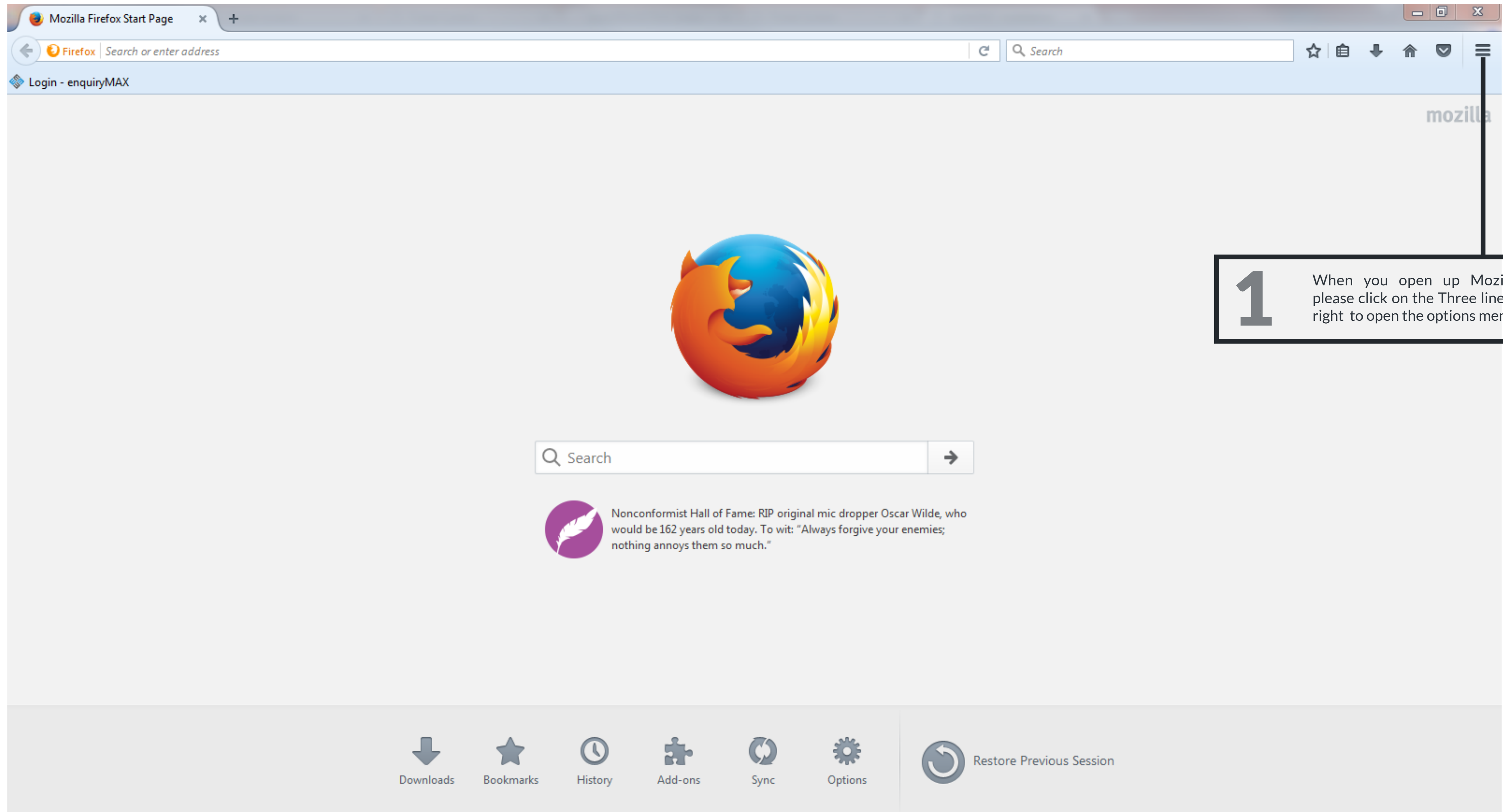
