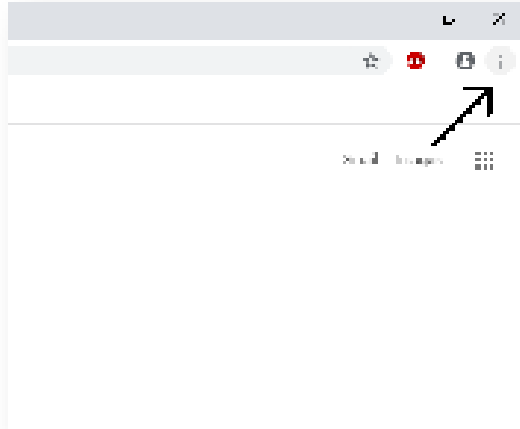


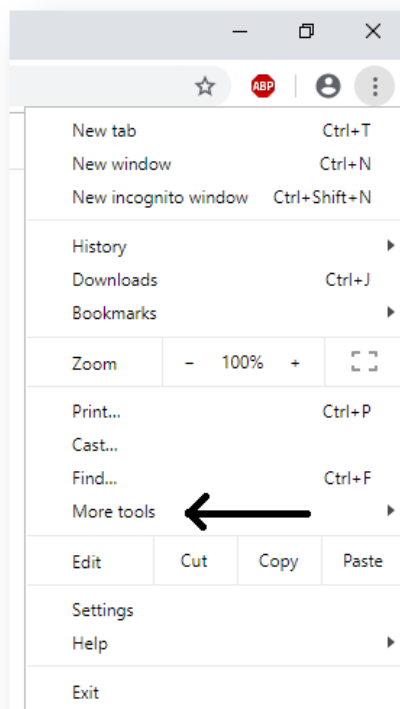
Step-by-step guide(s)

For Google Chrome:

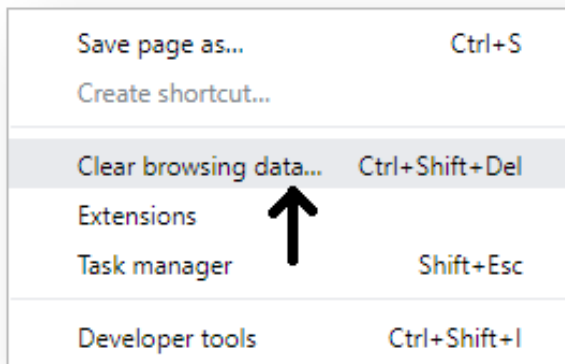
1. Click the three dots in the upper right side of the chrome window



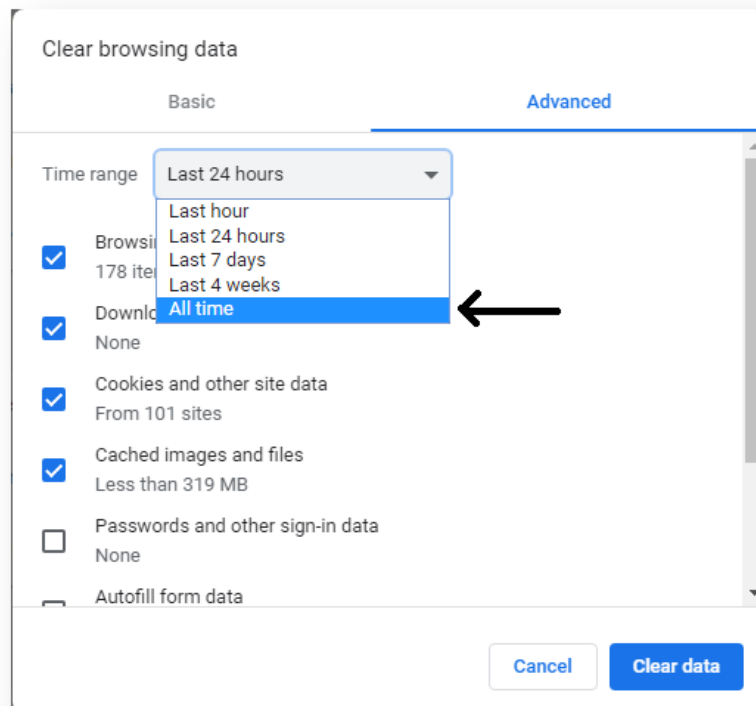
2. Hover over "More tools" and wait for the menu to expand



