

If you are experiencing problems while in the course, we recommend that you take the following steps:

1. Log out of the course.
2. Clear your browser's cache by following the instructions for your specific browser type (see below).
3. Close your browser.
4. Re-open your browser and log back into the course.

Instructions for clearing browser cache:

Mozilla Firefox

1. Select Tools>Options.
2. On the Privacy tab, click the link that says "clear all current history."
3. Under "Time Range to Clear," make sure "Everything" is selected.
4. In the Details box, make sure "Cache" is selected.
5. Select the "Clear now" button.
6. Close browser.

Internet Explorer

1. Select Tools>Internet Options
2. On the General tab, select the "Delete" button.
3. Make sure "Temporary Internet files and website files" is checked.
4. Make sure "Cookies and website data" is checked.
5. Select the "Delete" button.
6. On the Internet Options screen, select the "OK" button.
7. Close browser.

Google Chrome

1. Open tools menu
2. Select More tools>Clear browsing data
3. On the Clear browsing data tab, make sure "Cookies and other site and plugin data" is selected.
4. Make sure "Cached images and files" is selected.
5. Select "Clear browsing data" button.
6. Close browser.

Apple Safari

1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.
2. In the window that appears, click the Privacy tab. Click the button Remove All Website Data....
3. Click Remove Now in the pop up window that appears.
4. Close browser.