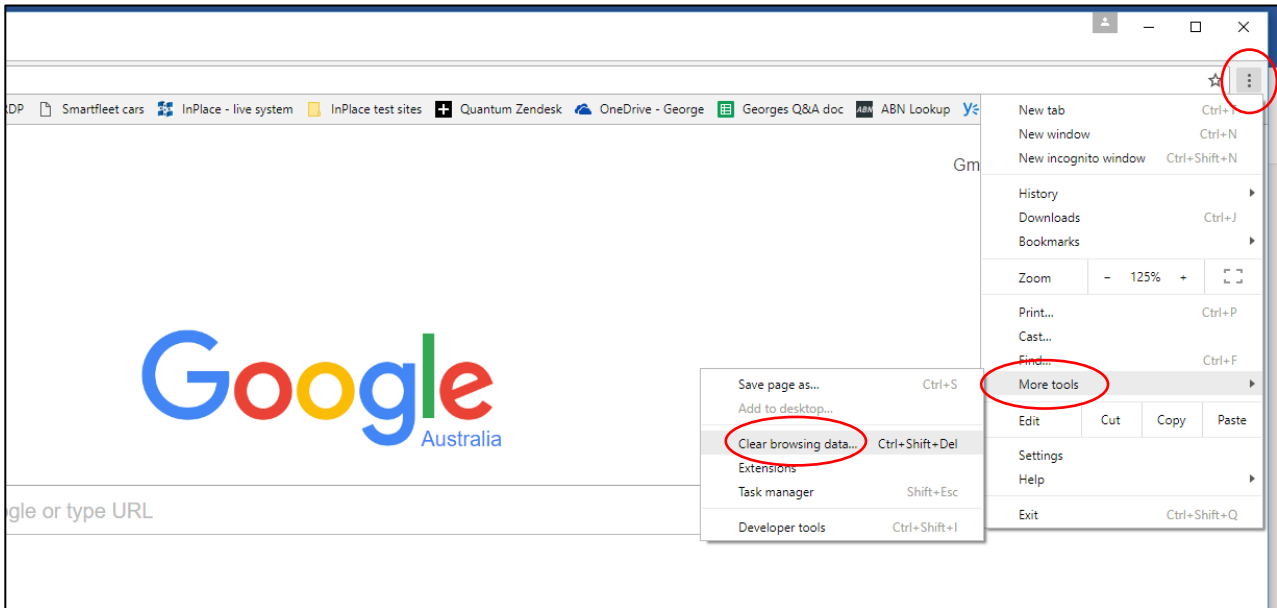
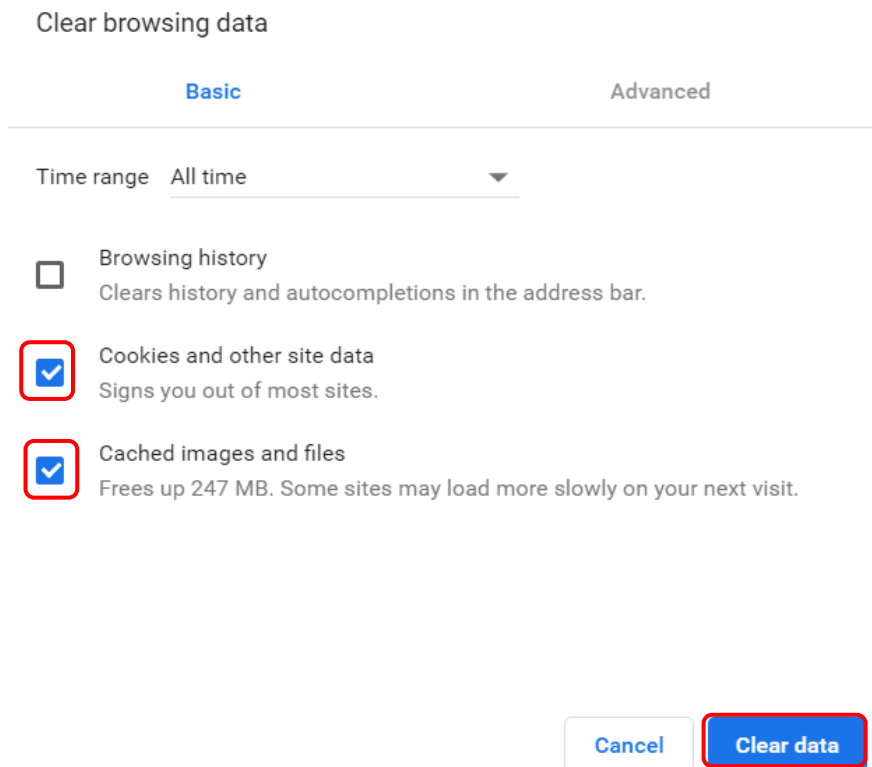