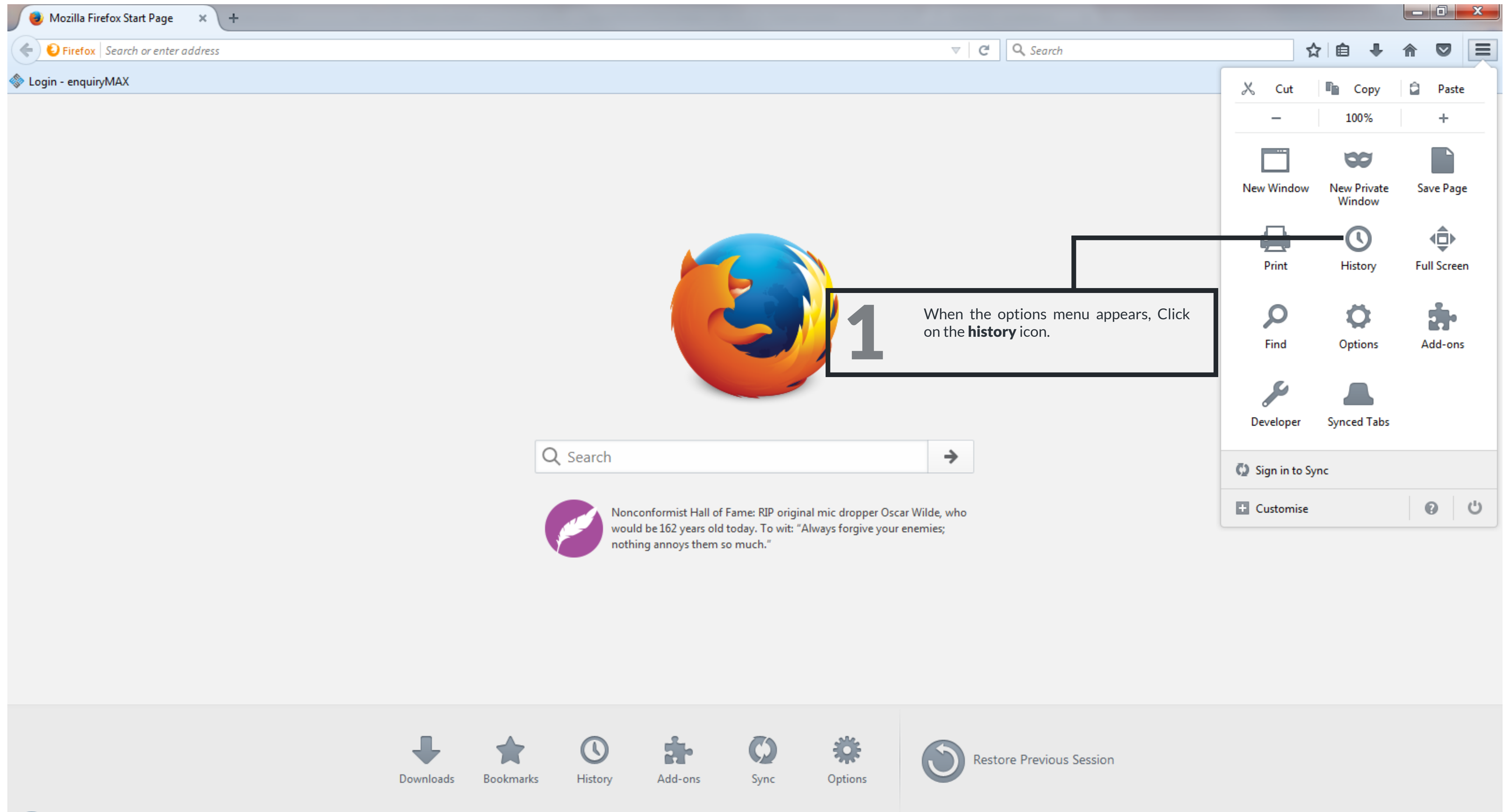


