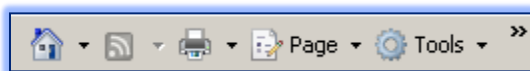


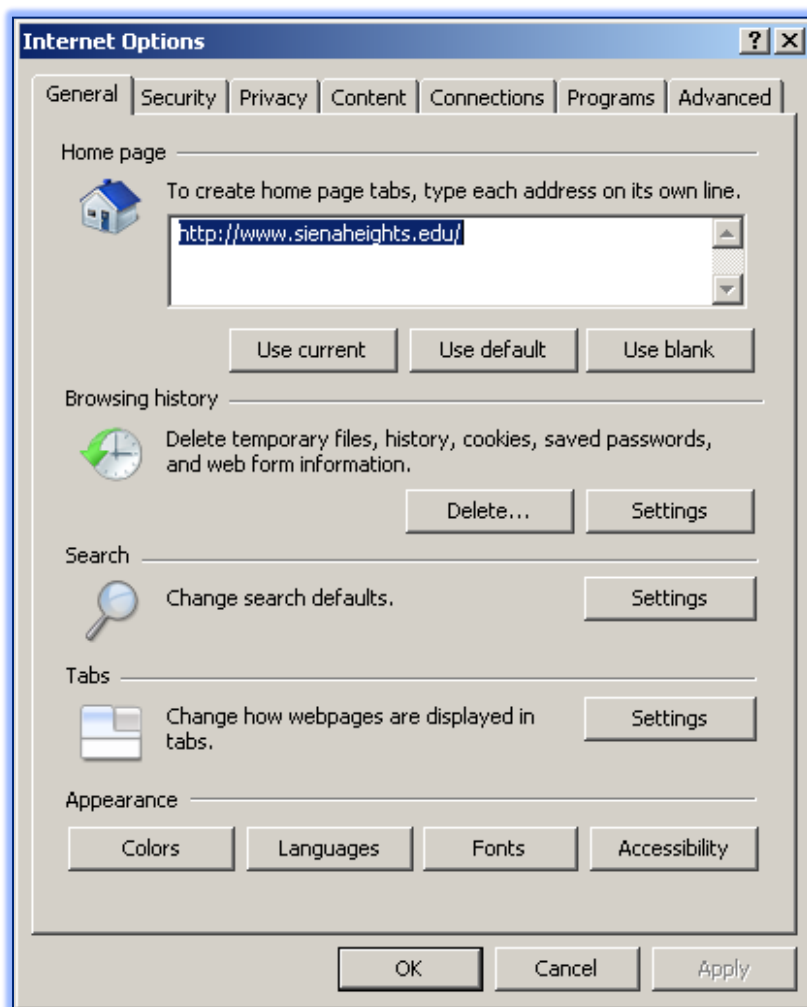
Delete Browser History, Cookies, Temporary Files, Forms, and Passwords

This document explains how to clear the history, cookies, temporary files, and other options from the Internet Explorer browser. This may be necessary when items do not load properly in eCollege or other programs. Uploading to eCollege can be an issue when forms have been completed online. Therefore, the most important items to delete for eCollege are the forms.

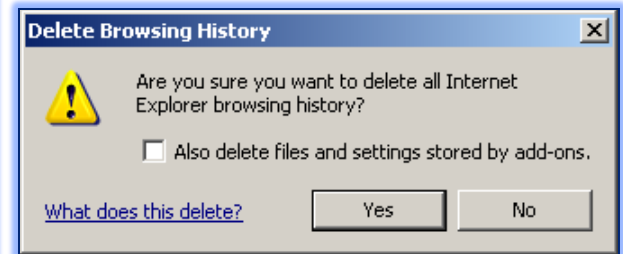
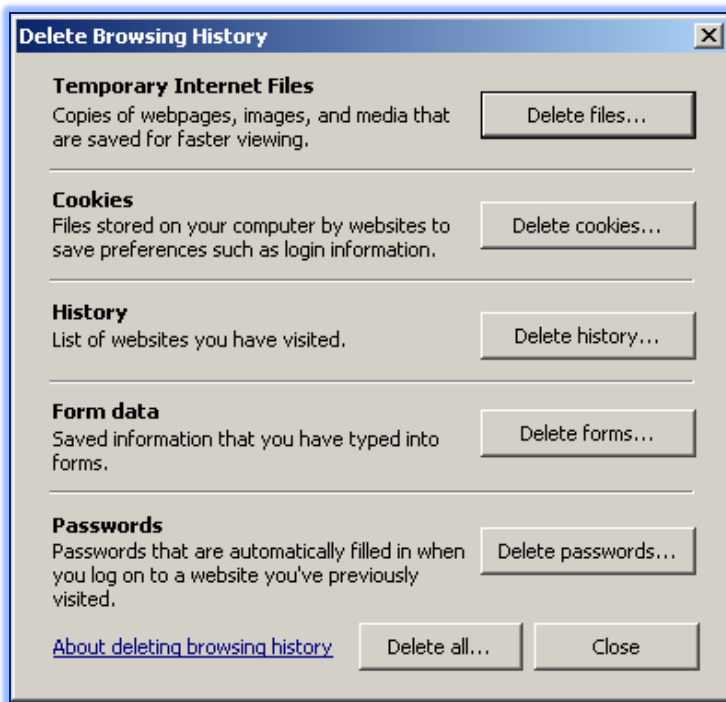
- ✦ Open the **Internet Explorer** browser window.
- ✦ Click the **Tools** link on the right side of the window (see illustration below).



- ✦ In the list of options, select **Internet Options**.
- ✦ The **Internet Options** window will display with the **General** tab selected (see illustration below).



- ✦ In the **Browsing History** section, click the **Delete** button.
- ✦ The **Delete Browsing History** window will display (see illustration on next page).
- ✦ Click the **Delete** button for any of the options.
- ✦ To delete files from everyone of the options listed at one time:
 - ✦ Click the **Delete All** button.
 - ✦ A confirmation window will display (see illustration on next page).
 - ✦ Click **Yes** to continue with the process.



- + Click the **About deleting browsing history** for an explanation of what will be deleted.
- + The **Delete Browsing History** window will close.
- + A status window will display while the files are being deleted.
- + When the process is complete, the **Internet Options** window will display.
- + Click the **OK** button to exit the window.