

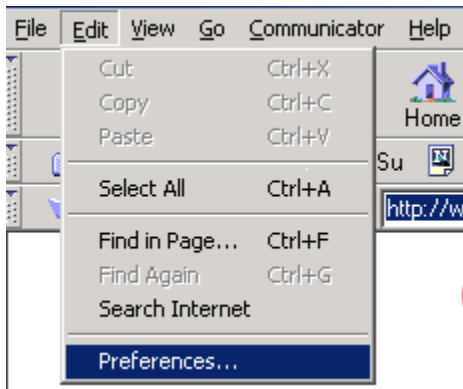
Clearing Cache/Temporary Files

If you are not able to retrieve the reserve but the status indicates the document is done, you will need to clear your cache if you are using Netscape or clear your temporary files if you are using Internet Explorer.

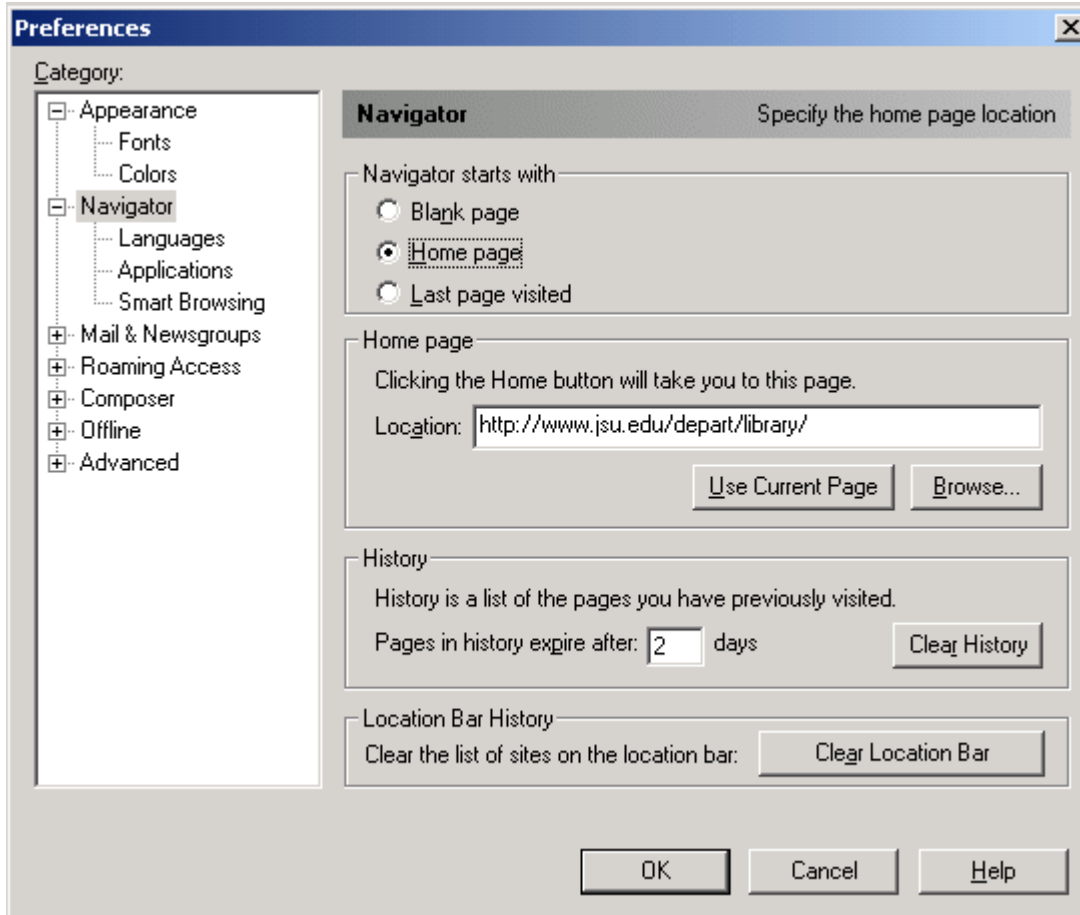
Clearing the Cache in Netscape

Click on the Edit option in the uppermost menu bar to retrieve a drop down menu.

