1. How to remove Cache, History, Temp Files and Cookies
   a. Google Chrome:
      i. Menu, Settings, Advanced, Clear browsing data, (Change Time Range to “All Time”), Clear Data
   b. Mozilla Firefox:
      i. Menu, Options, Privacy, Clear History, (Change Time Range to “Everything”), Clear Now
   c. Microsoft Edge:
      i. Menu, Settings, Clear browsing data, Clear browsing data, Clear
   d. Internet Explorer:
      i. Menu, Internet Options, General, Browsing History, Delete (Check Temp Internet Files, Cookies, & History), Delete
   e. Safari:
      i. Safari, Clear History, (Clear “All History”), Clear History
   f. Any other browser: Look in the browser's settings for a similar option.

2. If that doesn’t work have them try the following:
   a. Google Chrome
      i. New Incognito Window
   b. Mozilla Firefox
      i. New Private Window