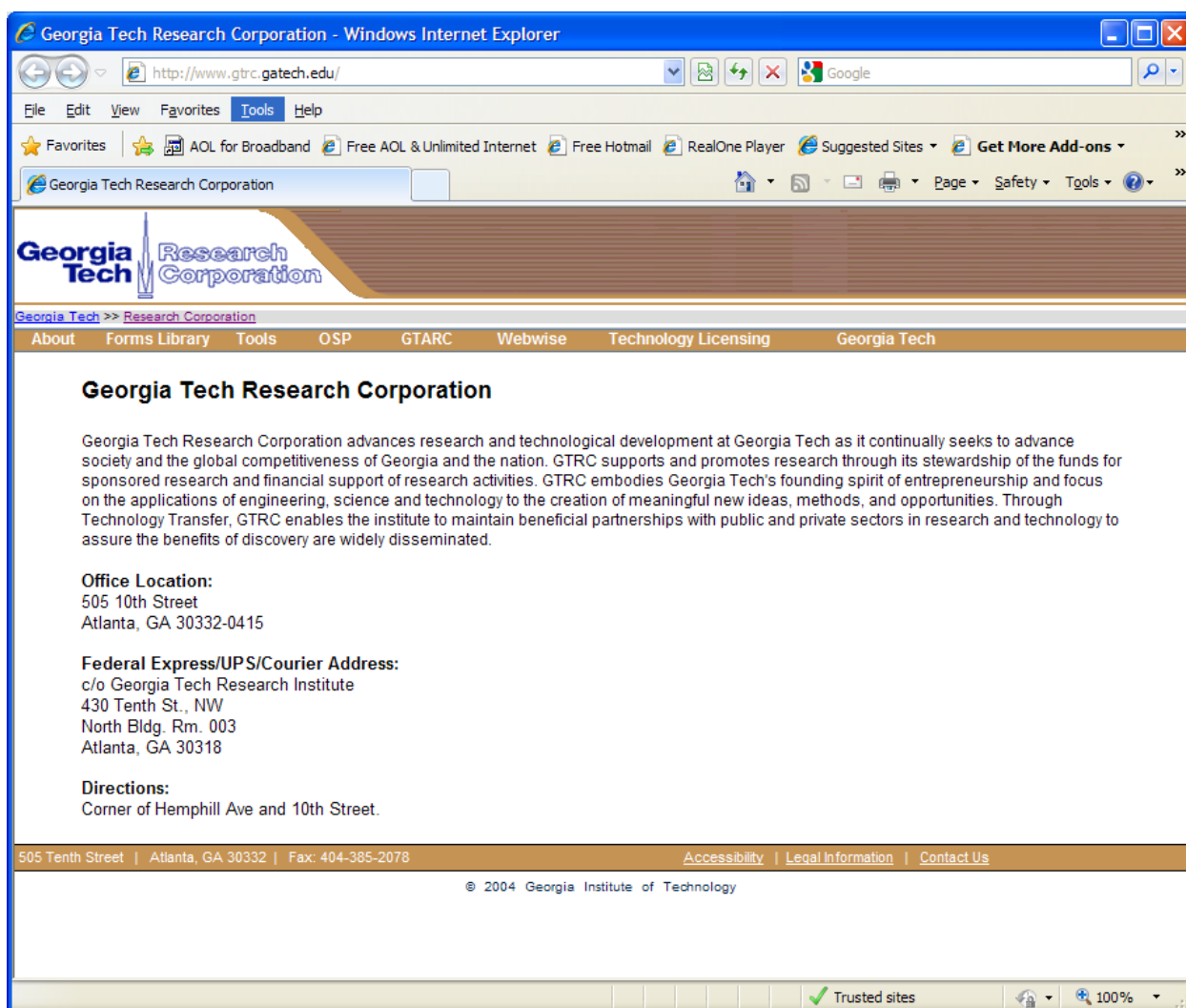


# Clearing Your Cookies

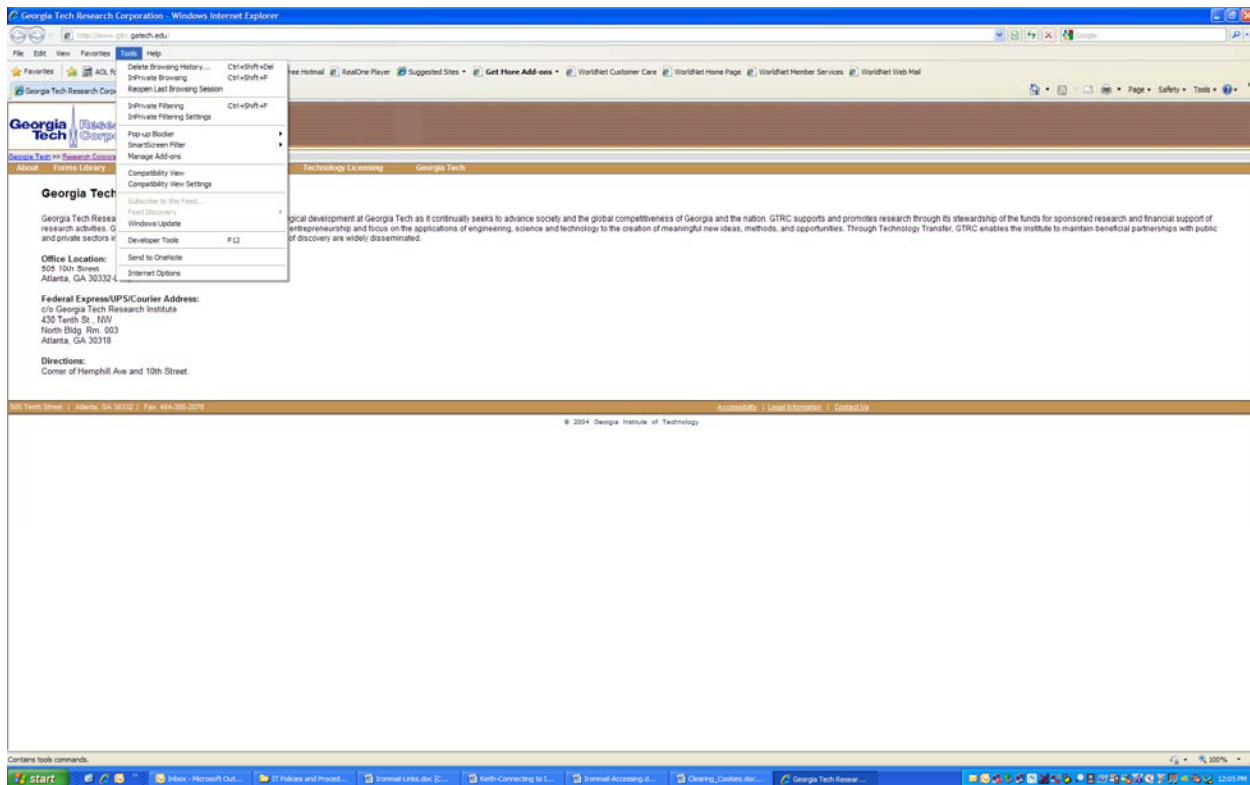
When a user accesses a web page, or a web based system or device such as IronMail or Firepass, reference files known as “cookies” are stored on the user’s disk to provide information back to the host computer as necessary. Sometimes cookies become corrupt or out of date and will affect the use of these systems or devices. The solution for this