How to Clear Browser Cookies/Temp Files and Allow Session Cookies for Internet Explorer (IE)

Technical Recommendations for accessing Independent Study courses/exams:

- Use Internet Explorer- any version IE6 through IE11; or Firefox for your internet browser. (Safari, Chrome, Microsoft Edge, and mobile browsers are not supported web browsers)
- 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 the most current version of Adobe Flash is installed on your computer. (Available at www.adobe.com)
- Check mark both "Use SSL 3.0" and any of the following: "Use TLS 1.0, TLS 1.1 or TLS 1.2" from your Advanced settings menu under Internet Options.
- Disable "InPrivate Browsing" under Tools on your taskbar.
- Clear your cookies and internet temp files. (Directions below)
- Check mark "Override Automatic Cookie Handling" and "Always Allow Session Cookies" under your Internet Option settings menu. (Directions below)

Most issues with submitting IS exams can be corrected by turning on cookies and clearing the internet browser's temporary internet files and cookies. If you continue to experience issues after following the steps outlined below, 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.
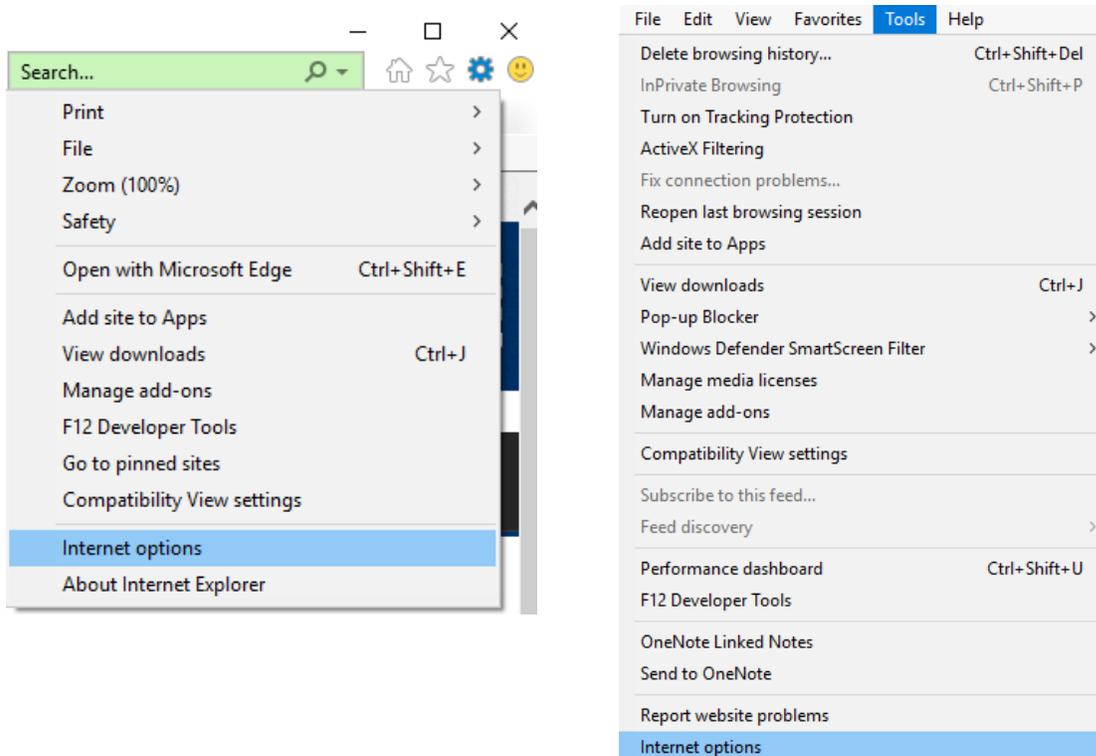
Disclaimer: Please note that any changes made are to assist you in completing a specific task on the Emergency Management Institute (EMI) website. FEMA is not responsible for any issues the changes might cause when using other websites or programs. In addition, we do not store Personally Identifiable Information in cookies. All cookies are session based and are terminated upon closing the browser.