Google Chrome

1. On your computer, open Chrome.
2. On your browser toolbar, click the **3 dots** for the customize menu, then click **More Tools** and **Clear Browsing Data**. (shown in the picture below)




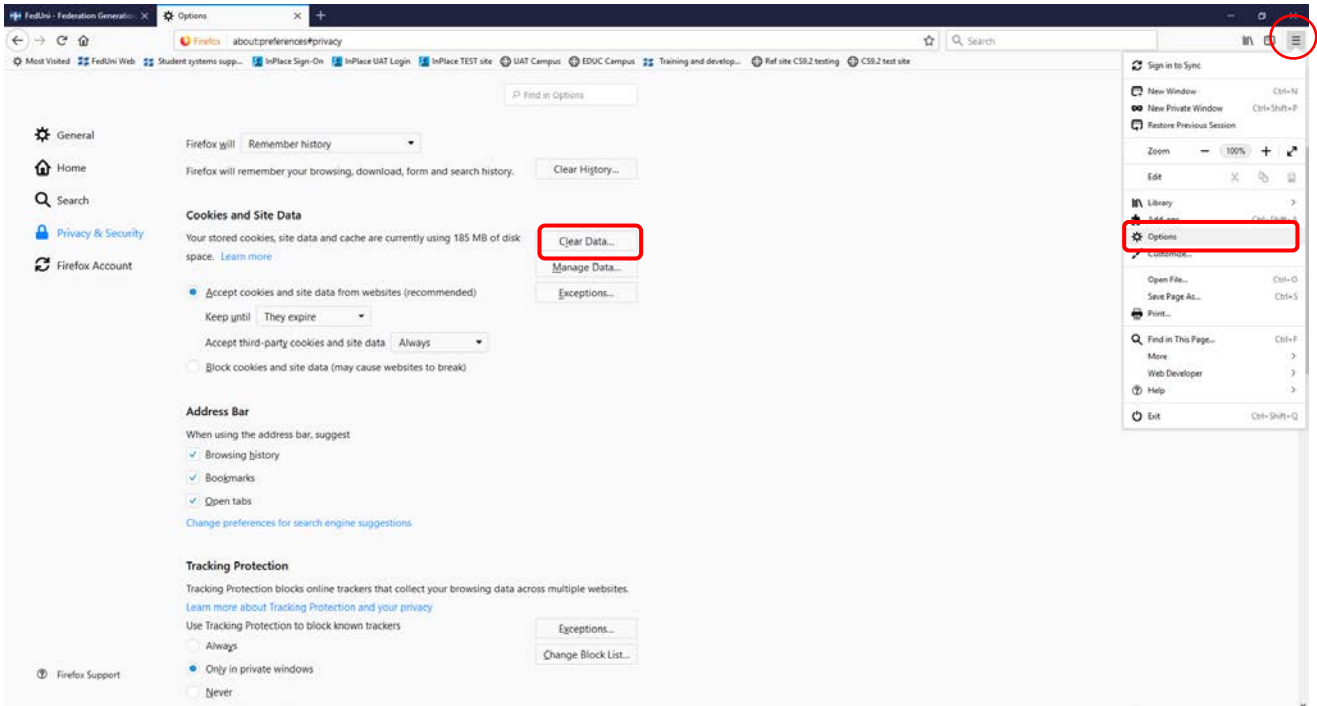
3. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.
4. In the "Clear browsing data" box, click the checkboxes for **Cookies and other site data** and **Cached images and files**. Untick all others.
5. Click **Clear data**.



