

How to Clear Browsing Data and Enable Secure Webpages

Technical Recommendations for accessing Independent Study courses/exams:

- Use Microsoft Edge or Firefox for your internet browser. Please note that Internet Explorer can be used, but this browser is no longer being supported by Microsoft.
- Use a desktop or laptop computer. (Not formatted for mobile use)
- Disable your pop up blocker. (Directions available on our website under Quick Help Guide)
- Ensure your web browser allows access to secure webpages. (Directions below)
- Clear your browsing data. (Directions below)
- Ensure the most current version of Adobe Reader is installed on your computer. (Available at <http://get.adobe.com/reader/otherversions/>)
- Check plug-ins list for software that may be needed to view some content on the FEMA websites. (Available at <https://training.fema.gov/plugins.aspx>)

If you continue to experience technical issues when accessing Independent Study courses/exams, please contact our office with the specific error message you are receiving. Our office can be reached by email at Independent.Study@fema.dhs.gov or by calling 301-447-1200 Monday through Friday 8:00am to 6:00pm ET.

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. 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.

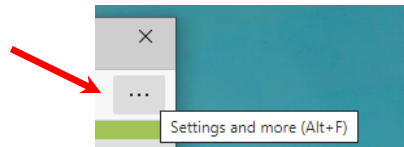
****FEMA does not endorse any outside entity. Links are provided for informational purposes only.***

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

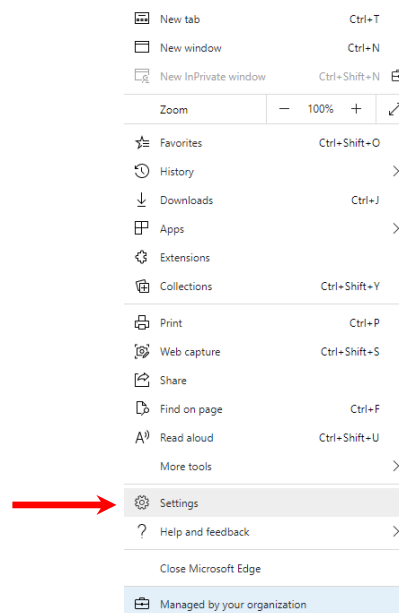
*****If you are using a work or school computer, you may need to contact that system administrator for assistance with making setting changes.***

How to Clear Browsing Data in Microsoft Edge:

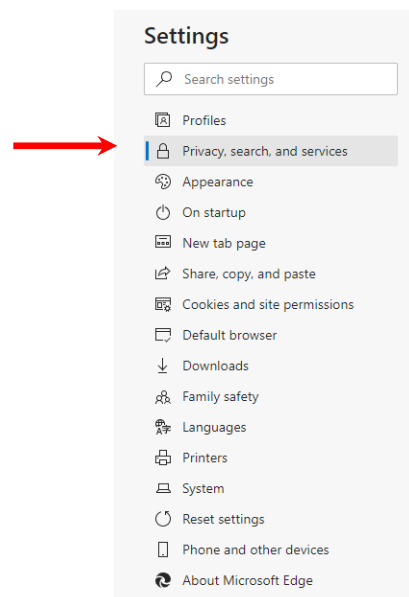
1. Open Microsoft Edge, then select “Menu” (3 dots icon on top right corner of the browser).



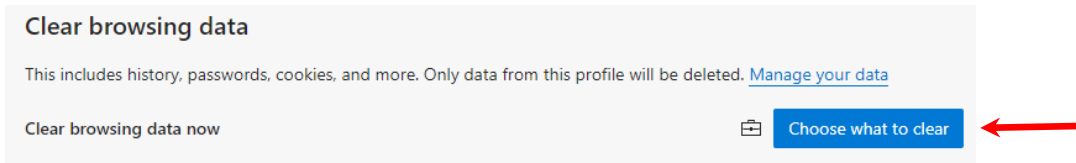
2. From the menu options, scroll down and click on “Settings”.



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.

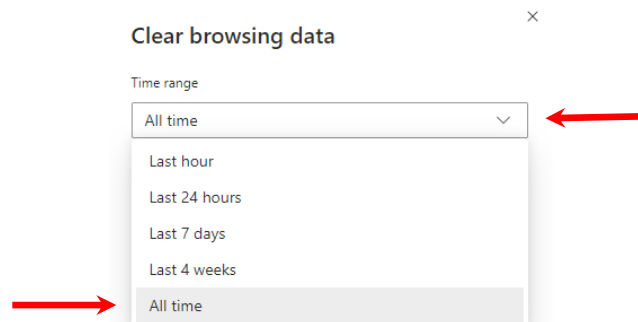


4. Scroll down to “Clear browsing data”, then click on “Choose what to clear” button.

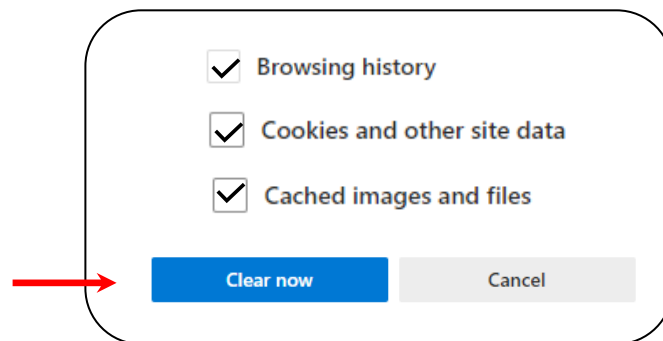


5. In the “Clear browsing data” box:

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



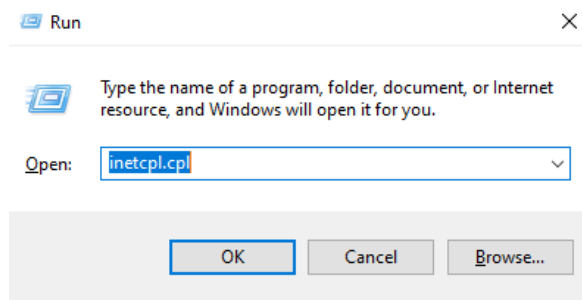
- b. Select the boxes for “Browsing history”, “Cookies and other site data”, and “Cached images and files”, then click the “Clear now” button.



6. Refresh your page or reboot your computer and try to access the link again.

How to Enable Secure Webpages in Microsoft Edge:

1. Press the Windows + R keys
2. In the "Open" textbox/drop down menu box type inetcpl.cpl, then click "OK".



3. Once the Internet Properties window opens, click on the "Advanced" tab.

4. Scroll down to the Security section and ensure the following boxes are checked:

- Use SSL 2.0
- Use SSL 3.0
- Use TLS 1.0
- Use TLS 1.1
- Use TLS 1.2

5. Click "Apply", then click "OK" to close the window.

6. Reboot your computer.