* The following steps and or pictures should be similar based upon your browser version.
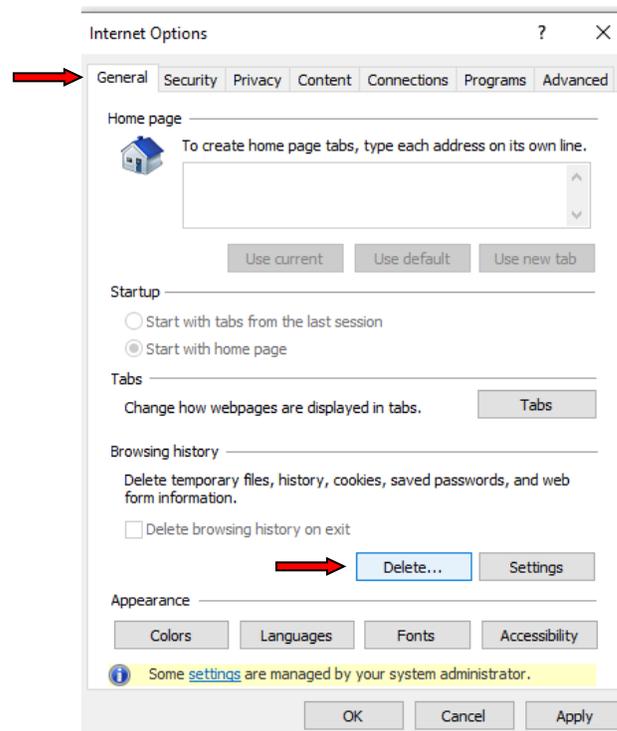
**If you are using a work or school computer, you may need to contact that system administrator for assistance with making setting changes.
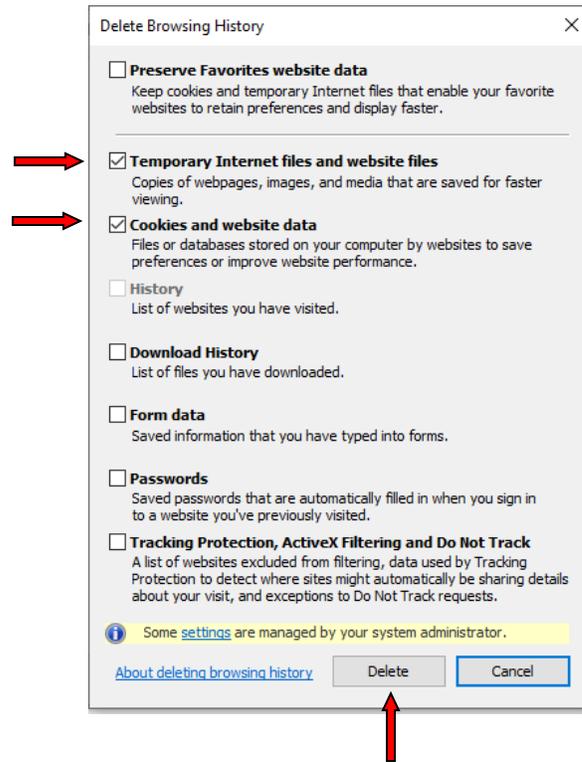
How to Clear Browser Cookies and Temp Files:

