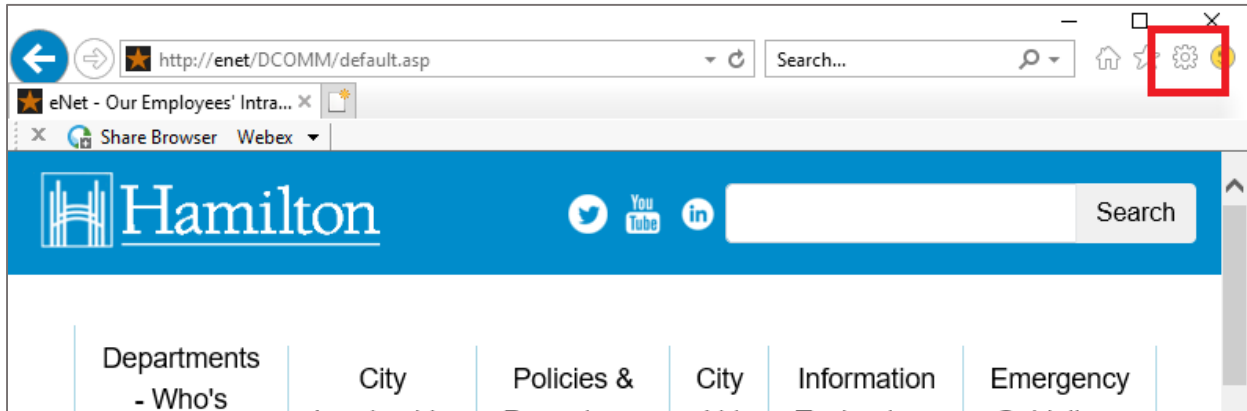


Clearing Internet Browser Cache

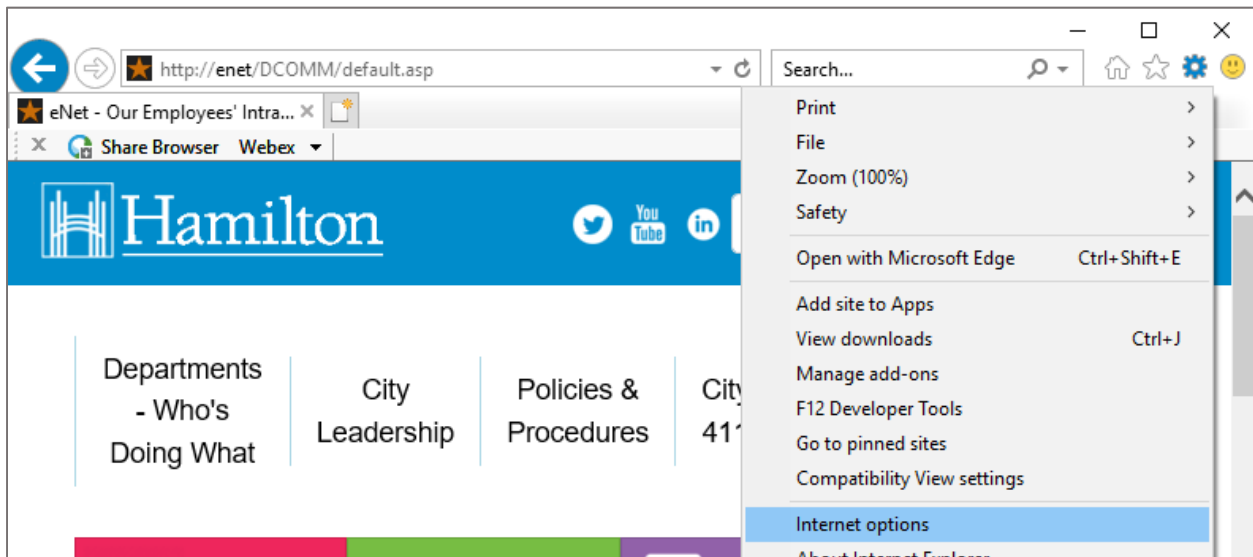
Use the following steps to clear your internet browser cache (IE Explorer, Microsoft Edge, Google Chrome)

