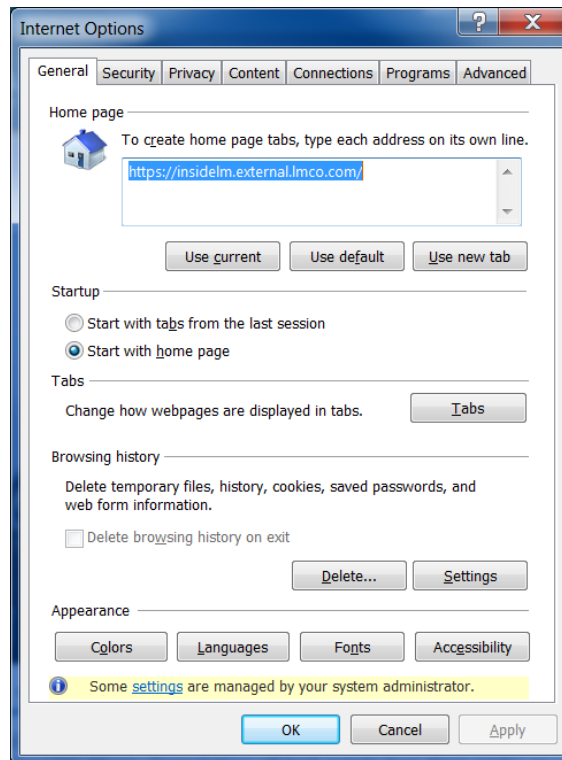


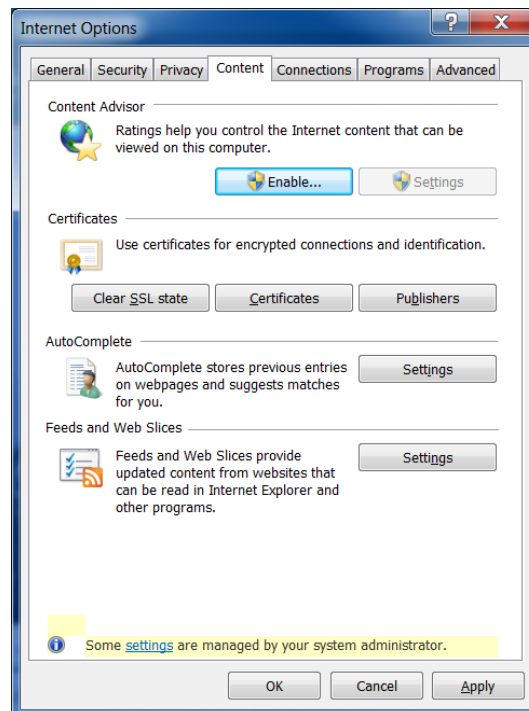
Note that you may require Windows Administration support for some of the actions below.  
Please seek support from your local administrator if needed to complete these steps.

## Clear Browser SSL State

Open up Internet Options from within Internet Explorer.



Select the Content tab heading.

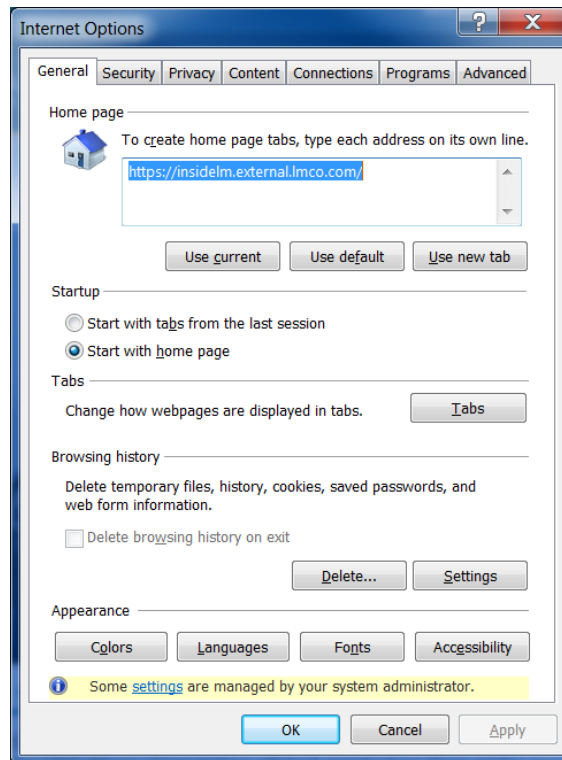


Select **Clear SSL state** button under the Certificates section then **OK** on the resulting popup that shows the SSL cache was cleared.

