

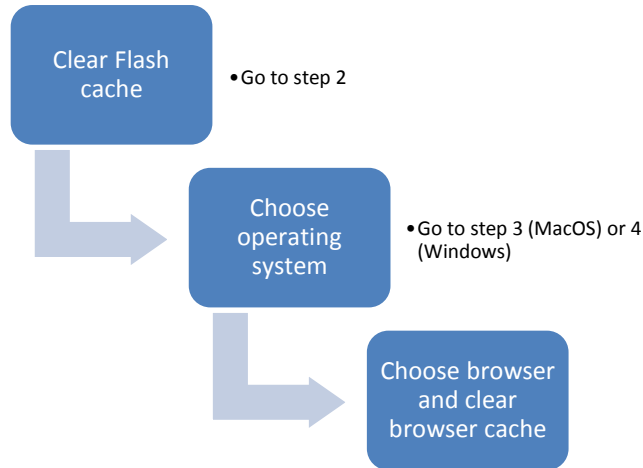


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1.0 Document Mission

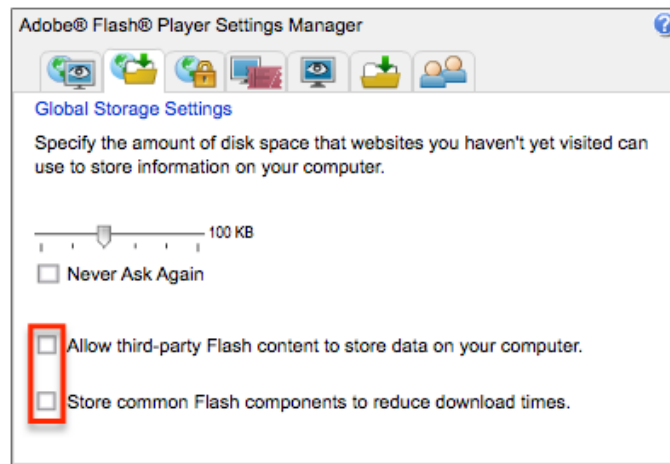
This document defines the step-by-step instructions on how to clear the Adobe Flash, Internet Explorer (IE), Firefox, Google Chrome, and Safari browsers cache for Windows and Mac clients, operating system Windows 7 and Mac OS 10.9.5, respectively.



2.0 Clear Adobe Flash Player Cache (Flash player version 18.0.0.232)

- Copy paste following URL in your browser
http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager03.html#117498
- Uncheck the **TWO** check boxes as shown in the screenshot below