If you are using IE Explorer:

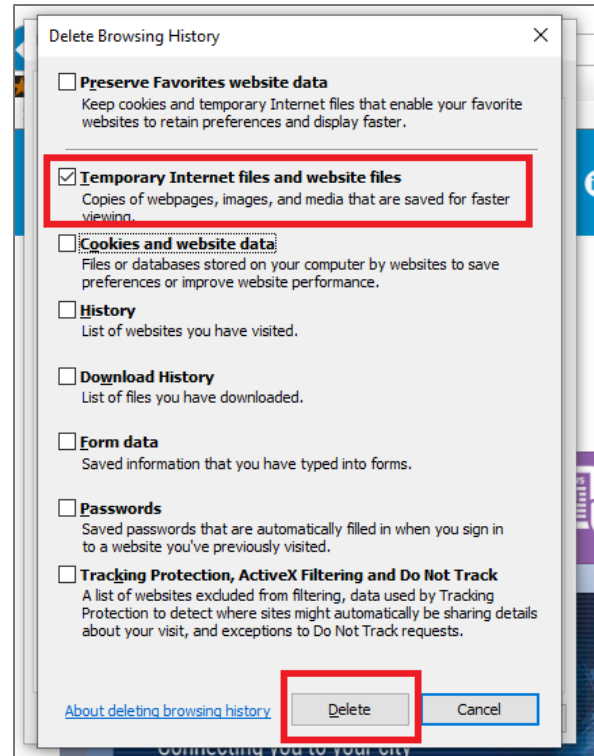
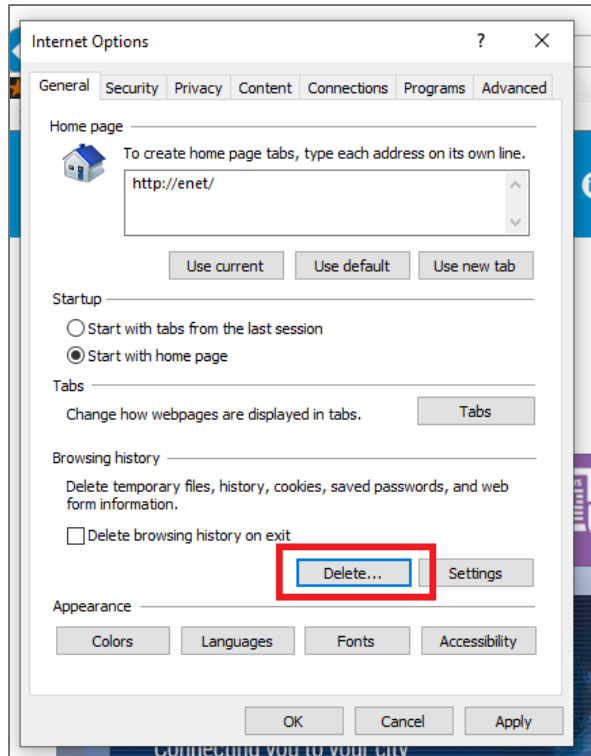
- 1) Open Internet Explorer
- 2) Click on the gear icon in the top right corner