1. On the Internet Explorer webpage, click on the gear icon located at the top right corner of the internet window or click on "Tools" from the toolbar. Scroll down and click on Internet Options. The Internet Options box should open to the General tab.
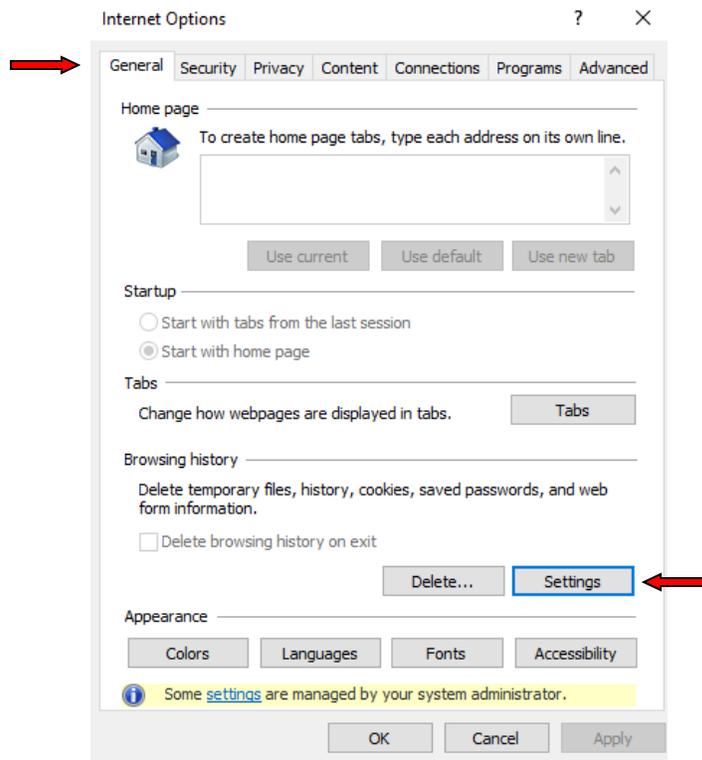

2. On the General tab, under the Browsing History, click the Delete button.
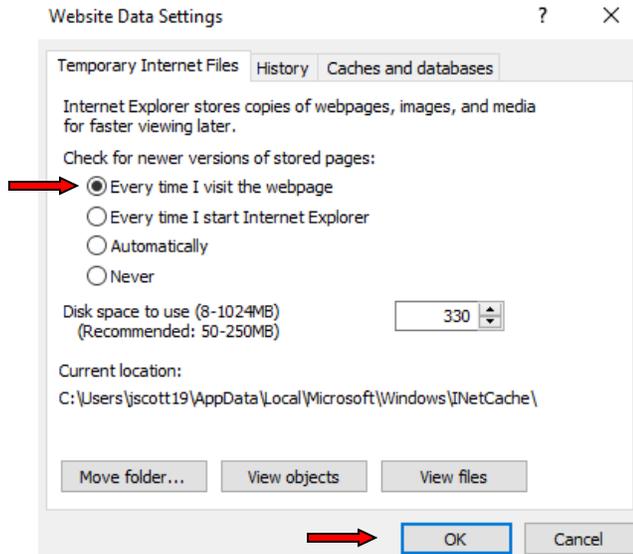
3. In the box that opens, select the boxes for "Temporary Internet Files and website files" and for "Cookies and website data", then click the Delete button. This will delete all the files that are currently stored in your cache that may be causing errors.
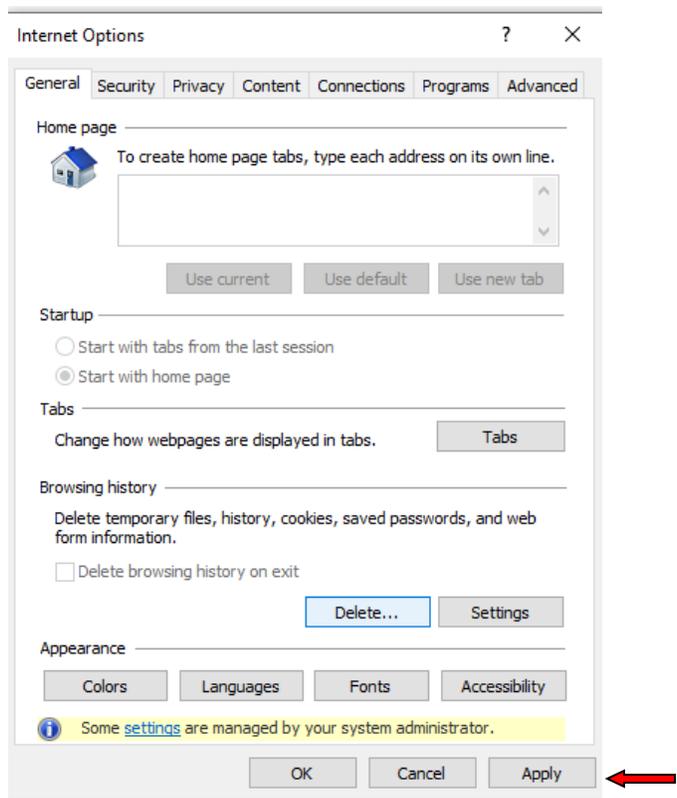