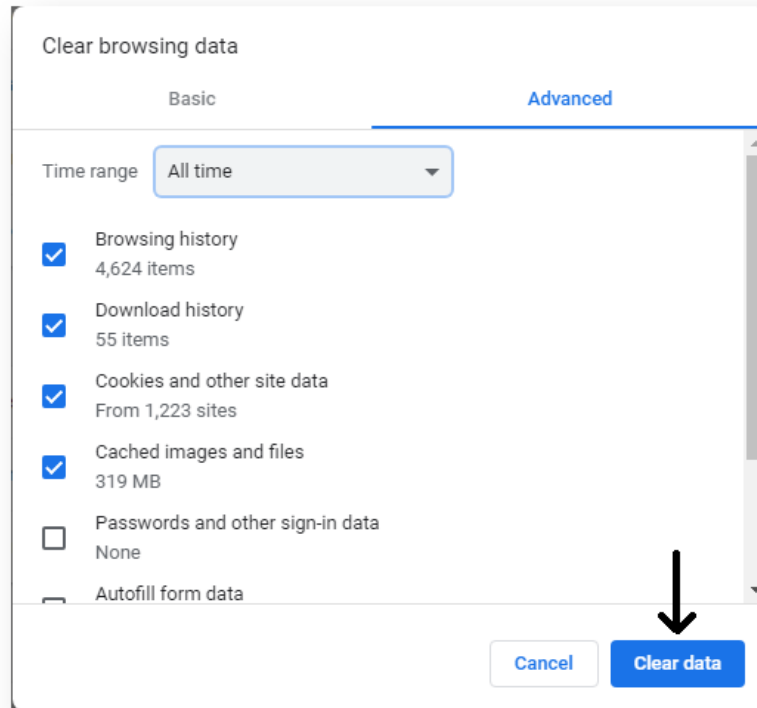
3. Click "Clear browsing data"



4. Set the time range to include everything



5. Click "Clear data"



Please make sure you completely close out of all tabs and all web browser sessions before trying again!

Mac OS Safari

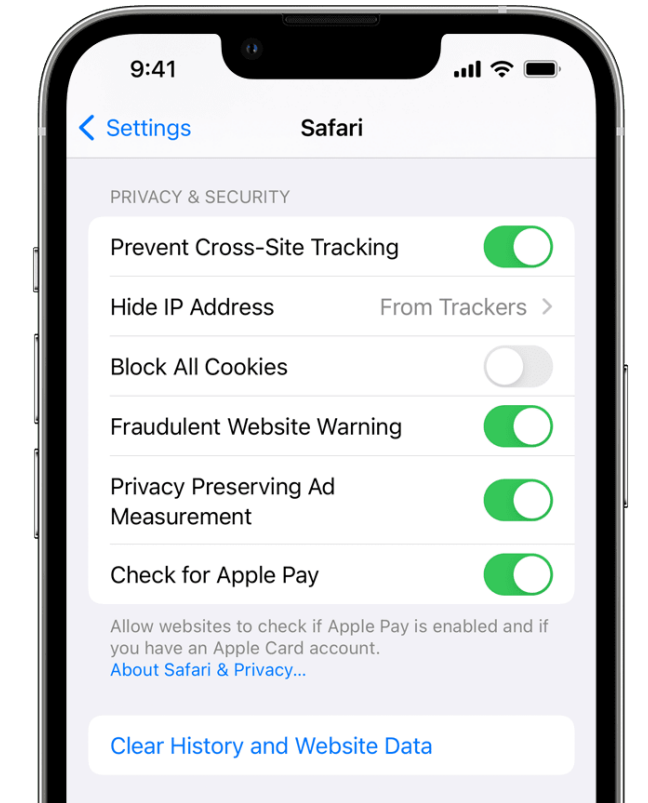
1. Click on the **Safari** drop-down menu and select **Preferences**.
2. Click the **Advanced tab**. Select the **Show Develop menu in menu bar** checkbox and close the Preferences window.
3. Select the **Develop** drop-down menu. Click **Empty Cache**.

Note: You may want to also clear your browser history. Select the **History** drop-down, then **Clear History**.

