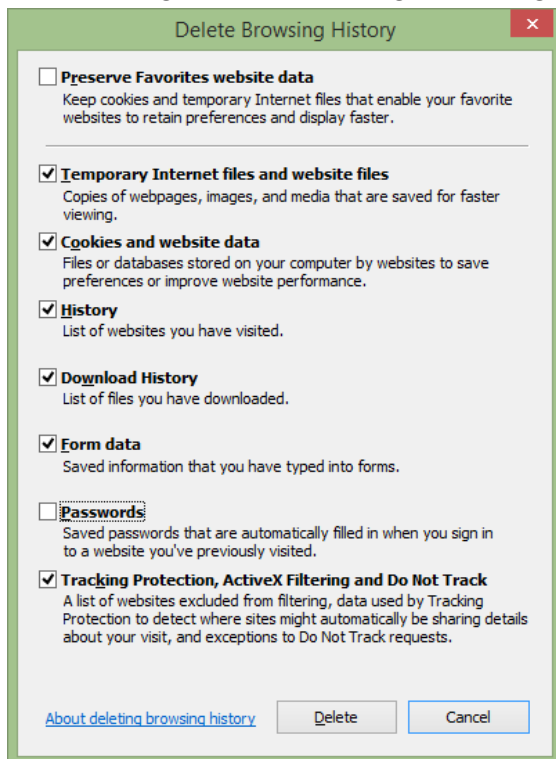


Here are the steps for clearing your history and cache in Internet Explorer:

1. Close all browsers windows and tabs.
2. Open 1 browser window. DO NOT NAVIGATE TO THE SURVEY SITE JUST YET ELSE YOU WILL NOT CLEAR THE FILES THAT ARE CAUSING THE PROBLEM. Instead go to google.com or something similar.
3. Delete browsing History and cache: This may be done 1 of 3 ways depending on browser version
 - a. Click on the **Safety** menu, located at the far right hand side of your browser's Tab Bar.
 - b. When the drop-down menu appears, select the **Delete Browsing History...** option.OR
 - c. From the Tools link/menu (located in menu bar or the upper right Command Bar), select Internet Options.OR
 - d. You can use the following keyboard shortcut in lieu of clicking the aforementioned menu item: Ctrl+Shift+Delete
4. Under "Browsing history", click Delete...
 - a. It should bring up a Delete Browsing History box – check all of the following:
 1. Uncheck Preserve Favorites website data
 2. Check Temporary Internet Files
 3. Check Cookies
 4. Check History
 5. Check Form Data
 6. Uncheck Passwords
 7. Check InPrivate Filtering data.

EXAMPLE FROM INTERNET EXPLORER 11 BROWSER



5. Click Delete - It will run through deleting all items
6. Then click OK to exit the Internet Options window.
7. Close browser
8. Open 1 new browser
9. Log into <http://survey.nasact.org>
10. If still unable to log in: provide the following information along with a screen capture
 - a. What operating system is your computer running – Windows 7, Vista, XP, Mac?
 - b. What version of Internet Explorer (or other browser) are you using? (Help/About)
 - c. Provide Screen capture of issue
 - i. If you have 2 monitors – select the browser that you want to capture
 - ii. Click the ALT + Print Screen buttons at same time to capture monitor
 - iii. Open email and paste clipboard item (ctrl + v) into email – send to srowland@nasact.org