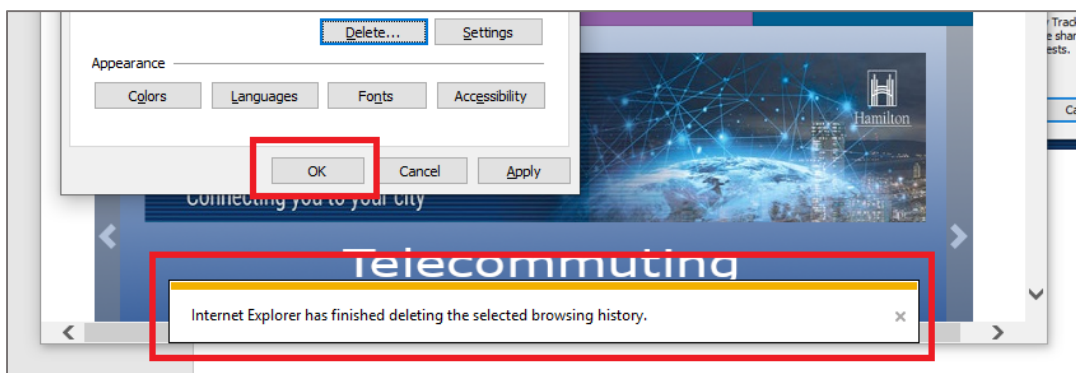
- 3) Select "Internet Options"



- 4) Find "Browsing History"
- 5) Click on the "Delete" button
- 6) Ensure that the box beside "Temporary Internet files and website files" is selected
 - Note: "History" and "Cookies and website data" may be selected already, you may deselect these if you wish to keep your history and cookies
 - Note: If "Preserve Favourites website data" is selected **AND** the eplans portal is saved as a favourite website you must deselect this box
- 7) Click on the "Delete" button



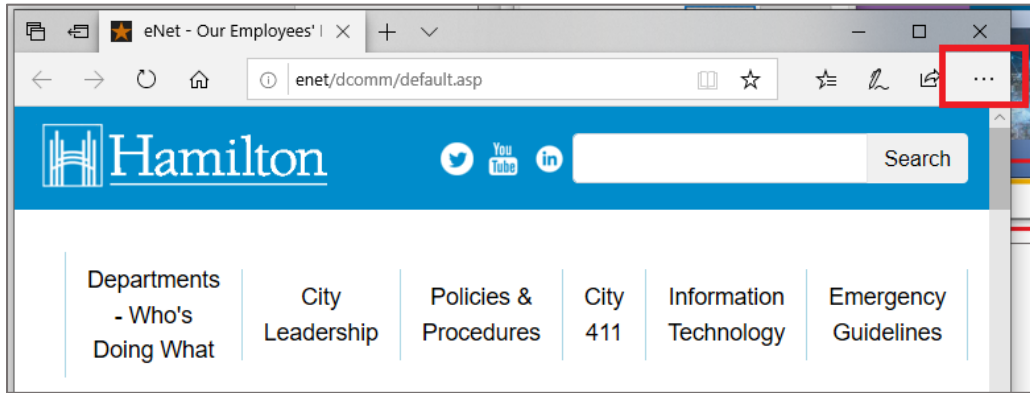
- 8) You should see a message appear at the bottom of your browser



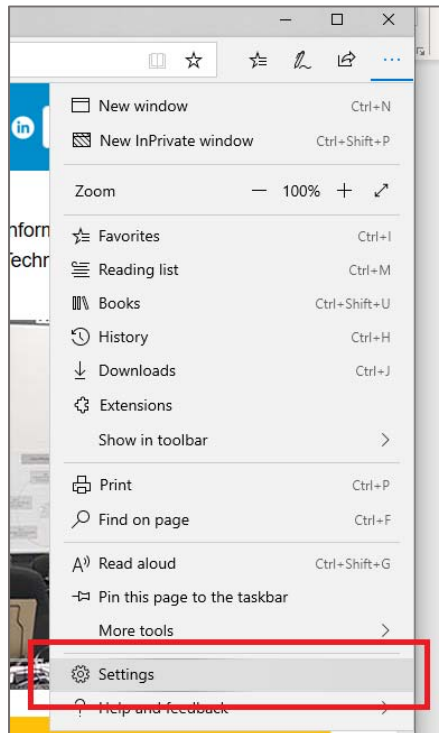
- 9) Click the "OK" button
- 10) You can now navigate to the portal

If you are using Internet Edge:

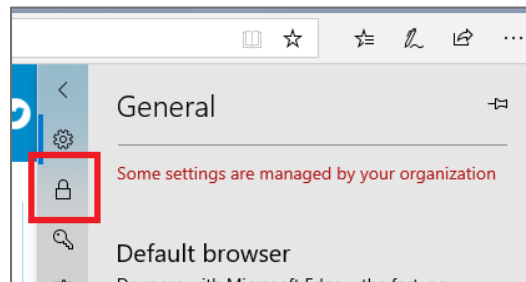
- 1) Open Internet Edge
- 2) Click on the options icon in the top right corner (three horizontal dots)



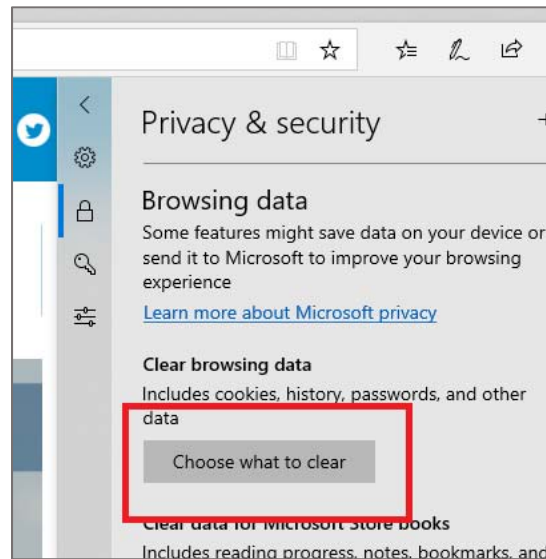
- 3) Click on "Settings"



- 4) Click on the Lock icon



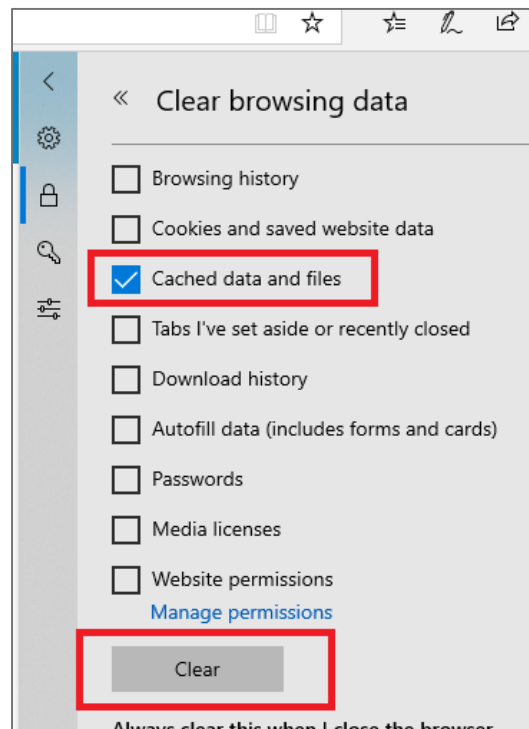
5) Click on “Choose what to clear”



6) Ensure that the box beside “Cached images and files” is selected

- Note: “Browsing history”, “Cookies and saved website data” and “Tabs I’ve set aside or recently closed” may be selected already, you may deselect these if you wish to this information