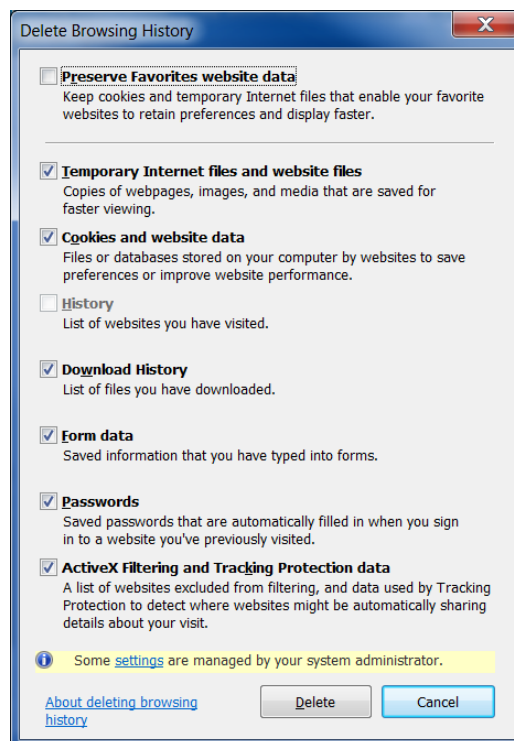
Note that you may require Windows Administration support for some of the actions below.  
Please seek support from your local administrator if needed to complete these steps.

## Delete Browsing History

Return to the Internet Options popup, and go back to the General tab heading.

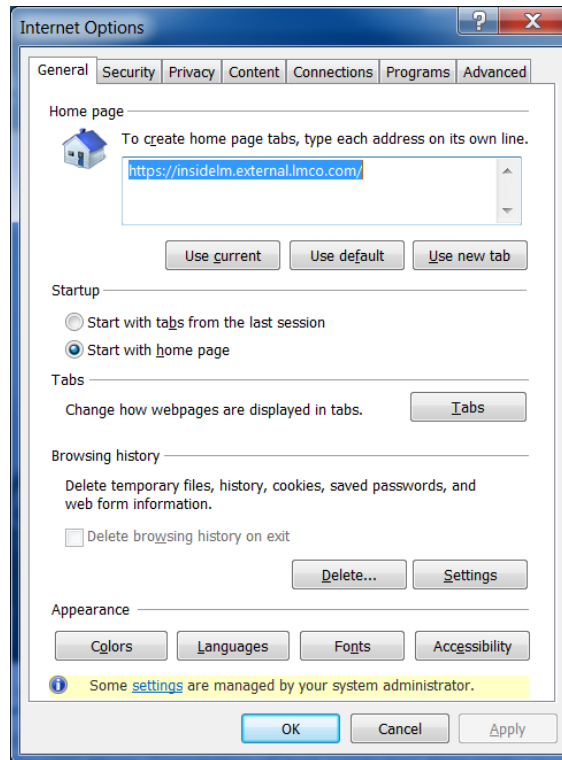


Select the **Delete** button under the Browsing history section and select/deselect options as show in the Delete Browsing History popup.

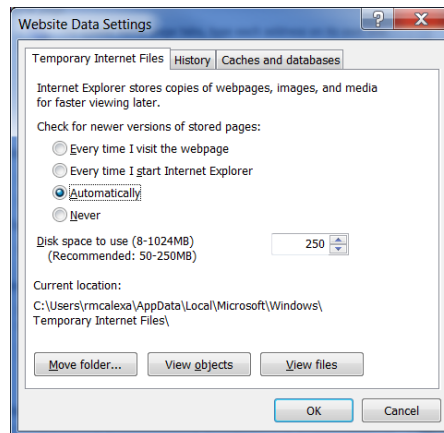


Note that you may require Windows Administration support for some of the actions below.  
Please seek support from your local administrator if needed to complete these steps.

After Deleting the Browser History and returning to the Internet Options popup,  
select **Settings** in the Browser history section.



The Website Data Settings popup should appear.



On the Temporary Internet Files tab,  
Select the **View objects** button, then delete all objects within the folder that should open (Downloaded Program Files),  
then close that folder popup to return to the Website Data Setting popup.  
Select the **View files** button, then delete all objects within the folder that should open (Temporary Internet Files), then  
close that folder popup to return to the Website Data Setting popup.  
Select **OK** button on the Website Data Settings popup to close. Select **Apply** button if available on the Internet Option  
popup, the select **OK** to close Internet Options popup.

Close all Internet Explorer browser sessions and begin a new session to access the required application.