4. On the General tab, in the Browsing History section, click the Settings button.

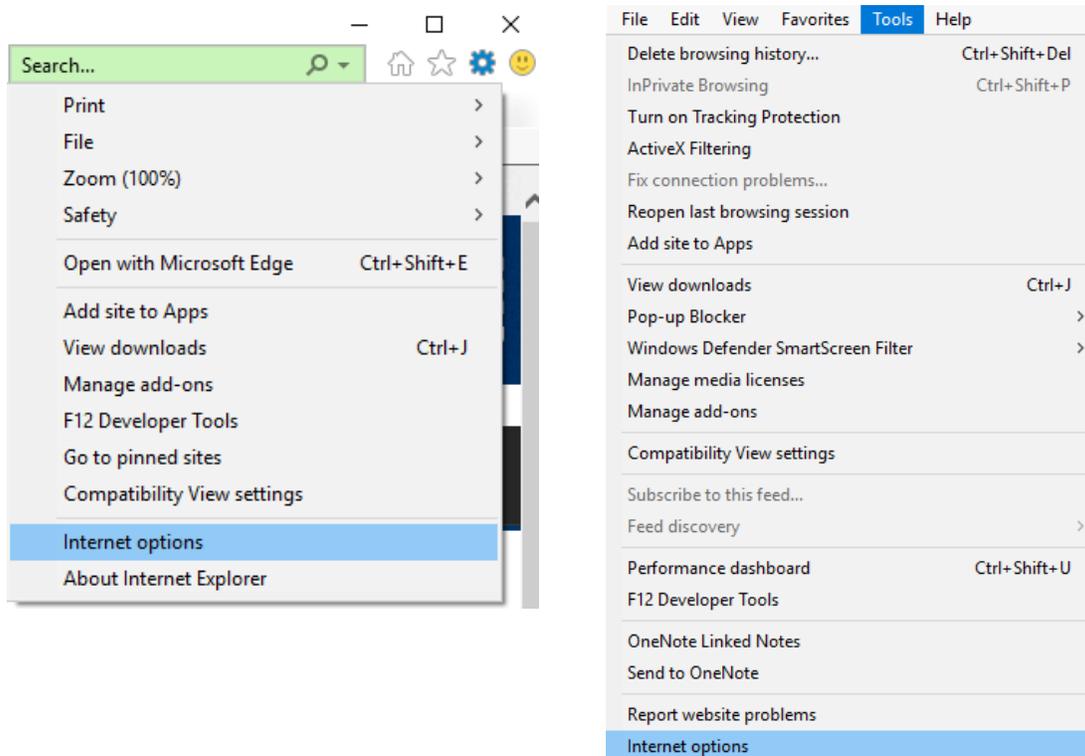5. In the box that opens, select "Every time I visit the webpage" then click OK.

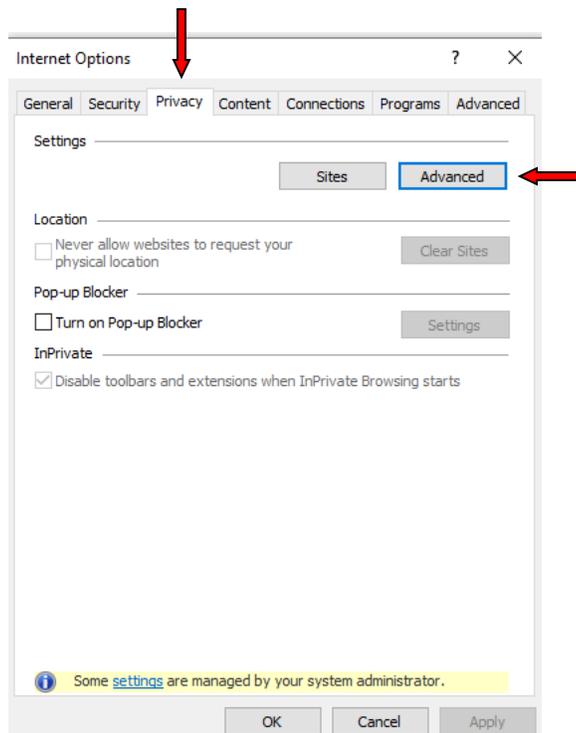6. Click Apply at the bottom right hand of the options box.