Please make sure you completely close out of all tabs and all web browser sessions before trying again!

iPhone/iPad Safari

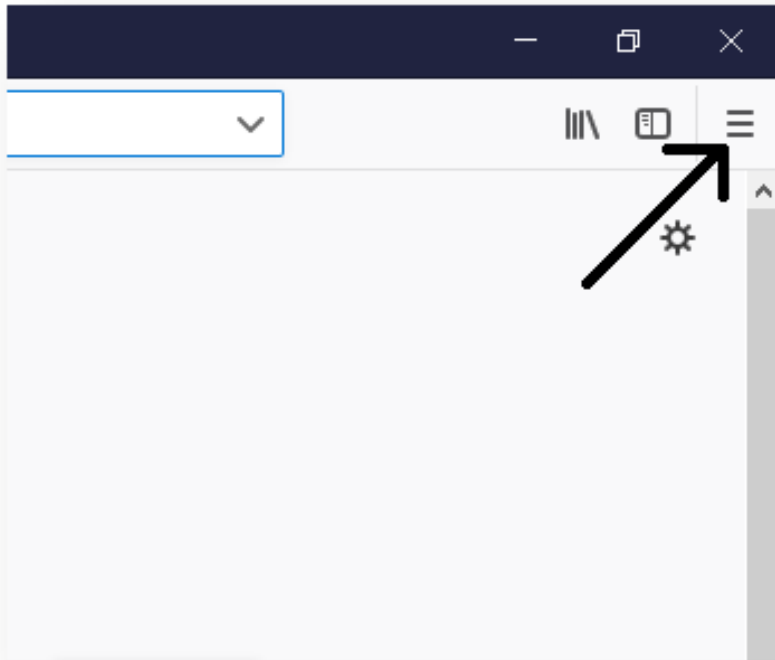
To clear your history and cookies, go to the Settings app > Safari, and tap Clear History and Website Data.



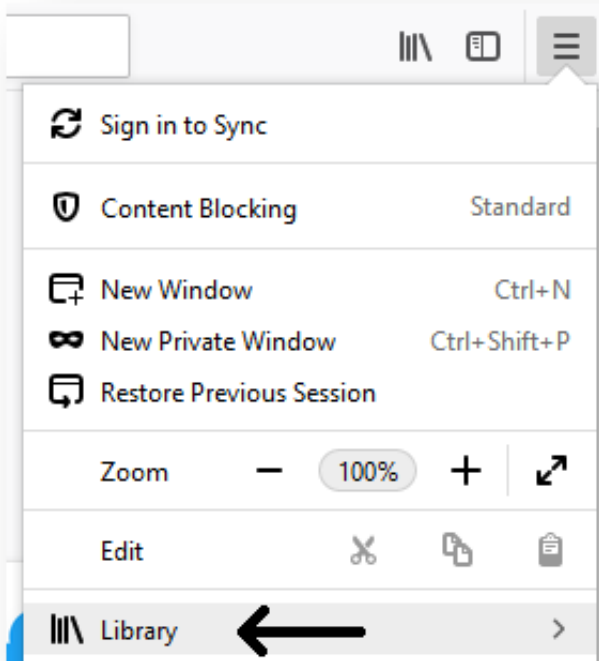
Please make sure you completely close out of all tabs and all web browser sessions before trying again!

For Mozilla Firefox:

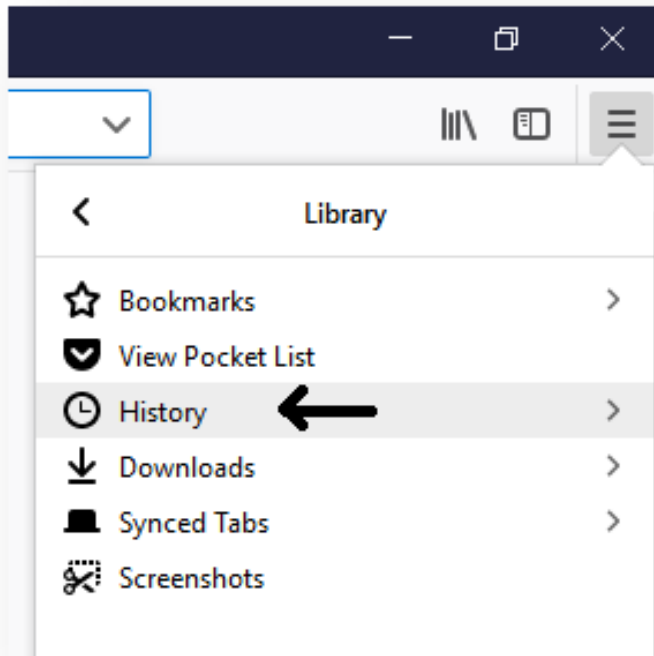
1. Click the three bars in the top right



