

**Self Help Guide: Clearing Your Internet Cookies and Temporary Internet Files**

Some issues in submitting exams can be corrected by clearing an Internet browsers Temporary Internet files and cookies. Sometimes an Internet browser will save files to help the browser load pages quicker at a later date. This can cause the browser when going back to that page not to see the most current information and settings so the student can complete the task without error.

The below Self Help guide is meant to help a student clear these files in Internet Explorer 6 and 7, so they are able to complete their task without issues.

For a guide on how to do complete this task in Internet Explorer 7 please refer to page 5 of this guide.

**Internet Explorer 6: Clearing Your Internet Cookies, Temporary Internet Files and History**

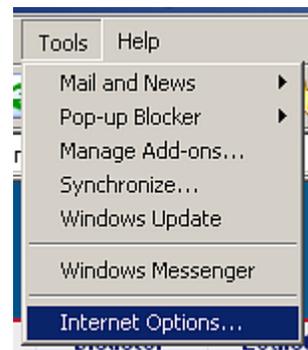
Open up **Internet Explorer 6**.



Left click on the **Tools** button located in your menu bar located at the top of your Internet browser window.



Then choose **Internet Options** by left clicking.



An **Internet Options** menu will open in a separate window with the **General** tab information showing.



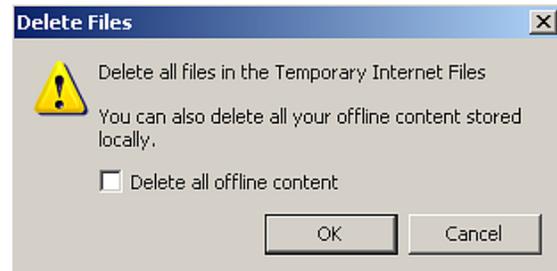
First click on the **Delete Cookies** button.



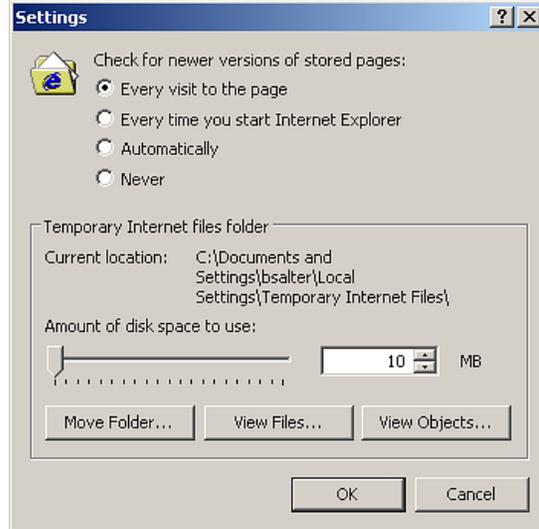
Click **OK** to Delete the cookies.



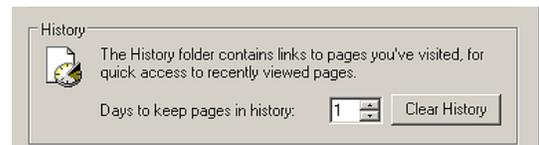
When that is completed click on the **Delete Files**.



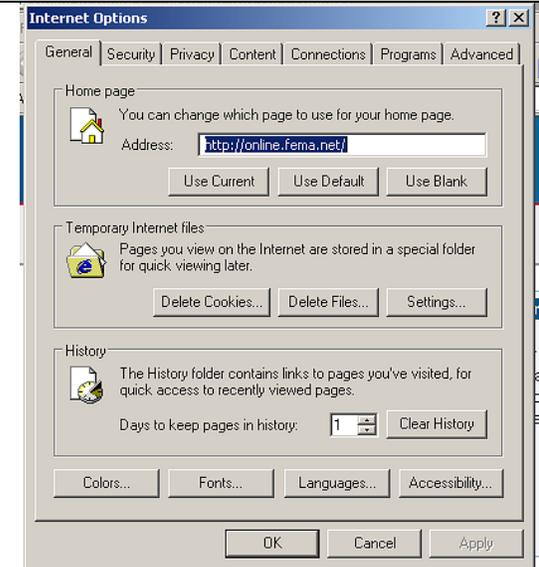
After that completes Click on the **Settings** button. On that page check to see if “Every visit to the page” is marked. If it is not, click in the circle beside that option then click on the **OK** button to save that option.



Click on the Clear History button to clear your internet history.



After all tasks are complete click on the **OK** button at the bottom of the Internet Options window.

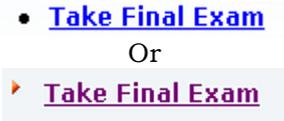


Close out of the Internet browser.



Reopen your Internet Explorer 6 Browser.