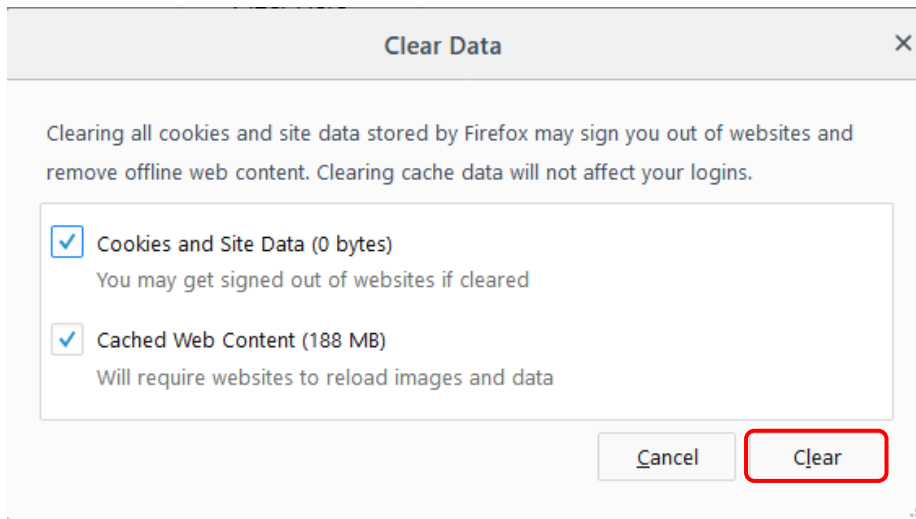
In Chrome, you could also try using an incognito window to open InPlace – this is also found in the menu where you located the 'More Tools' option. Click on 'New Incognito Window'.

Firefox

1. Click the menu button  in the top right corner and select **Options**
2. Click on the **Privacy & Security** tab
3. Under the **Cookies and Site Data** heading click on **Clear Data**



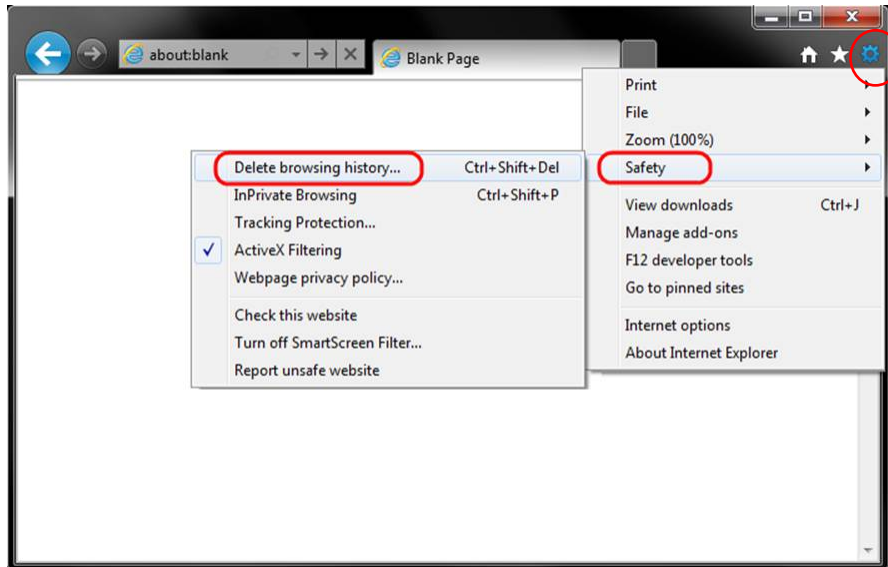
4. Ensure the Cookies and Cache tick boxes are selected and click **Clear**



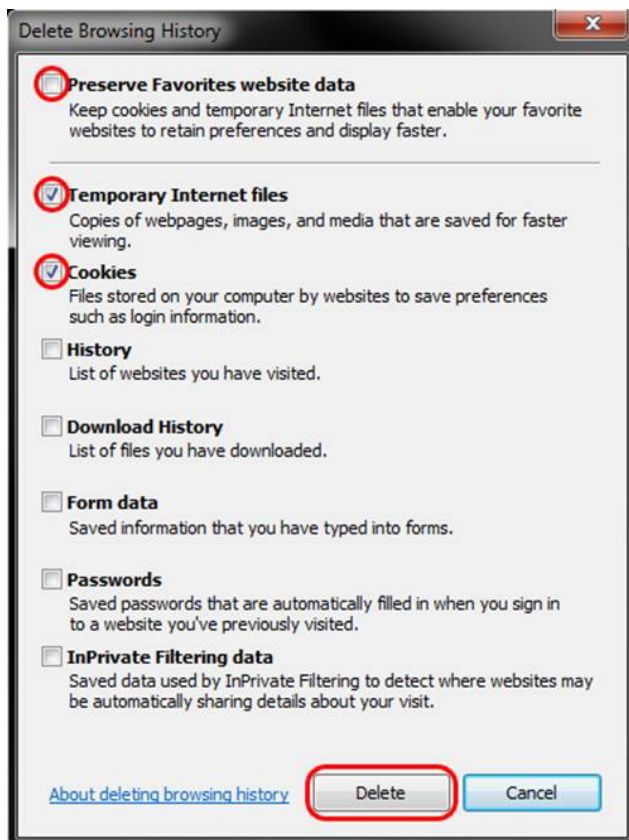
Internet Explorer - Clearing Cache and Cookies