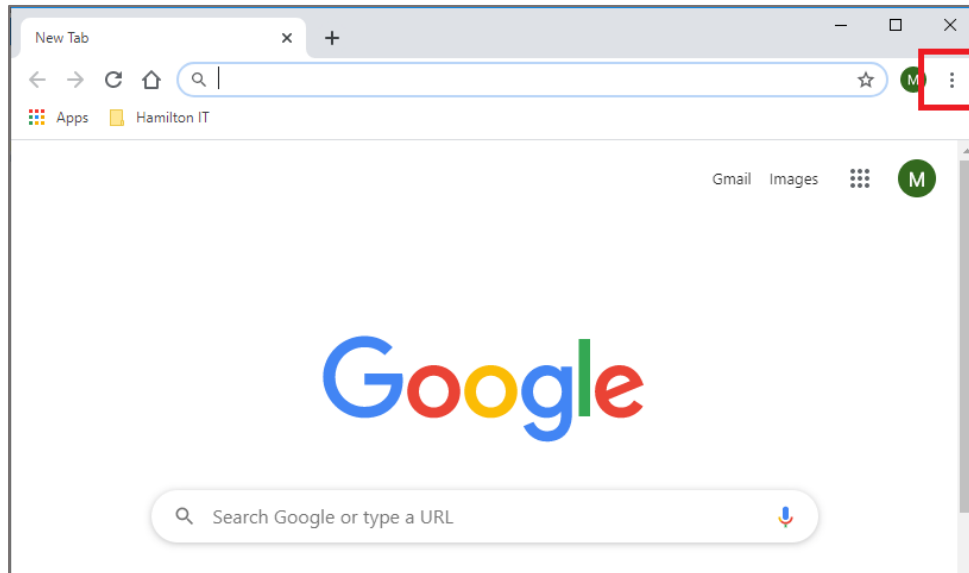
7) Click on the “Clear” button



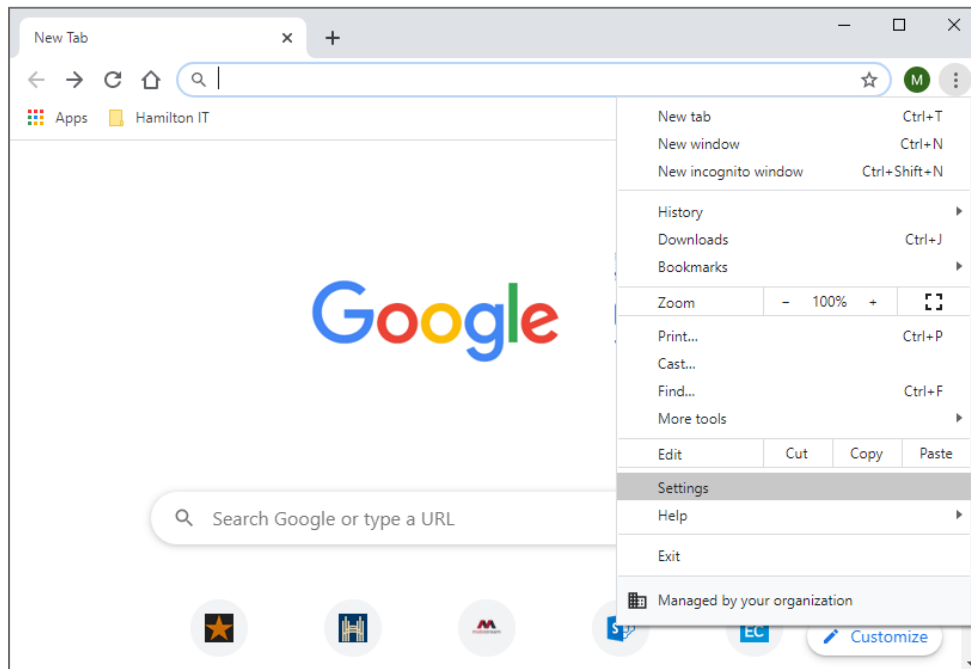
8) You can now navigate to the portal

If you are using Google Chrome:

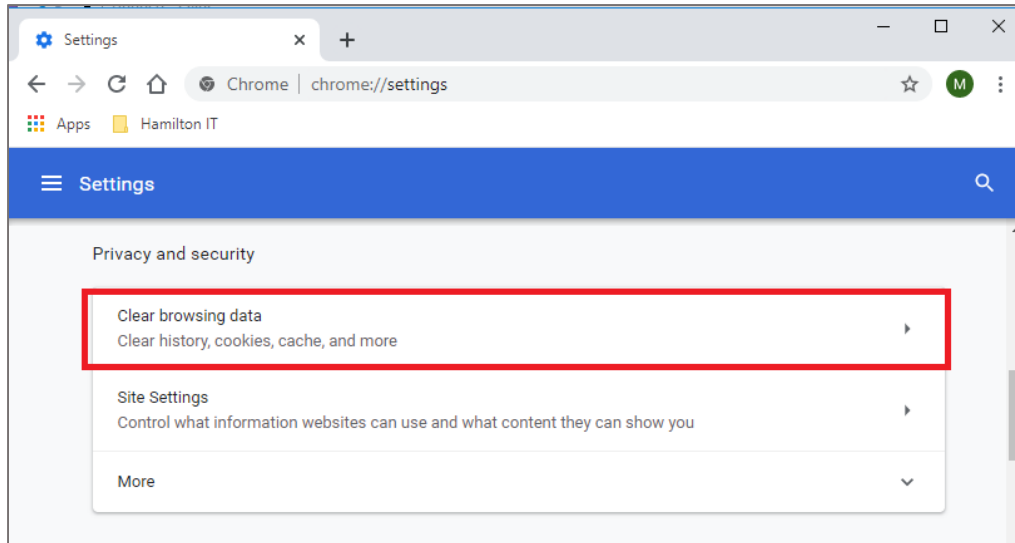
- 1) Open Google Chrome
- 2) Click on the three dots in the top right corner (three vertical dots)



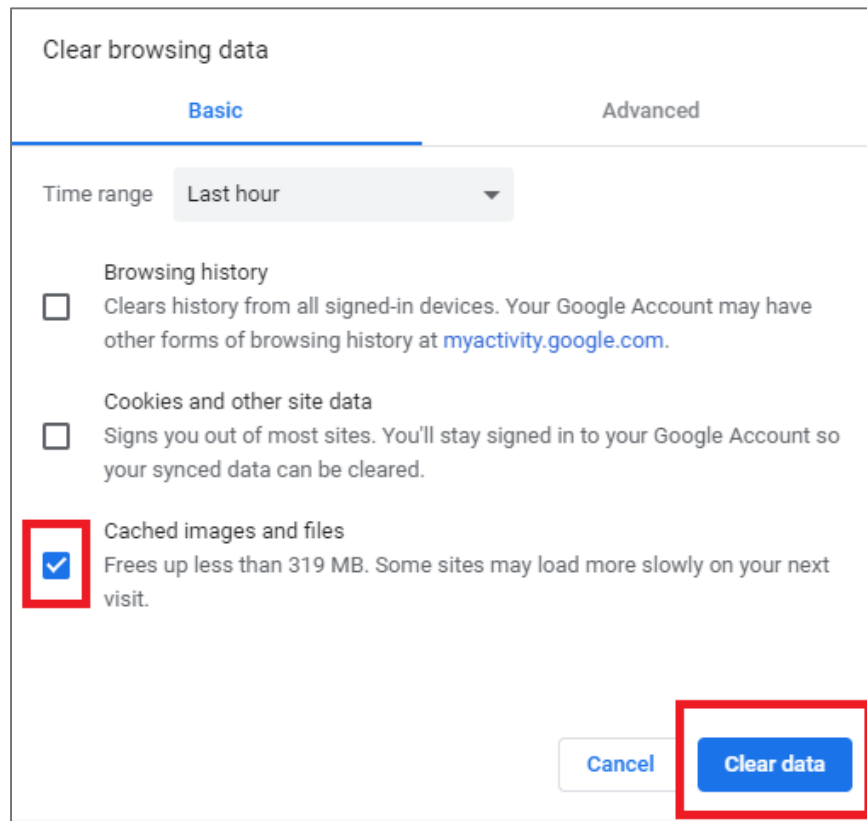
- 3) Select "Settings"



- 4) Scroll down and find "Clear browsing data"
- 5) Click on the arrow



- 6) Ensure that the box beside “Cached images and files” is selected
 - Note: “Browsing history” and “Cookies and other site data” may be selected already, you may deselect these if you wish to keep you history and cookies
- 7) Click “Clear data”



- 8) This screen will close and you can navigate to the portal