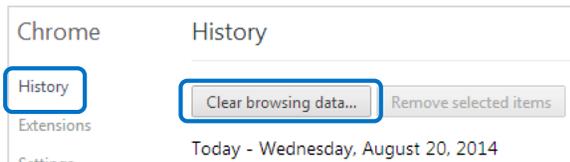


When TPx releases a service update or patch, sometimes it is necessary to clear your Internet browser's cached information.

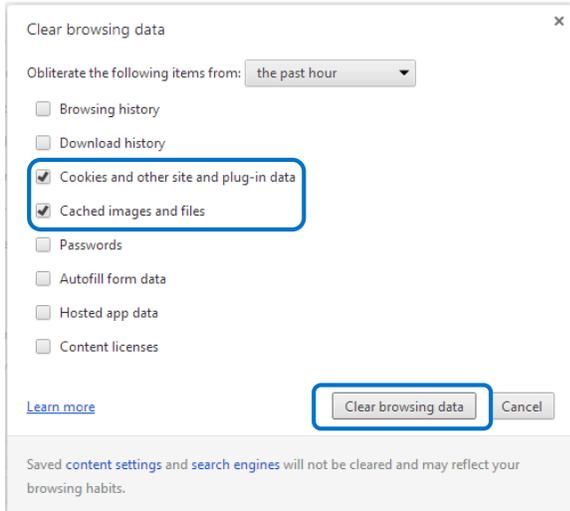
This quick reference guide explains how to clear the cache and cookies in three common browsers, as well as how to clear the Java cache. If you have any questions or concerns, contact Customer Care at **877-344-7441**.

Google Chrome

1. From any Chrome browser window, click the menu button in the upper right corner. Select **Settings** from the drop-down menu.
2. The Chrome Settings page opens. Select **History** on the left menu. Then, click the **Clear browsing data...** button.



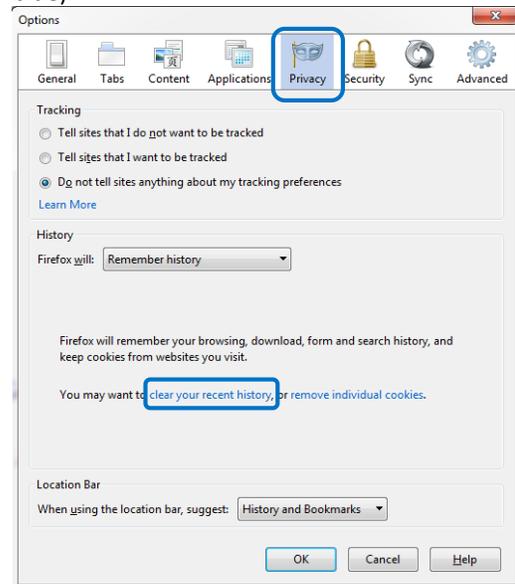
3. On the **Clear browsing data** page, ensure that **Cookies and other site and plug-in data** and **Cached images and files** are checked. Then, click the **Clear browsing data** button.



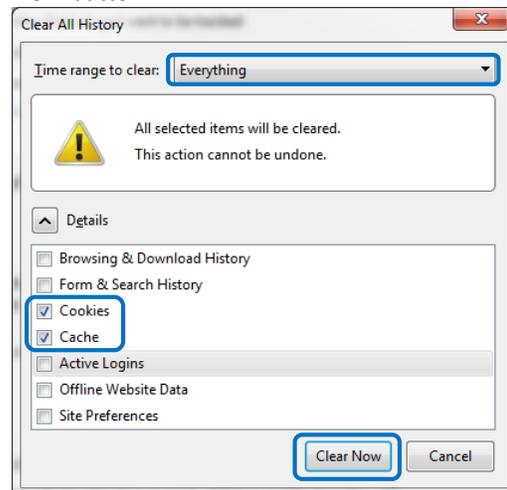
4. Chrome's cache and cookies are now cleared.

Mozilla Firefox

1. From any Firefox browser window, click the menu button in the upper right corner. Select **Options** from the drop-down menu.
2. The **Options** window opens. Click on the **Privacy** tab. Then, click on **clear your recent history** (highlighted in blue).



