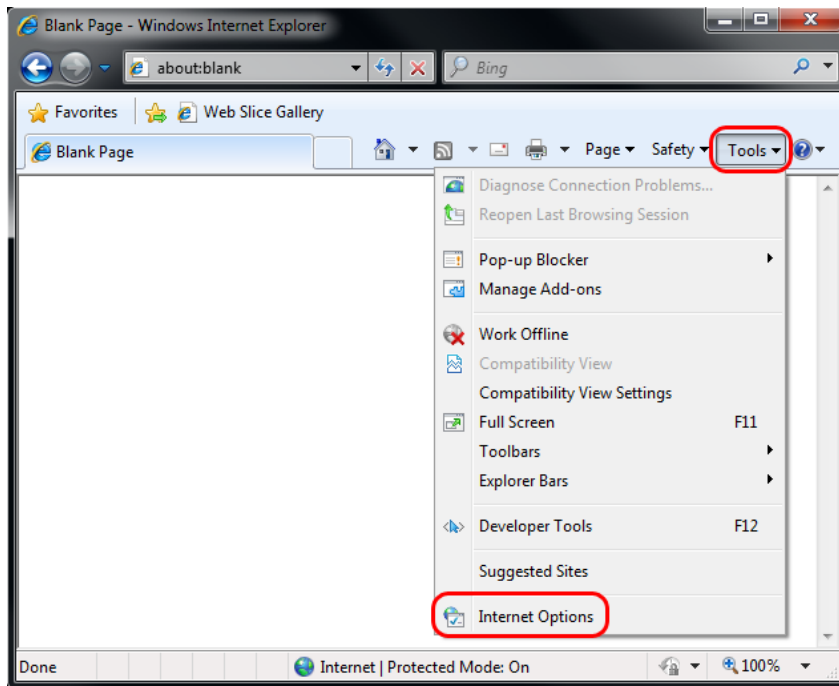


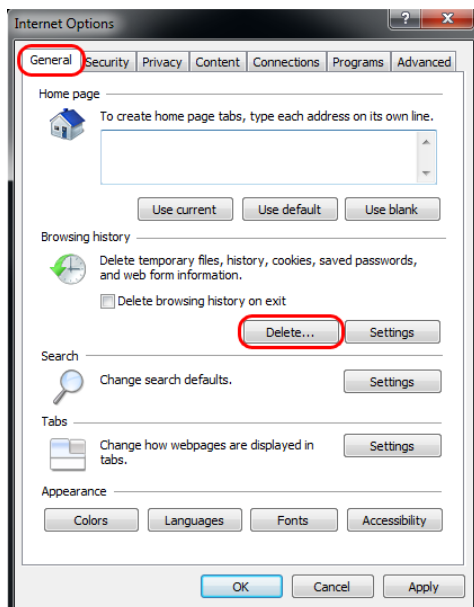
Internet Explorer 8 and 9 (Win) - Clearing Cache and Cookies

This document explains how to clear the cache and cookies in Internet Explorer 8.

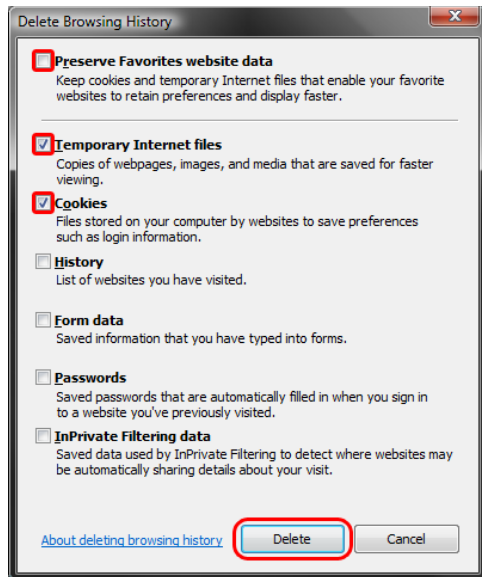
1. Select **Tools > Internet Options**.



2. Click on the **General** tab and then the **Delete...** button.



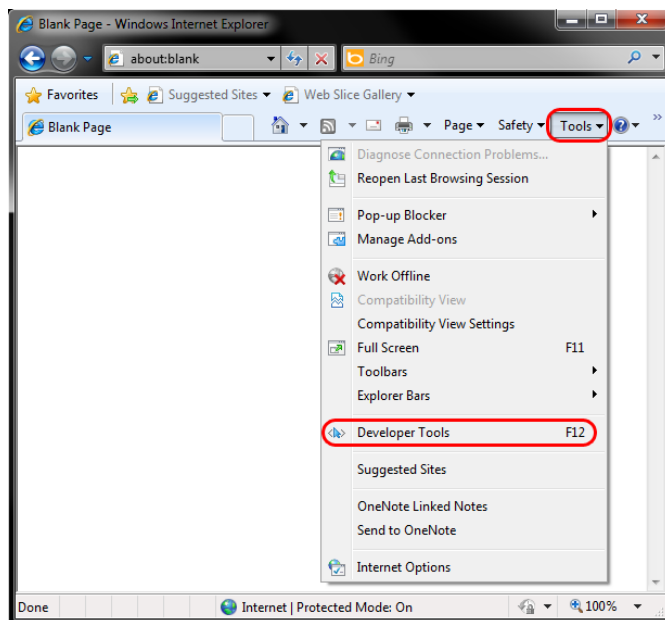
3. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



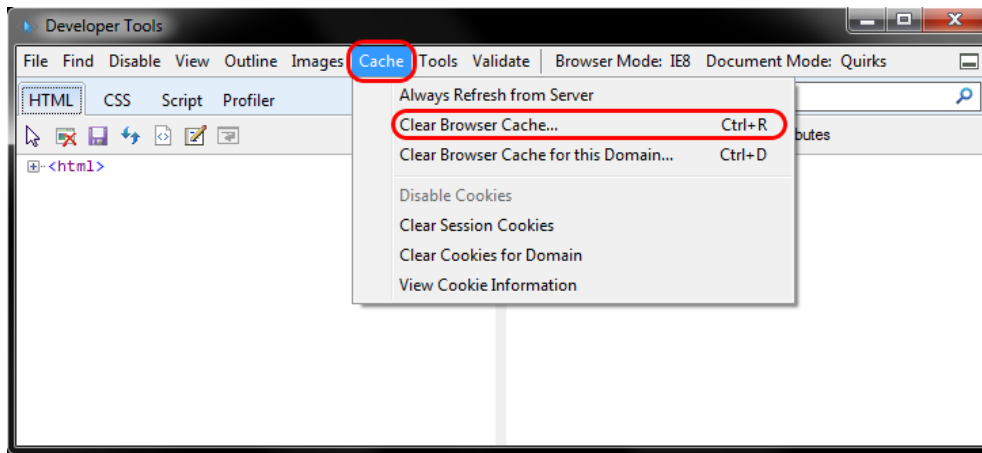
Further Troubleshooting

The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail 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.