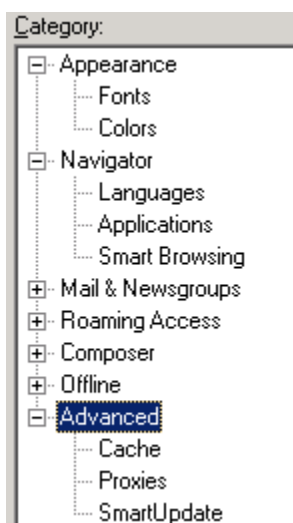
Click on the Preferences option in the menu.



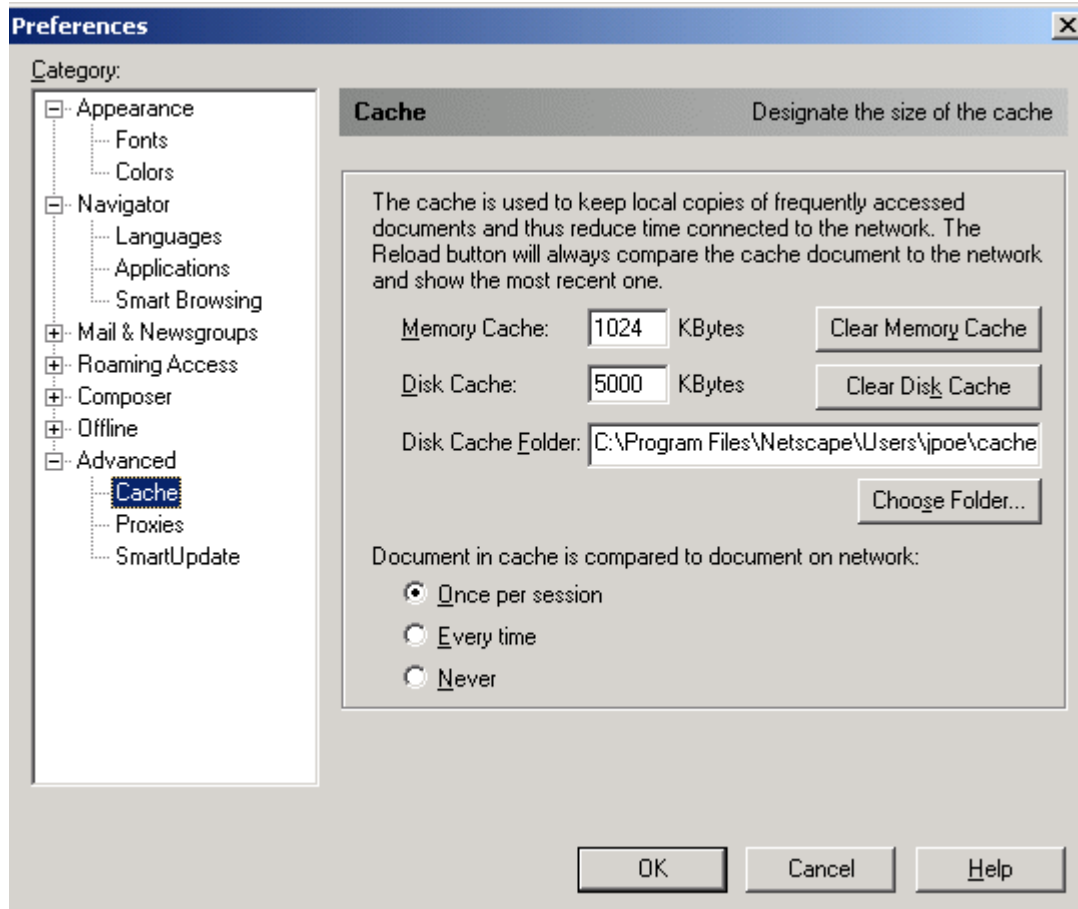
The Preferences menu box will appear.



Click on the plus (+) sign next to the Advanced option to retrieve another menu.



Click on the Cache option to retrieve the commands for cache issues.