7. Refresh your page or reboot your computer and try to access the link again.
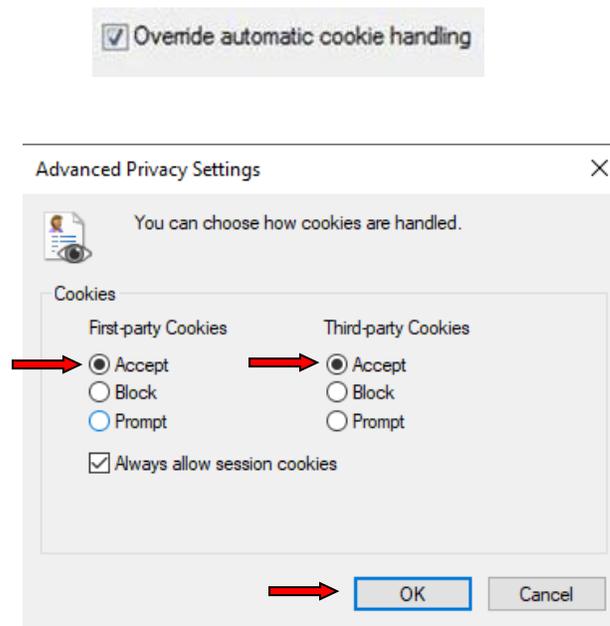
How to Allow Session Cookies:

1. On the Internet Explorer webpage, click on the gear icon located at the top right corner of the internet window or click on "Tools" from the toolbar. Scroll down and click on Internet Options. The Internet Options box should open to the General tab.
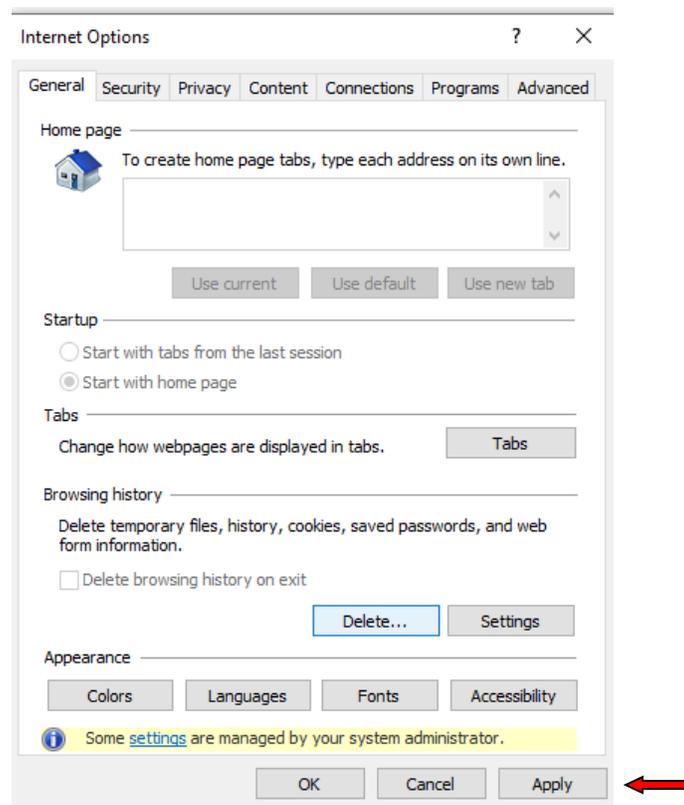

2. Click the Privacy tab at the top then click on the Advanced button.

3. In the box that opens, select "Accept" under First-party/Third-party Cookies, and select the box to "Always Allow Session Cookies" then click OK. In some versions of IE, you may need to select the box to "Override Automatic Cookie Handling" first.

4. Click Apply at the bottom right hand of the options box.

5. Refresh your page or reboot your computer and try to access the exam again.