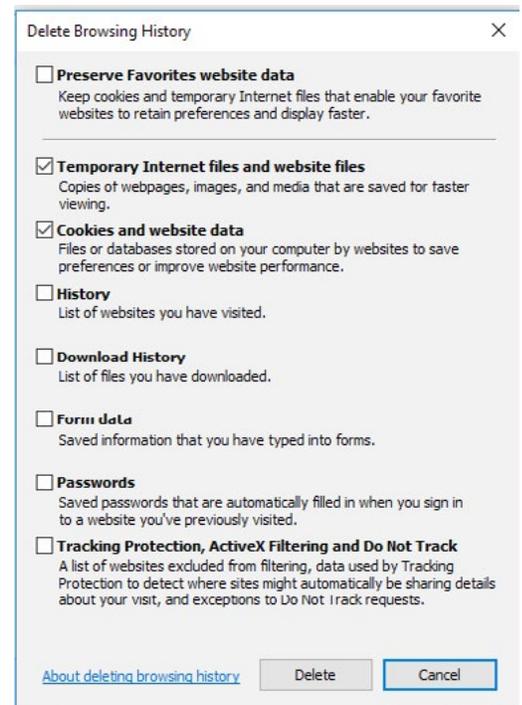
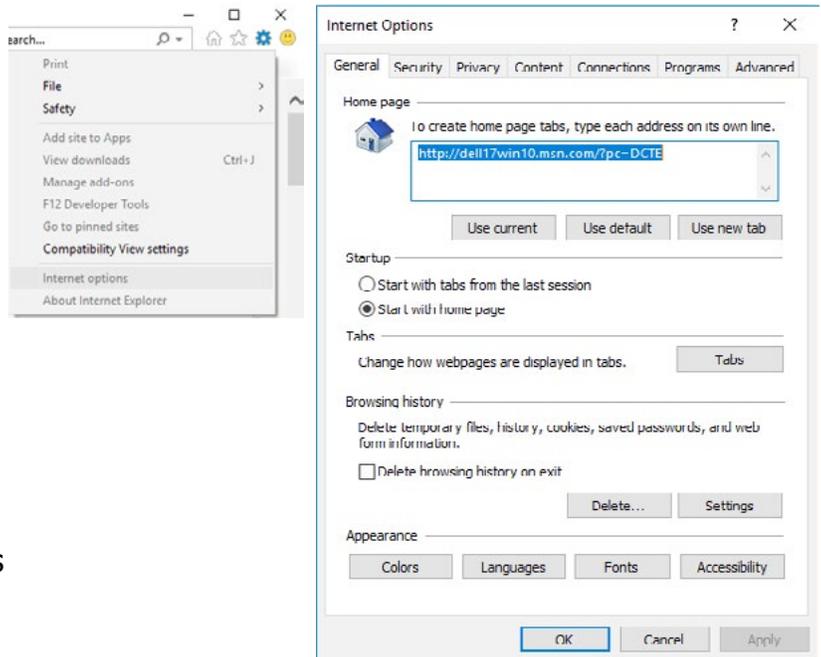
1. Open Chrome
2. Click the Settings Menu
(The 3 dots in the upper right corner)
3. Select More Tools
4. Select Clear Browsing Data
5. Make sure that "Cookies and other site data" and "Cached images and files" are checked.
(Browsing History is not necessary)
6. Click Clear Data
7. Close All Chrome windows and log in to your site.



Clearing the Cache in Internet Explorer 11

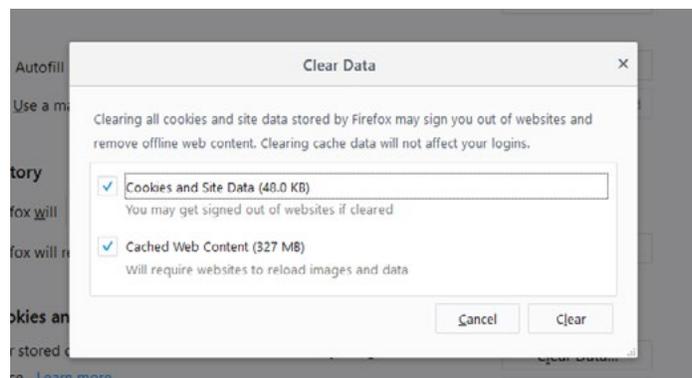
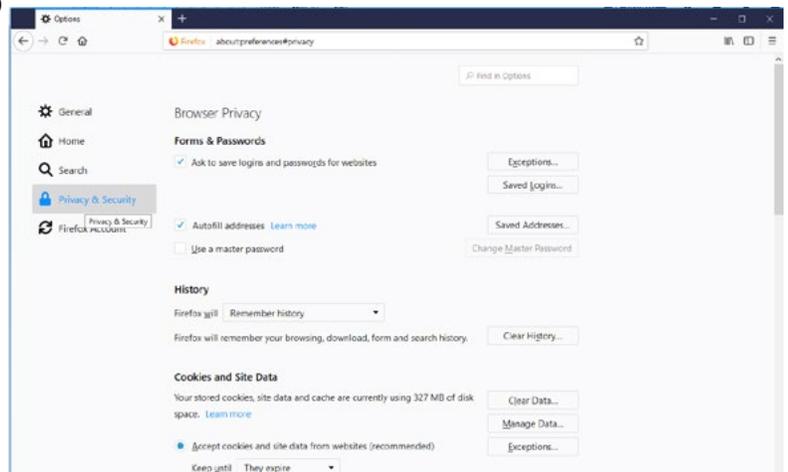
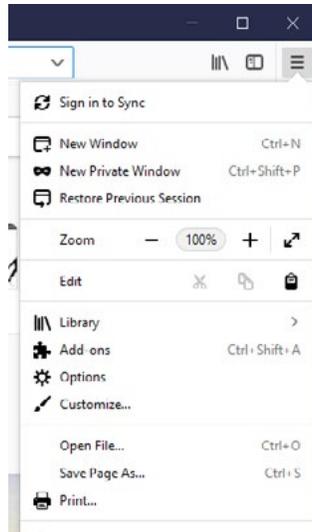
1. Open IE11
2. Click the Settings Menu
(The gear icon in the upper left corner)
3. Select Internet Options
4. Under the General Tab, go to Browsing History
5. Click Delete
6. Make Sure "Temporary Internet files and website file" and "Cookies and Website Data" are checked.
7. Make sure that "Preserve favorites and website data" is NOT checked.

(Don't worry, this will not delete your favorites)
8. Click Delete
9. Close all IE11 windows and log in to your system.



Clearing the Cache in Firefox

1. Open Firefox
2. Click the menu button.
(the three lines in the upper right)
3. Select Options
4. Select "Privacy and Security"
on the left side
5. Scroll down to locate "Cookies and Site Data"
6. Click "Clear Now" under "Cached Web Content"
7. Click the "Clear Data" button.
8. Make sure both items are checked and click the "Clear" button.
9. Close all Firefox windows and log in to your system.



Clearing the Cache in Edge

1. Open Edge
2. Click the menu button.
(the three dots in the upper right)
3. Click Settings
4. Scroll to "Clear Browsing Data" and click the button
"Choose what to clear"
5. Make sure that "Cookies and saved website data" and "Cached data and files" are checked.
6. Click "Clear"
7. Close all Edge windows and log in to your system.