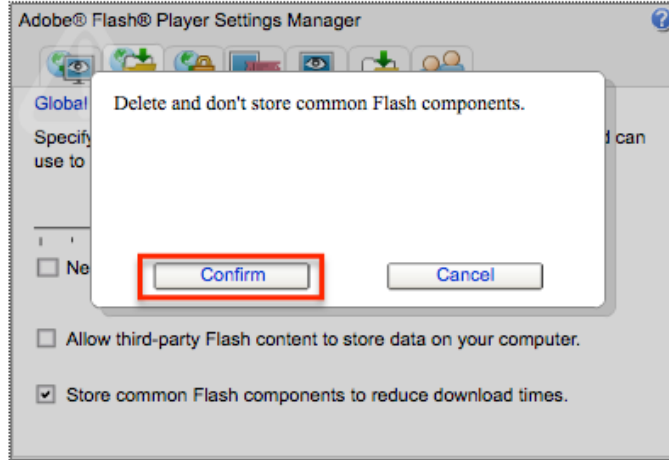
Global Storage Settings panel



- Click on Confirm button

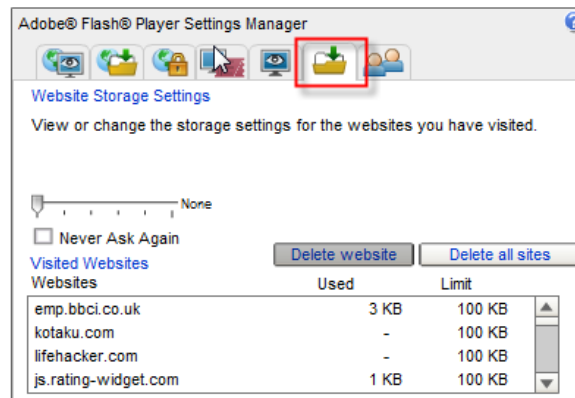


Global Storage Settings panel

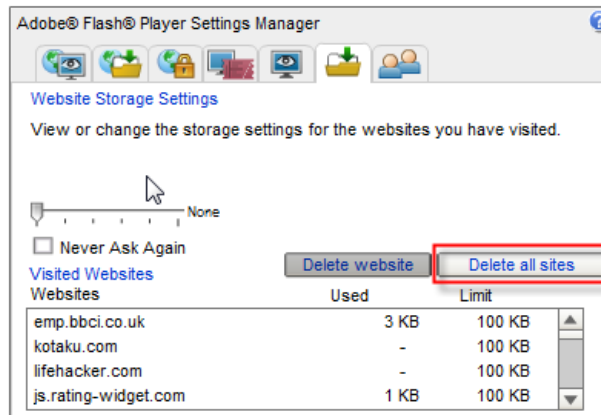


- Click on the Website Storage Settings tab, second from right.

Website Storage Settings panel



- Click on Delete All Sites



- Click Confirm
- Close your browser.

3.0 Clear Mac Browsers Cache

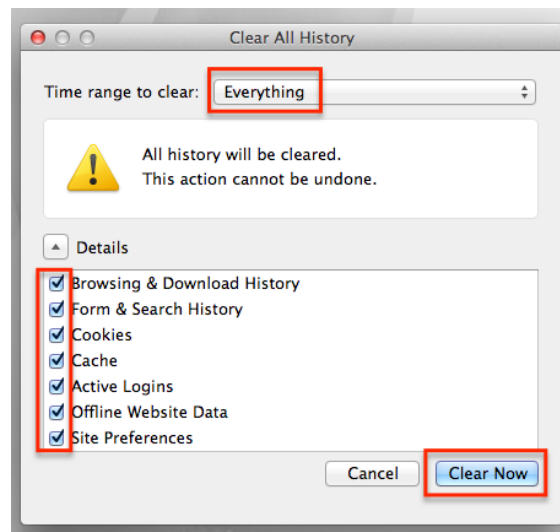
This section describes the step-by-step instructions on how to clear Firefox, Google Chrome, and Safari browser cache on a Mac computer, operating system OS X 10.9.5.

3.1 Clear Mac Firefox Browser Cache (Firefox version 40.0.2 or later)

- Launch Firefox browser
- Click on History tab and select Clear Recent History...



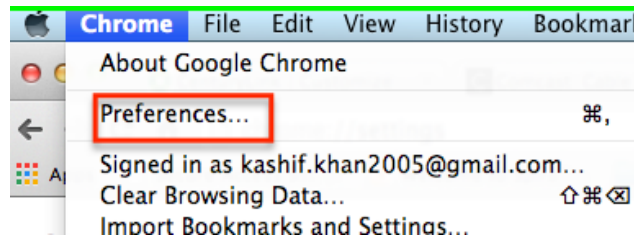
- Select all the options as illustrates in the screenshot below.



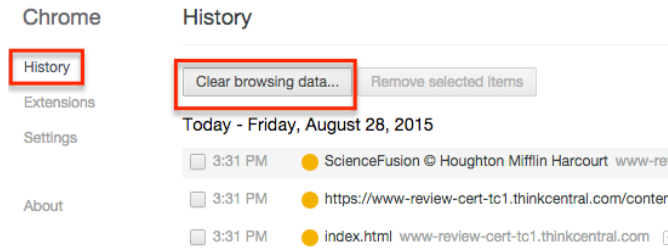
- Click on the Clear Now button then close your browser.

3.2 Clear Mac Google Chrome Browser Cache (Chrome version 44.0.2403 or later)

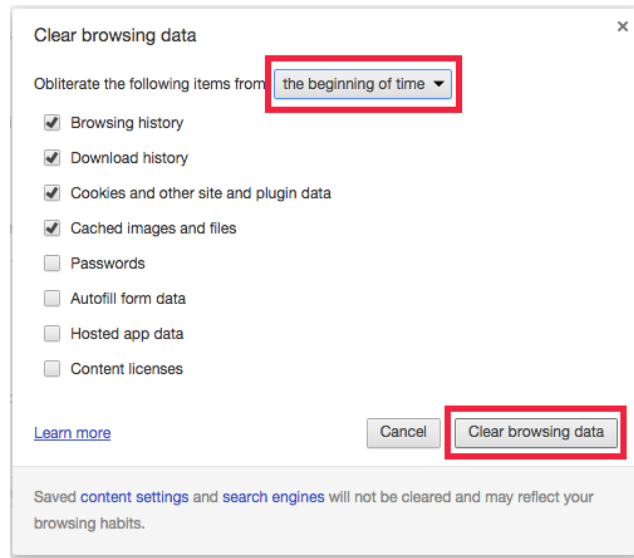
- Launch Google Chrome browser
- Click on Chrome tab and select Preferences...



