Clearing Cache and Cookies

First, try this:

- Press Ctrl+Shift+R **OR** Shift + Refresh [Windows]
- Press Cmd+Shift+R [Mac]

If it doesn't fix the problems, you still have to clear the cookies and cache according to the instruction below.

Internet Explorer 8.x

1. In Internet Explorer, click **Tools**. If you don't see the menu, press **Alt** on your keyboard to show menus.
2. Select **Delete Browsing History**.
3. Select the checkbox next to **Cookies**.
4. Click **Delete**.
5. Once your cookies have been deleted, click **Okay**.

Internet Explorer 7.x

1. In Internet Explorer, click **Tools**. If you don't see the menu, press **Alt** on your keyboard to show menus.
2. Click **Delete cookies**.
3. Click **Yes** in the confirmation window.
4. Click **Close**.

Internet Explorer 6.x

1. In Internet Explorer, click **Tools**.
2. Select **Internet Options**.
3. Click the **General** tab.
4. Click **Delete Cookies**.
5. Click **OK** in the confirmation window.
6. Click **OK** to close the "Internet Options" window.

Firefox 3.5.x for Windows

1. In Firefox, click the **Tools** menu.
2. Select **Clear Recent History**.
3. Under "Time Range to Clear," select **Everything**.
4. Select the "Details" checkbox.
5. Select the "Cache" checkbox.
6. Click **Clear Now**.

Firefox 3.x for Windows

1. In Firefox, click the **Tools** menu.
2. Select **Clear Private Data**.
3. Select the "Cache" checkbox.
4. Click **Clear Private Data Now**.

Firefox 3.x and 3.5.x for Mac OS X

1. Click the **Firefox** menu.
2. Select **Preferences**.
3. Select **Advanced**.
4. Click the **Network** tab.
5. In the "Offline Storage" section, click **Clear Now**.
6. Click **OK**.

Chrome

1. Click the wrench icon on the browser toolbar.
2. Select **Tools**.
3. Select **Clear browsing data**.
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
6. Click **Clear browsing data**.