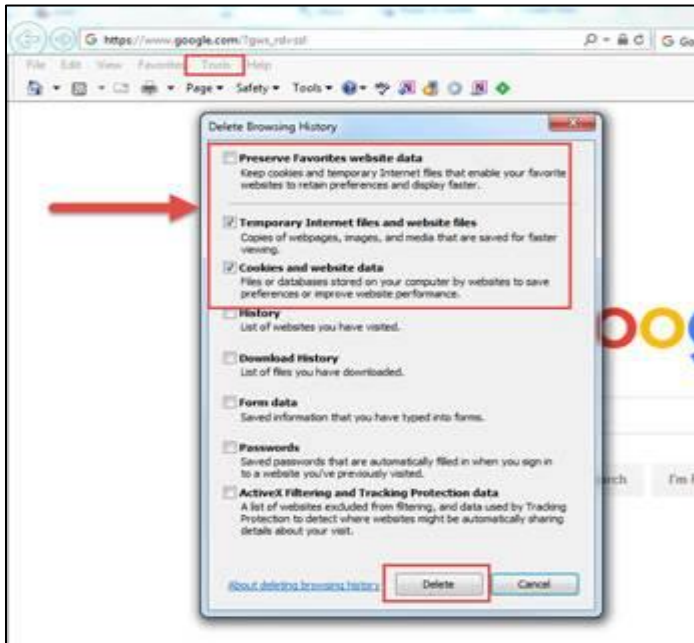


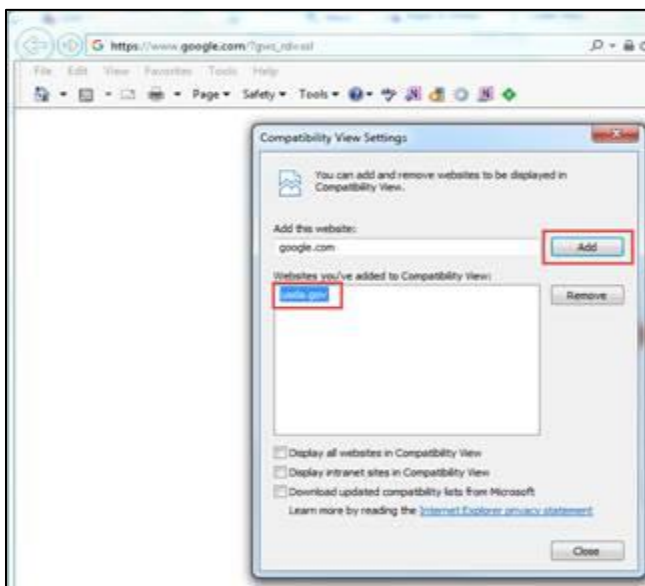
IE Cache Clearing and Compatibility View Steps

Please perform the following steps in exact order noted below:

- Log off FMML and **close ALL open browsers (including Citrix and Citrix based apps)**
- Open a **single new browser**
- Go to Tools > Delete browsing history
- Deselect Preserve Favorites....
- Select Temp Internet files... and Cookies and website data
- Select Delete and allow process to complete with pop-up at bottom of browser screen



- Select Tools > Compatibility View settings
- Add usda.gov if it does not appear in the Websites you've added... box and close window



- Attempt Login again and confirm whether issue persists