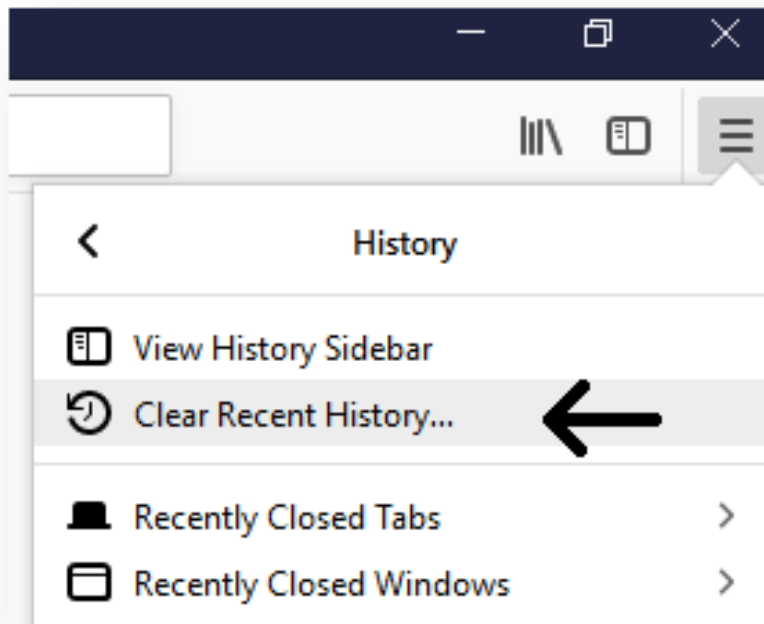
2. Click on "Library"



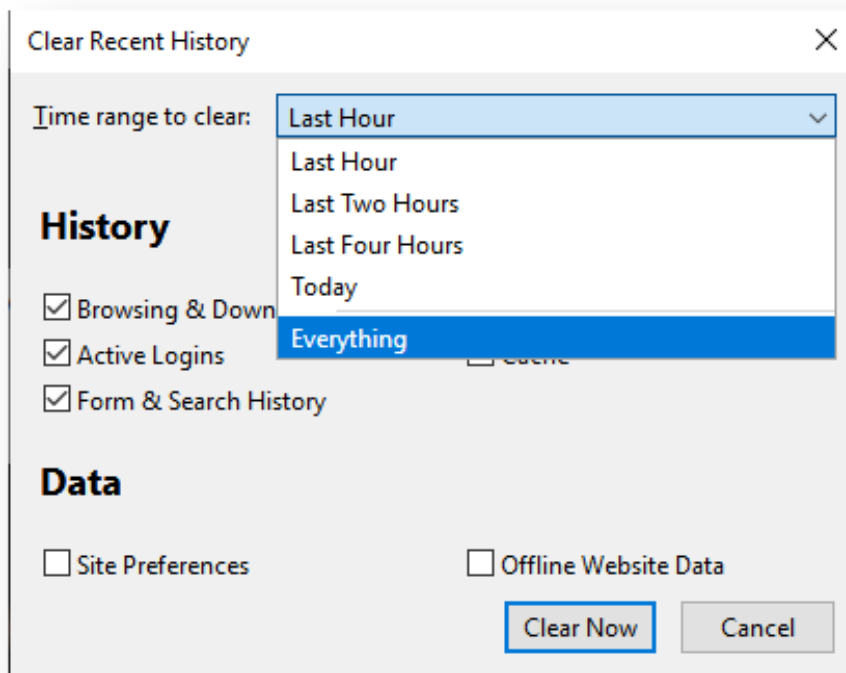
3. Click "History"



4. Click "Clear Recent History"



5. Click the drop-down box and set it to "Everything", then click Clear Now



Please make sure you completely close out of all tabs and all web browser sessions before trying again!