To clear the cache and cookies in Windows Internet Explorer 8, 9, 10 or 11:

1. *Close all Internet Explorer windows.*
2. *Open a new Internet Explorer session and click on the* **Gear** *icon in the top right.*
3. *Click* **Safety > Delete Browsing History**.
4. *In the* **Delete Browsing History** *window, select:*
    1. **Preserve Favorites website data**
    2. **Temporary Internet Files**
    3. **Cookies and website data**
    4. **ActiveX Filtering and Tracking Protection data**
5. *Click the* **Delete** *button.*
6. *In the Delete Browsing History confirmation window, click* **Yes**, *and then click* **Done** *after the files are deleted.*
7. *Click* **OK**.
8. *Close the browser and retry. If the problem persists, contact Technical Support for further investigation.*

To clear the cache and cookies in Windows Internet Explorer 7:

1. *Close all Internet Explorer windows.*
2. *Open a new Internet Explorer session, and then click* **Tools > Browsing History > Delete**.
3. *In the* **Delete Browsing History** *window, select:*
    1. **Preserve Favorites website data**
    2. **Temporary Internet Files**
    3. **Cookies and website data**
4. *Click the* **Delete** *button.*
5. *In the Delete Browsing History confirmation window, click* **Yes**, *and then click* **Done** *after the files are deleted.*
6. *Click* **OK**.
7. *Close the browser and retry. If the problem persists, contact Technical Support for further investigation.*

To clear the cache and cookies in Safari 5:

1. *Close all Safari windows.*
2. *Open a new Safari session and click* **Safari > Reset Safari**.
3. *Clear the check boxes for all items except* **Empty the cache** *and* **Remove all cookies** *(these remain selected).*
4. *Click* **Reset**.
5. *Click* **Remove All**, *and then click* **Done**.

To clear the cache and cookies in Firefox:

1. *Open Firefox.*
2. *If you do not see the* **Menu Bar***, right click above the browser tab and check it to make it visible.*
3. *Click* **Tools > Options***.*
4. *Click the* **Advanced** *tab.*
5. *Click* **Network***.*
6. *Under* **Cached Page Content***, click the* **Clear Now** *button.*
7. *Under* **Offline Web Content and User Data***, click the* **Clear Now** *button.*
8. *Click* **OK.**

To clear the cache and cookies in Chrome:

1. *Click the Chrome menu* ☰ *on the browser toolbar.*
2. *Select* **Tools***.*
3. *Select* **Clear browsing data***.*
4. *In the window that appears, in the* **Obliterate the following items from** *list, select* **the beginning of time** *to delete everything.*
5. *Select the check boxes for:*
    1. **Cookies and other site and plug-in data**
    2. **Cached images and files**
    3. **Hosted app data**
6. *Click* **Clear browsing data***.*

In Windows, sometimes there is still temporary file residue that remains even after deleting the cache. An additional action is to use the **Disk Cleanup** *utility to remove temporary Internet files.*

To remove Temporary Internet Files using Disk Cleanup (Windows):

1. *Close Internet Explorer fully.*
2. *Click the* **Start** *button.*
3. *Click* **All Programs***.*
4. *Click* **Accessories***.*
5. *Click* **System Tools***.*
6. *Click* **Disk Cleanup***.*
7. *Select the drive you want to clean up (typically C) and click* **OK***.*
8. *Select* **Temporary Internet Files** *only, and click* **OK***.*
9. *Ensure that the Temporary Internet Files appear with 0 size and close.*

10. *Launch Internet Explorer and retry. If problems persist, contact Pearson Technical Support.*

If the problem still exists (Windows only), it is possible that your antivirus software has locked some of the files as infected.

To investigate further in Windows:

1. *Close all Internet Explorer windows.*
2. *Open a new Internet Explorer session, and then click* **Tools > Browsing History > Settings** *in IE7 or* **Safety > Delete Browsing History > Settings** *in IE8 or IE9.*
3. *Click* **View files**.
4. *If any files remain here, select all and* **Delete**.
5. *If any files cannot be removed, contact Microsoft Support or launch the antivirus software and see if you can remove the remaining files here.*