

## How to Clear Browser Cookies and Temp Files- Internet Explorer (IE)

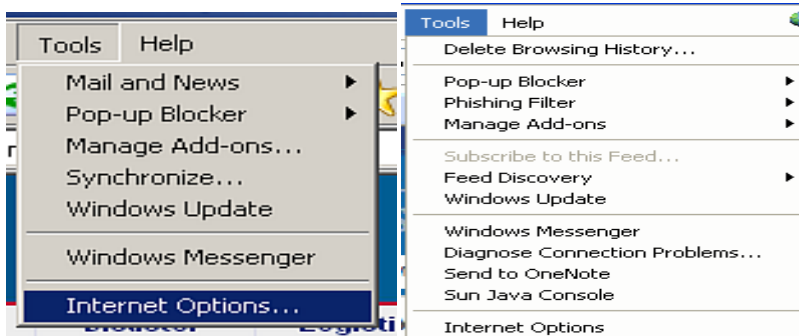
**Disclaimer:** Please note that any changes made are to assist you in completing a specific task on the Emergency Management Institute (EMI) website. FEMA is not responsible for any issues the changes might cause when using other websites or programs.

- In order to access the IS courses, Internet Explorer (IE) is the recommended browser
- Most issues with submitting IS exams can be corrected by clearing internet browser's temporary internet files and cookies.
- If you continue to experience errors after following the steps outlined below for clearing your cookies and temps files, please contact our office with the specific error message you are receiving..

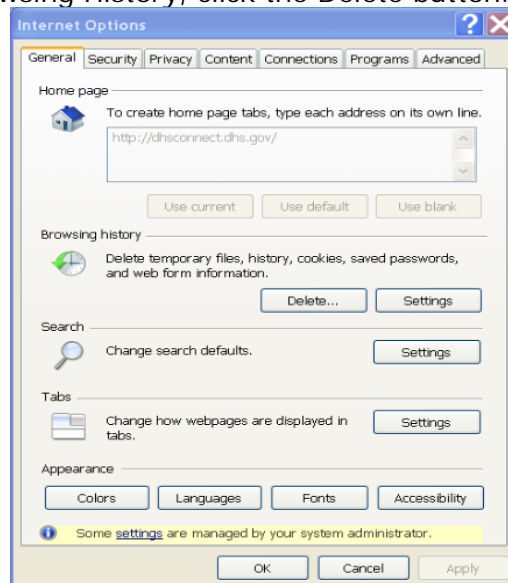
\* The following steps and or pictures should be similar based upon your browser version.

To Clear Browser Cookies and Temp Files:

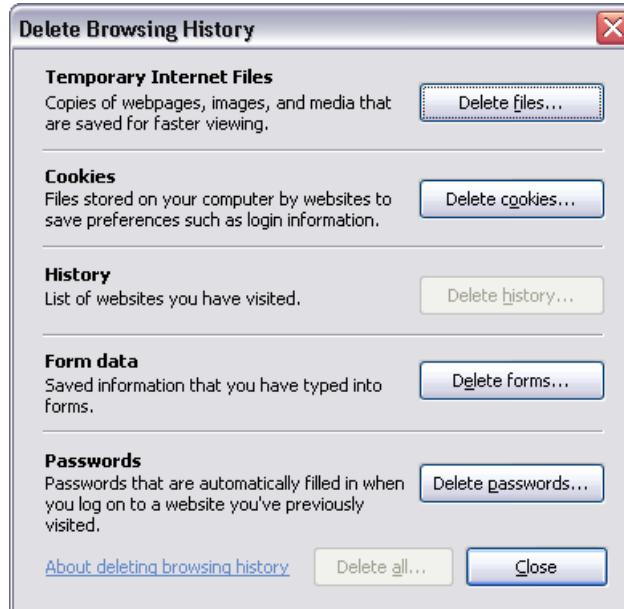
1. On the Internet Explorer Tools menu (located on the top of the browser) click Internet Options or Tools. The Internet Options box should open to the General tab.



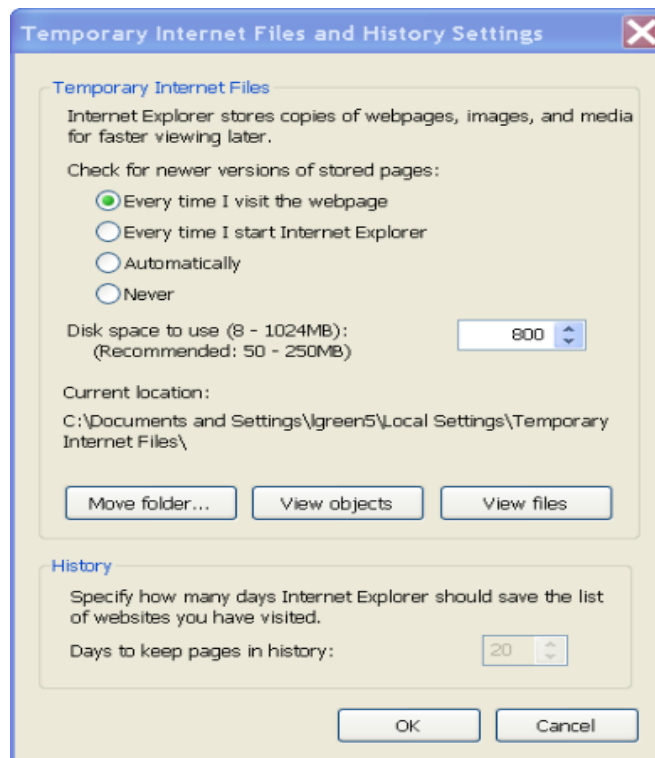
2. On the General tab, in the Browsing History, click the Delete button.



3. In the box that opens, click "delete" for "Temporary Internet Files" and for "Cookies". This will delete all the files that are currently stored in your cache that may be causing the errors.



4. On the General tab, in the Browsing History section, click the Settings button. This will open the Settings box, Choose "Every time I visit the webpage".



5. Click OK, and then click OK/Apply to apply the change.
6. Refresh your page and try to access the link again.