- Click on History and click on Clear browsing data



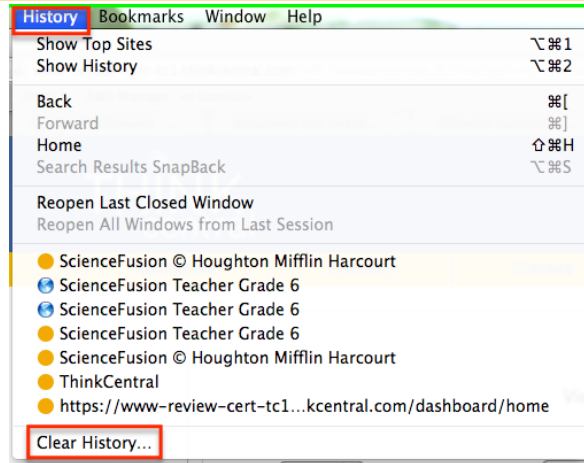
- Select “the beginning of time” from the drop down window, and check all the boxes as illustrated below, then click Clear browsing data button.



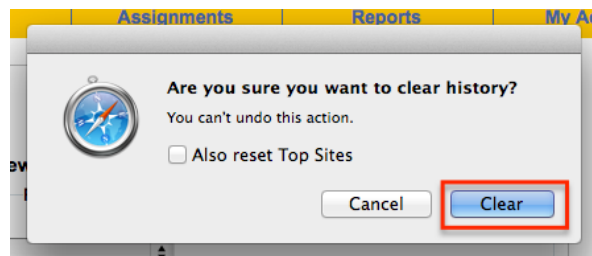
- Close your browser.

3.3 Clear Mac Safari Browser Cache (Safari version 7.18 or later)

- Launch Safari browser
- Click on History tab then click on Clear History...



- Click on Clear button.

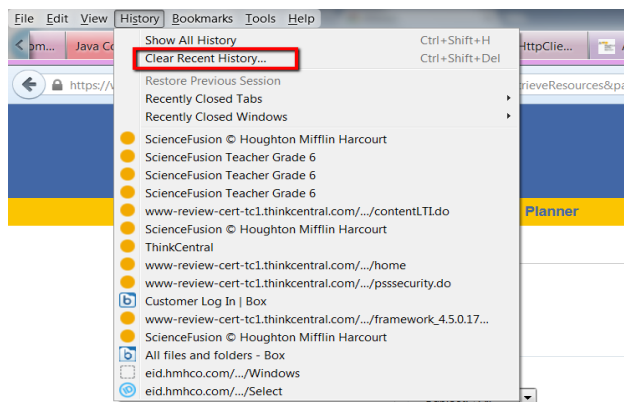


4.0 Clear Windows Browsers Cache

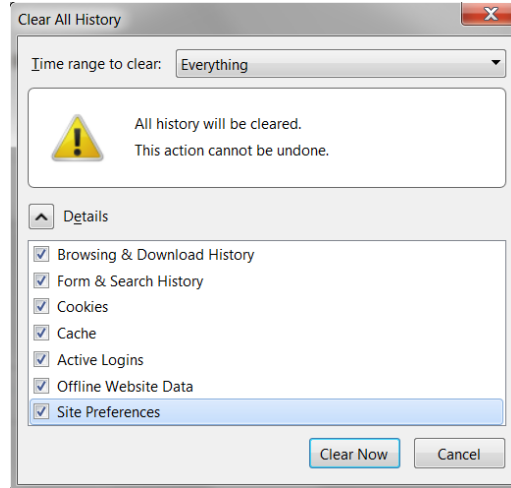
This section describes the step-by-step on how to clear Firefox, Chrome, and Internet Explorer (IE) browser cache on a Windows (Windows 7 operating system) computer.

4.1 Clear Windows Firefox Browser Cache (Firefox version 44.02 or later)

- Launch Firefox browser
- Click on History tab and select Clear Recent History...



