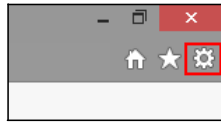


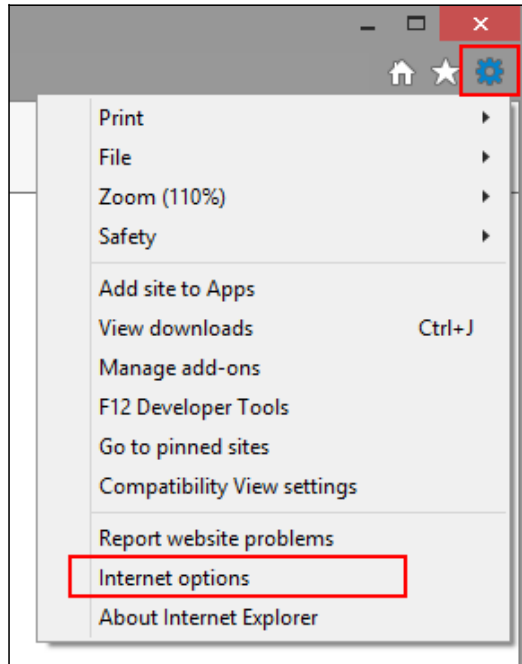
How To Clearing the Cache in Internet Explorer 11

If CareLogic (or any web application) is behaving unexpectedly, clearing the cache often clears up the issue. This action should be the first step when troubleshooting inconsistent CareLogic issues.

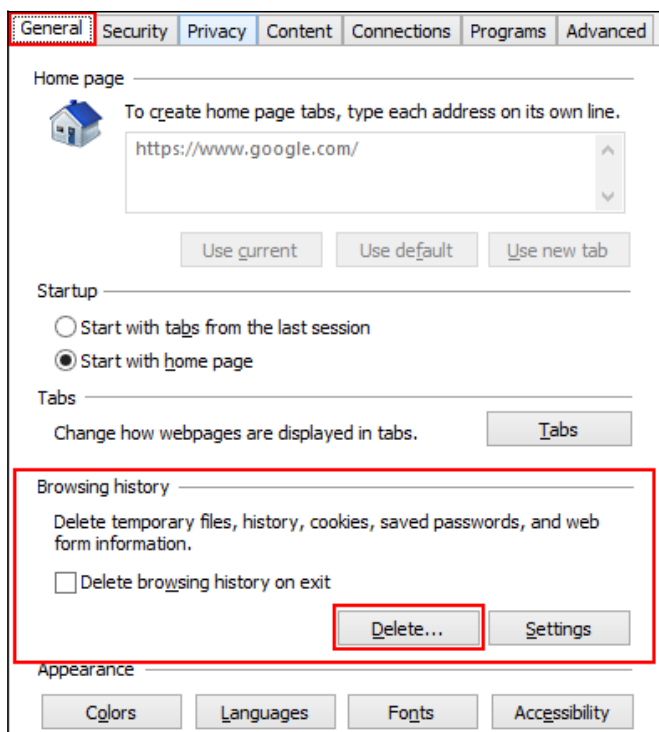
Click the **Settings** icon (in the upper right corner of the screen)



Choose **Internet Options**

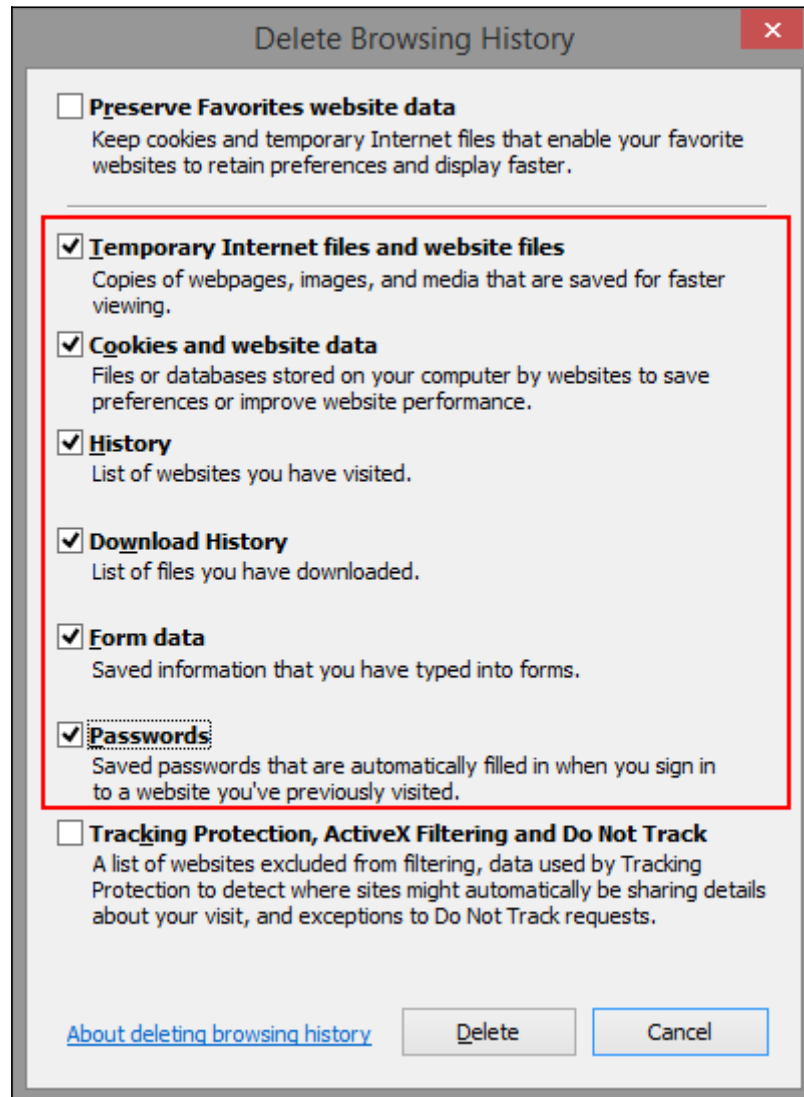


Click **Delete**



Select the following options:

- **Temporary Internet files and website files**-removes the temporary files
 - **Cookies and website data**-removes your saved website cookies
 - **History**-removes browser history list
 - **Download History**-removes browser download history list
 - **Form Data**-removes saved form entry data
 - **Passwords**-removes saved website passwords
- All other options should be unchecked*



Click **Delete** > the Delete Browsing History screen closes, and the selected files are deleted