problem is to completely clear your web browser’s cookies. This is done from within the browser in use. For the purposes of illustrating the process within this document, Internet Explorer 8 is used.

To clear cookies, select the *Tools* menu box (highlighted in blue on the screen shot below) from the *Menu Bar* at the top of the browser:

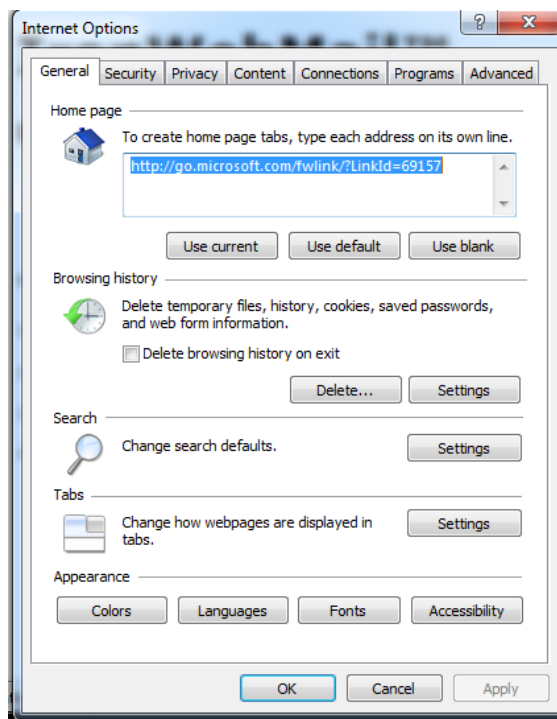


# Clearing Your Cookies

Doing so will display the *Tools* drop down menu:

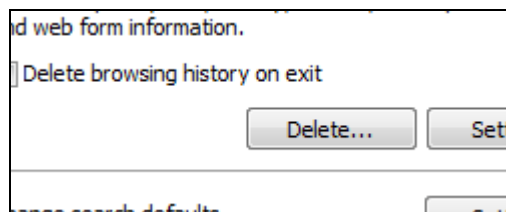


Select the *Internet Options* menu box. The following menu will then come up:

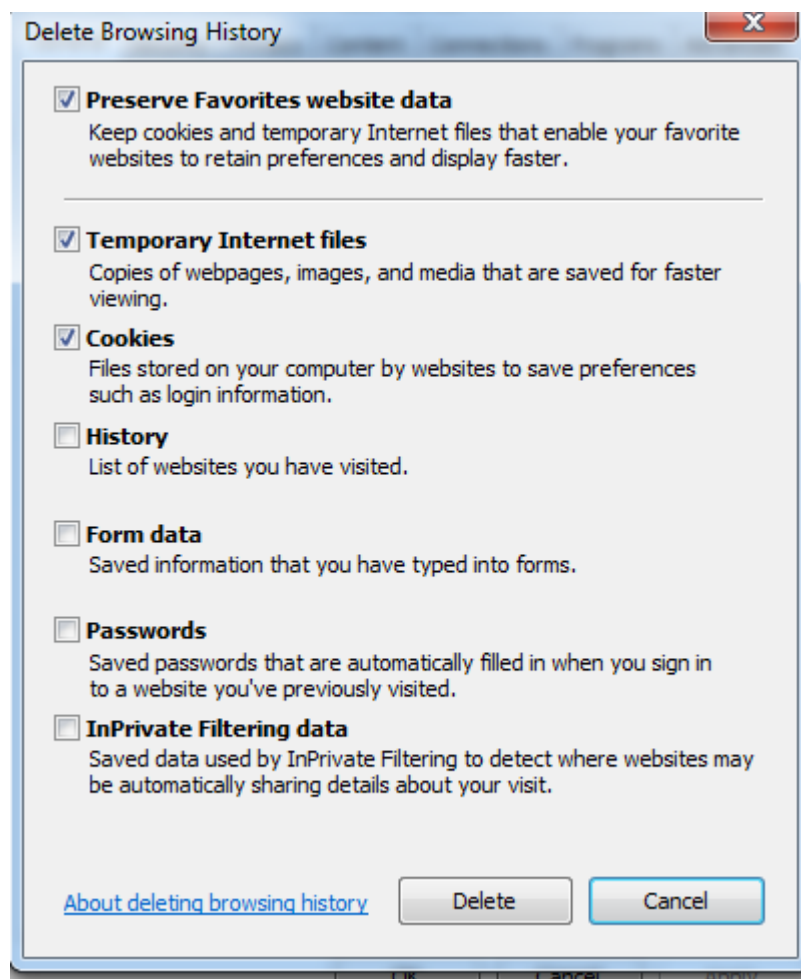


# Clearing Your Cookies

Select the *Delete* button located towards the center of the menu:



Doing so will bring up the following popup menu:



Make sure the Temporary Internet Files and Cookie options are checked. You can check the other options to delete if you wish but these two options must be checked in order to delete all cookies. Next, select the Delete menu box. If it has been a while since cookies have been cleared, the process may take a while. Once cookies are deleted, Internet Explorer must be closed completely. All instances not just the current tab!

# Clearing Your Cookies

Wait a few seconds in order to make sure the browser is really closed and not performing some background process.

Start the browser once again, and all cookies should be gone.

**\*\*\* Note – Sometimes the procedure will need to be repeated a few times in order to properly clear out cookies. On one occasion a PC had to be rebooted before cookies were cleared. This, however, was an exception.**

**\*\*\* Note –IE6 does not have the screen titled *Delete Browsing History* shown on the prior page. With this browser, simply select the delete cookies button.**