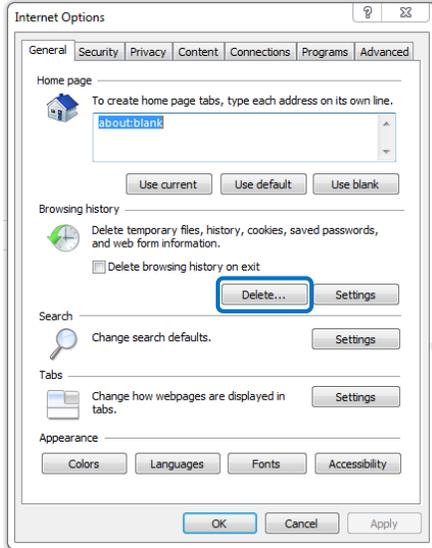
3. The **Clear All History** window opens. In the **Time range to clear** dropdown, select **Everything**. Ensure that **Cookies** and **Cache** are checked. Then, click the **Clear Now** button.



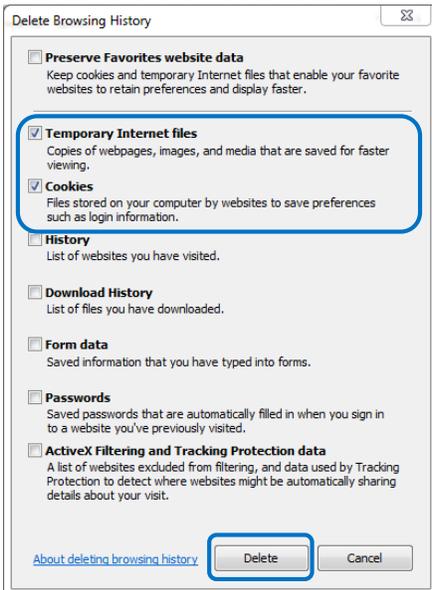
4. Firefox's cache and cookies are now cleared.

Internet Explorer

1. From any Internet Explorer browser window, click the gear icon  in the upper right corner. Select *Internet options* from the drop-down menu.
2. The *Internet Options* window opens. In the *Browsing history* section, click the **Delete...** button.



3. The *Delete Browsing History* window opens. Ensure that **Temporary Internet Files** and **Cookies** are checked. Click the **Delete** button.

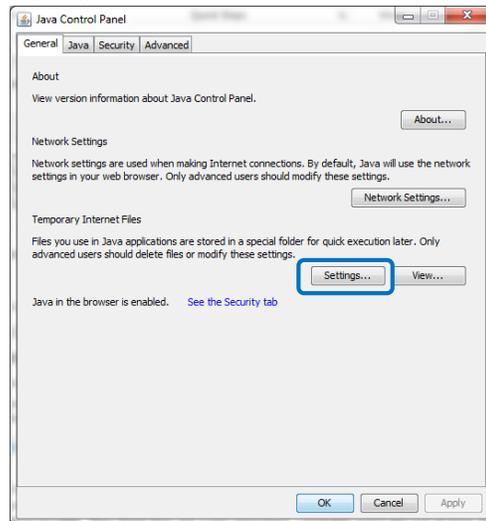


4. Internet Explorer's cache and cookies are now cleared.

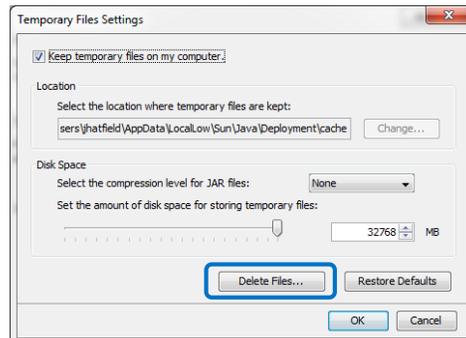
Java

It may also be necessary to clear the Java cache on your PC. To do this, you will need access to the Java Control Panel. Contact your IT administrator if you are not sure how to do this.

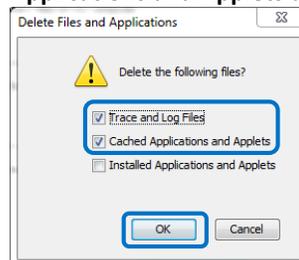
1. From the *General* tab of the Java Control Panel, in the *Temporary Internet Files* section, click the **Settings...** button.



2. The *Temporary Files Settings* window opens. Click the **Delete Files...** button.



3. The *Delete Files and Applications* window opens. Ensure that **Trace and Log Files** and **Cached Applications and Applets** are checked. Click **OK**.



4. The Java cache is now cleared.