Click the Clear Memory Cache button to remove the files in the memory cache. When the command box appears, click the OK button.

Clear Memory Cache

Click the Clear Disk Cache button to remove the files in the disk cache. When the command box appears, click the OK button.

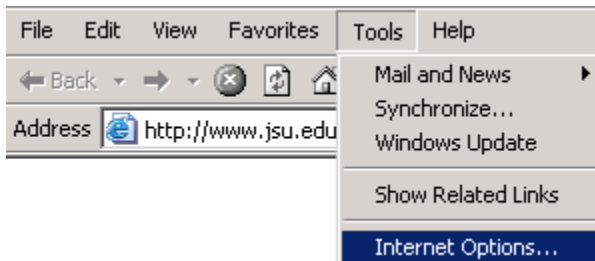
Clear Disk Cache

Click the OK button to exist the Preferences options.

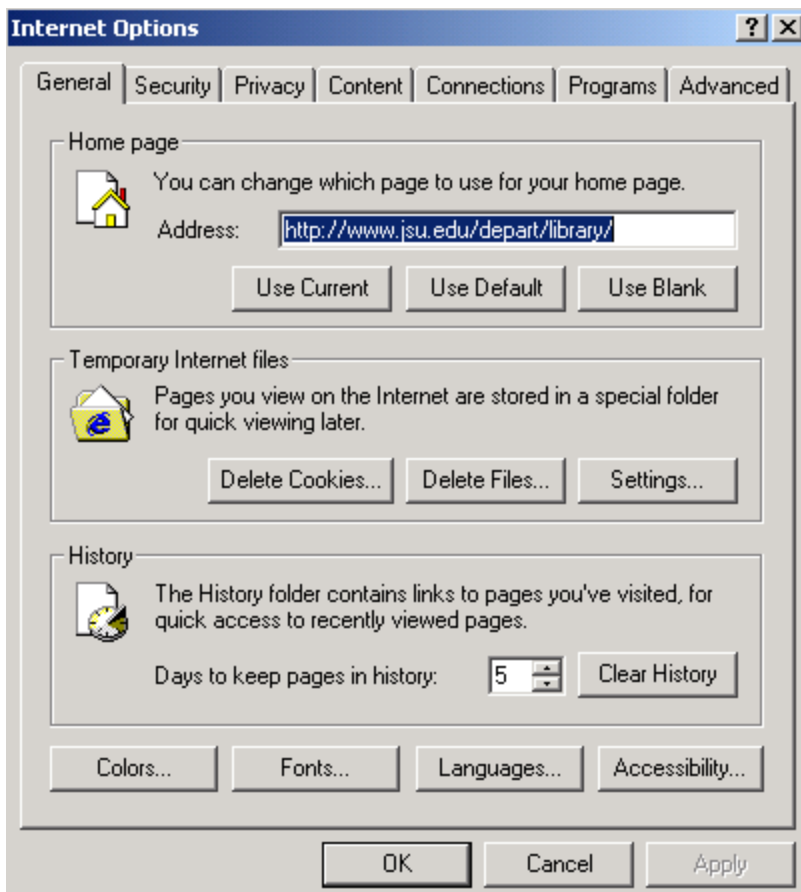
Clearing the Temporary Files in Internet Explorer

Click on the Tools option in the uppermost menu bar to retrieve a drop down menu.

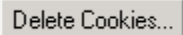
Click on the Internet Options... option in the menu.



The General Tab should be the initial menu.



Click the Delete Cookies button to remove the cookies in the Temporary Internet Files folder on your computer. When the command box appears, click the OK button.

A rectangular button with a light gray background and a thin black border. The text "Delete Cookies..." is centered in a black, sans-serif font.

Click the Delete Files button to remove all the files in the Temporary Internet Files on your computer. There will be a warning message about deleting your offline content stored locally. I would not click the box to select that option. When the command box appears, click the OK button.

A rectangular button with a light gray background and a thin black border. The text "Delete Files..." is centered in a black, sans-serif font.

Click the OK button to exist the Internet Tools options.