

How to Clear Browser Cookies and Files

Technical Recommendations for accessing Independent Study courses/exams:

- Use Microsoft Edge or Mozilla Firefox for your internet browser.
- Use a desktop or laptop computer.
- Disable your pop-up blocker. (Directions available on our website under Quick Help Guide)
- Clear your browsing data. (Directions below)
- Ensure the most current version of Adobe Reader is installed on your computer. (Free download available at <https://get.adobe.com>)

If you continue to experience technical issues, please contact the Independent Study Program (ISP) office with the specific error message you are receiving. The ISP office can be reached by email at independent.study@fema.dhs.gov or by calling 301-447-1200 Monday through Friday 8:00am to 4:30pm ET.

Disclaimer: Please note that any changes made are to assist you in completing a specific task on the Independent Study website. FEMA is not responsible for any issues the changes might cause when using other websites or programs. Links to plug-ins and applications are provided so our viewers may access information using these products stored on our website. FEMA does not endorse any non-government websites, companies, or applications. In addition, we do not store Personally Identifiable Information in cookies. All cookies are session based and are terminated upon closing the browser.

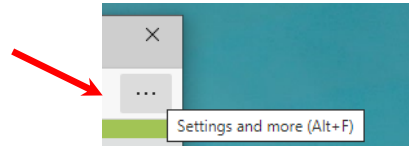
****FEMA does not endorse any outside entity. Links are provided for informational purposes only.***

**** The following steps/pictures should be similar based upon your browser version.***

*****If you are using a work or school computer, you may need to contact that system administrator for assistance with making setting changes.***

How to Clear Browsing Data in Microsoft Edge:

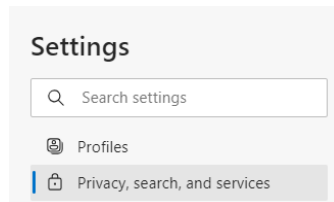
1. Open Microsoft Edge, then select “Menu” (3 dots icon on top right corner of the browser).



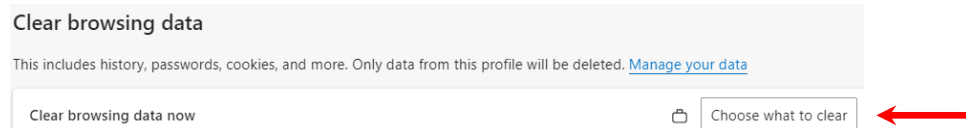
2. From the menu options, scroll down and click on “Settings”.



3. Once the setting tab opens, select “Privacy, search, and services” from the menu on the left. Note: you may need to change the size of your browser window to view all the options on the webpage.

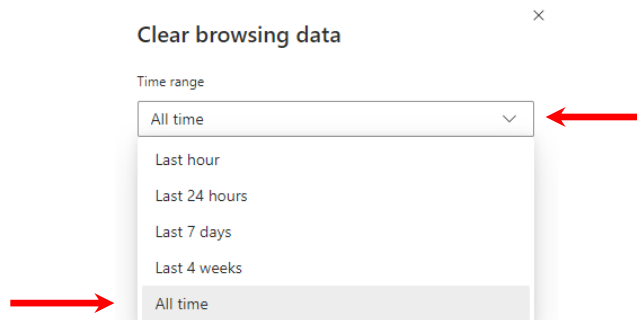


4. Scroll down to “Clear browsing data”, then click on “Choose what to clear” option.

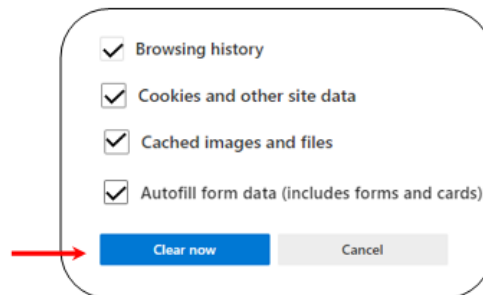


5. In the “Clear browsing data” box:

- a. Under time range, click on the arrow and select “All time”.



- b. Select the boxes for “Browsing history”, “Cookies and other site data”, “Cached images and files”, and “Autofill form data” then click the “Clear now” option.



6. Refresh webpage or reboot computer and try to access again.