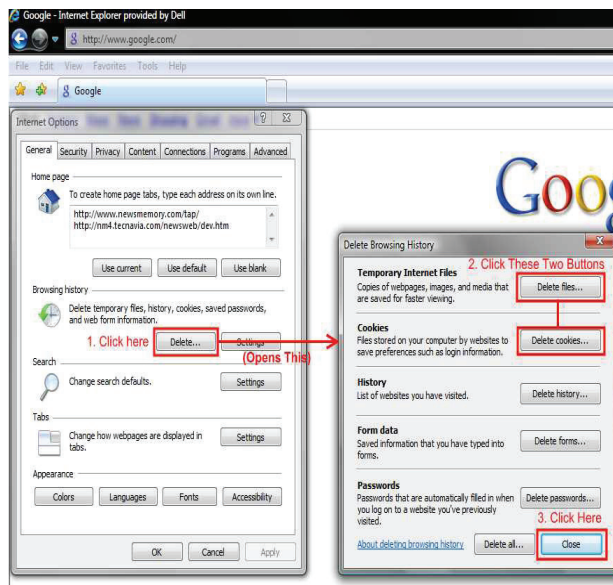


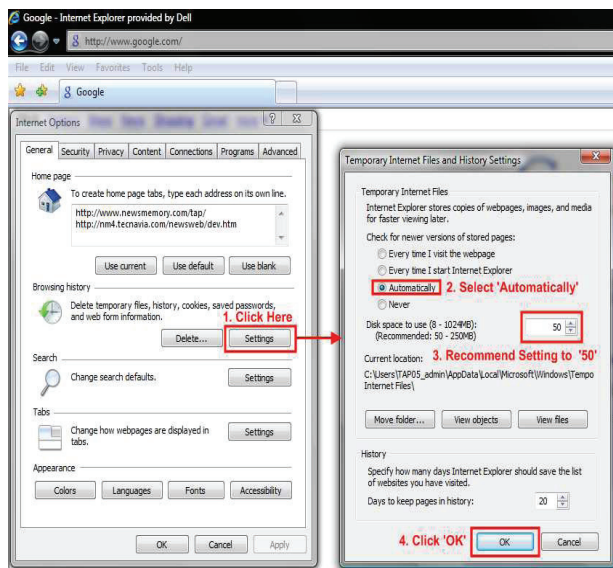
Clearing The Cache

If you have a user that is having a more in-depth technical issue, have them clear their cache, so that you both are starting from scratch. Lead the user through the steps below to clear their cache:

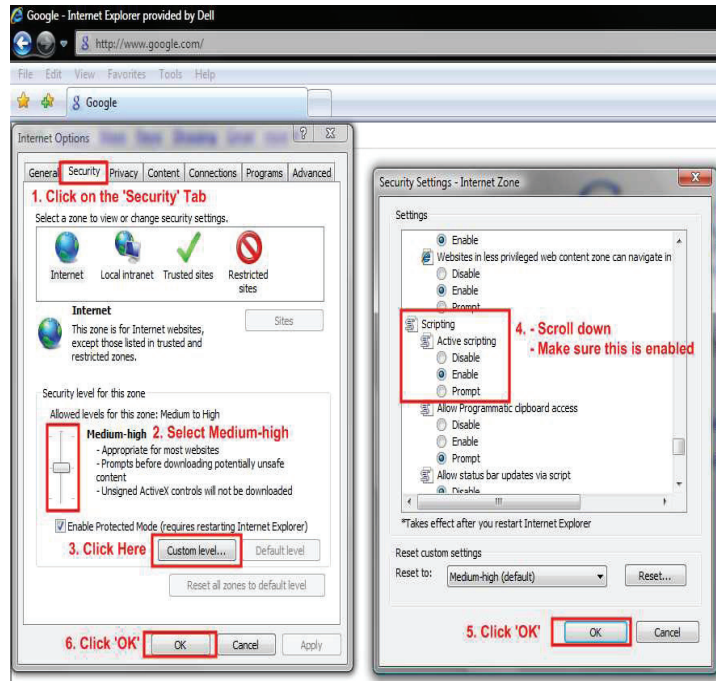
1. Open Internet Explorer 7
2. Click on Tools on the top menu bar, and then select Internet Options.
3. Click the section on the General tab that reads 'Browsing History'.
4. Click on the Delete button and look for another pop-up window.



4. Click on the "Delete files..." button in the Temporary Internet Files section and wait for the files to be cleaned out. This may take a while.
5. Click on the "Delete cookies..." button in the Cookies section and wait for the files to be cleaned out.
6. Click on the "Close" button.
7. Click on the "Settings" button in the Browsing history area.



8. Change "Check for newer versions of stored pages" to Automatically. We also recommend putting "Disk space to use" to anywhere between 25 to 50 megabytes.
9. Click on the Security tab on the top of the Internet Options menu.



10. Move the slider to the "Medium-high" setting.
11. Scroll down and find the "Scripting" area. Make sure that "Active Scripting" is Enabled.
12. Click "OK" in this window and then click "OK" in the Internet Options window.
13. Close Internet Explorer 7 to allow all changed settings to take effect.
13. Open Internet Explorer 7 again and go to the e-edition login page.

Correcting The CA Security Issue

If you're experiencing problems logging in and do not receive the message, "incorrect username or password", the CA Security program could be blocking the e-edition cookie from being created.

To fix this, follow the steps below:

1. Open CA Security Center by right clicking the System Tray Icon in the bottom right
2. Under CA Personal Firewall selected Open Advanced Settings
3. From the left select Privacy
4. Under Cookie Control select Advanced...
5. Uncheck block persistent cookies
6. Hit OK and exit Close CA Security

Enabling Cookies

To assist a user in enabling cookies follow the steps below:

1. From the Start Menu, do to the Control Panel.
2. Select Internet options, click on Privacy tab, and select Medium, click OK.