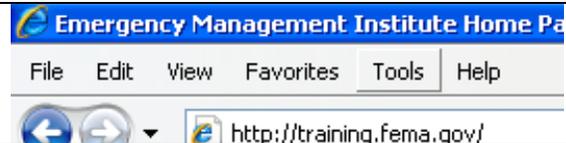
<p>Proceed back to our website. Click Enter or the Go button to accept the typed web address.</p>	
<p>Click the <b>FEMA Independent Study</b> button from the menu at the top.</p>	
<p>Click on <b>ISP Course List</b> from the menu to return to our main course list. Or <b>NIMS Courses</b> to narrow down the list to just NIMS courses.</p>	
<p>Select the course number you accessed previously from the list and then select <b>Take Final Exam</b> to access the exam again.</p>	
<p>After completing the required information and clicking on the <b>Send</b> button to transmit the data to us.</p>	
<p>Be sure that you receive a Thank you page after clicking the Send button. If you receive anything other than a Thank you page- there is an error submitting your exam. Call 301-447-1200 for assistance.</p>	

**Internet Explorer 7: Clearing Your Internet Cookies, Temporary Internet Files and History**

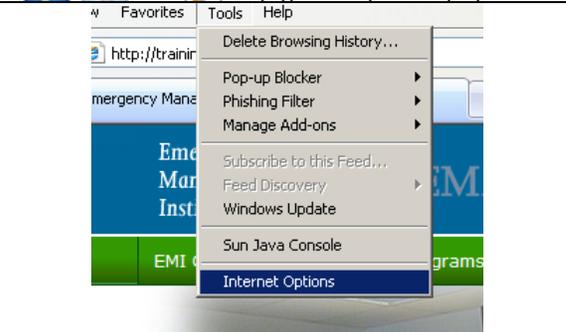
Open up **Internet Explorer 7**.



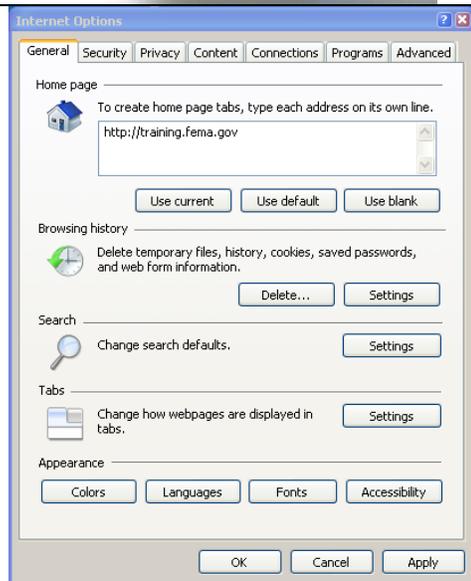
Left click on the **Tools** button located in your menu bar located at the top of your Internet browser window.



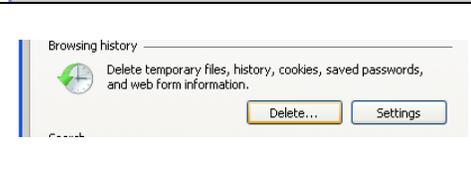
Then choose **Internet Options** by left clicking.



An **Internet Options** menu will open in a separate window with the **General** tab information showing.



On the **General** tab under **Browsing History**, Click on the **Delete** button

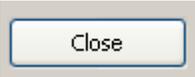


In **Internet Explorer 7** you may choose to delete all internet files by clicking **Delete All** at the bottom of the window. Or by choosing to delete items individual.

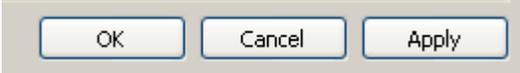
We recommend to click on **Delete Files**, **Delete Cookies** and **Delete History** to clean your browser of files that affect your browsing. You will need to accept the task for each window that pops up.



Click **Close** when tasks are completed on the Browsing History window.



Click **Ok** at the bottom of the Internet Options to close that window.



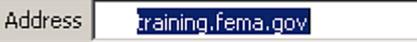
Close out of the Internet browser using the Red X at the top right.



Reopen your Internet Explorer 7 Browser.



Proceed back to our website. Click Enter or the Go button to accept the typed web address.



Click the **FEMA Independent Study** button from the menu at the top.



Click on **ISP Course List** from the menu to return to our main course list.

<p>Or <b>NIMS Courses</b> to narrow down the list to just NIMS courses.</p>	<p>» ISP Course List Or » NIMS Courses</p>
<p>Select the course number you accessed previously from the list and then select <b>Take Final Exam</b> to access the exam again.</p>	<p>• <a href="#">Take Final Exam</a> Or ▶ <a href="#">Take Final Exam</a></p>
<p>After completing the required information and clicking on the <b>Send</b> button to transmit the data to us.</p>	<p>Send</p>
<p>Be sure that you receive a Thank you page after clicking the Send button. If you receive anything other than a Thank you page- there is an error submitting your exam. Call 301-447-1200 for assistance.</p>	<p>Thank you,</p>