This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11.

1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history...**



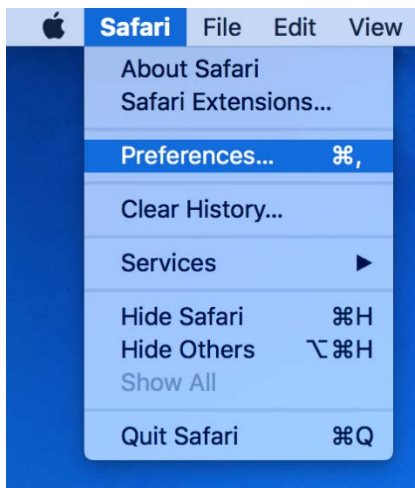
2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



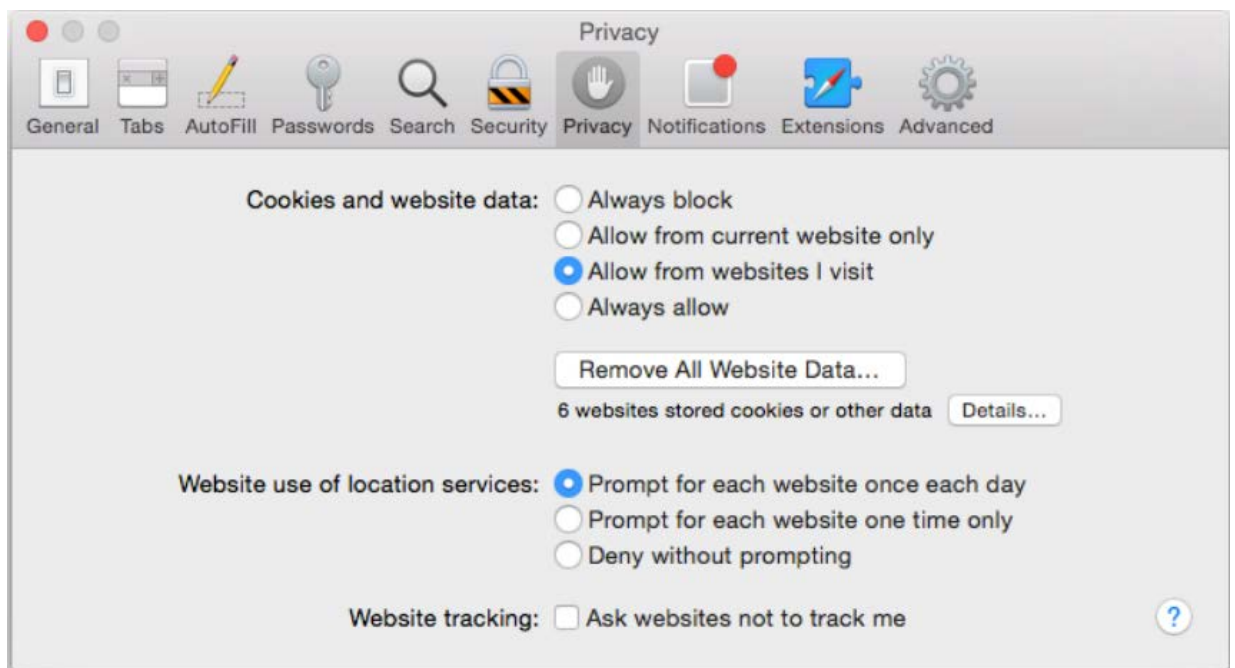
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Safari 8.0 - 10.0 (Mac) - Clearing Cache and Cookies

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.