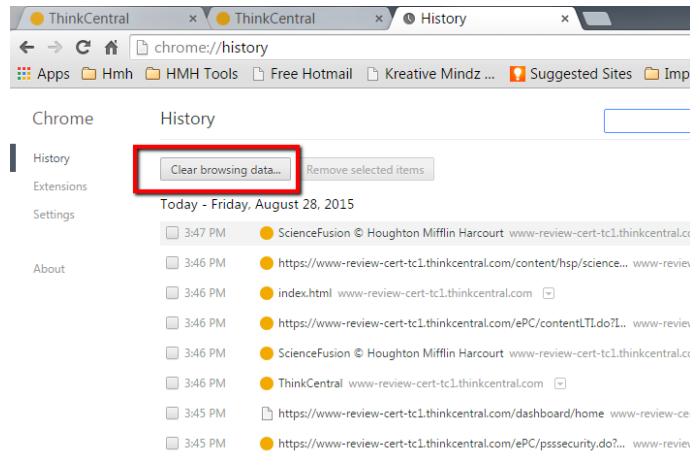
- Select all checkboxes, then click on Clear Now button.

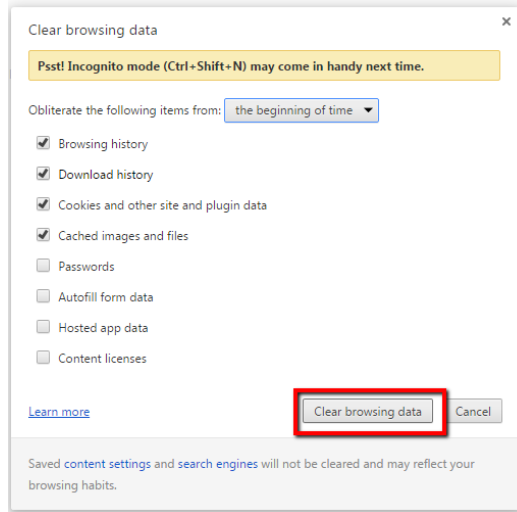


- Close your browser.

4.2 Clear Windows Google Chrome Browser Cache (Chrome version 44.0 or later)

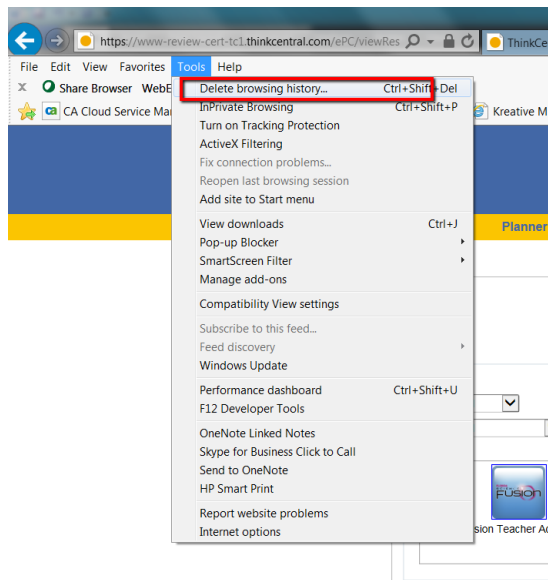
- Launch Google Chrome browser
- Press Control and H button together (Ctrl+H) to open History in a separate tab.
- Click on Clear Browsing Data button, select the checkboxes then click on Clear browsing data button as illustrated below.



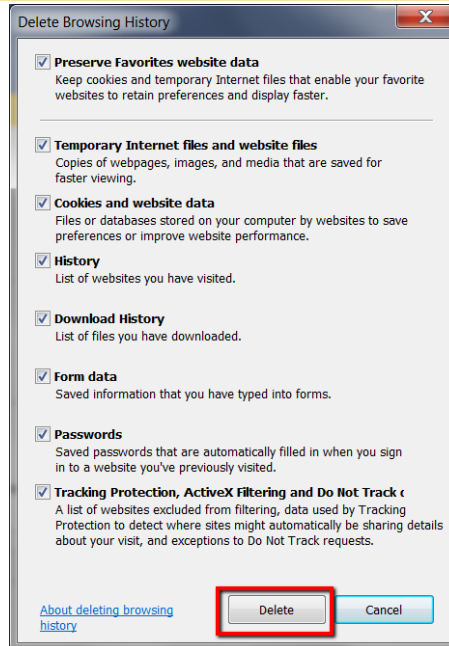


4.3 Clear Windows Internet Explorer (IE11) Browser Cache

- Launch Internet Explorer browser
- Click on Tools then Delete Browsing History... from the drop down window



- Click on all the checkboxes then click on Delete button as illustrated below.



- Close your browser.