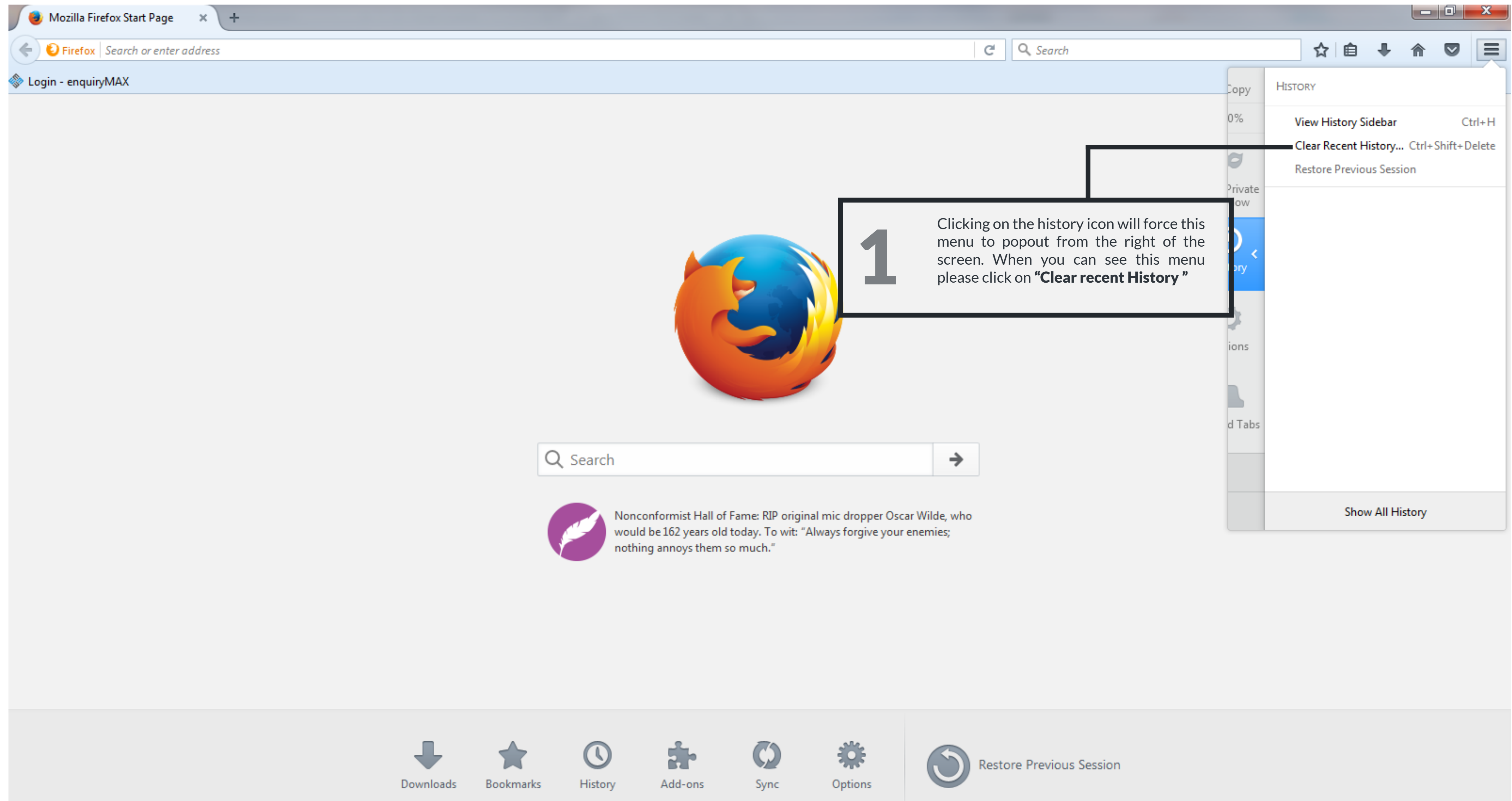
01 Clearing the Cache - Mozilla Firefox



02 Clearing the Cache - Mozilla Firefox



03 Clearing the Cache - Mozilla Firefox



04 Clearing the Cache - Mozilla Firefox

1 After clicking on clear history this box will appear. When this box appears please click on the dropdown at the top of the window and select **"Everything"**.

2 After selecting Everything from the dropdown above. Please make sure that **Cookies** and **Cache** checkboxes are ticked. Everything else can be left unticked.

3 Finally please click on **Clear cache** to complete the cache clear. After the cache has been cleared please restart all instances of the browser and re-open.

The screenshot shows the Mozilla Firefox Start Page with the 'Clear All History' dialog box open. The dialog box has a title bar 'Clear All History' and a close button. It contains a 'Time range to clear:' dropdown menu set to 'Everything'. Below this is a warning box with a yellow triangle icon and the text 'All selected items will be cleared. This action cannot be undone.' Under the 'Details' section, there is a list of items with checkboxes: 'Browsing & Download History' (unticked), 'Form & Search History' (unticked), 'Cookies' (ticked), 'Cache' (ticked), 'Active Logins' (unticked), 'Offline Web Site Data' (unticked), and 'Site Preferences' (unticked). At the bottom of the dialog are 'Clear Now' and 'Cancel' buttons. The background shows the Firefox Start Page with the address bar, search bar, and various icons at the bottom.