## IE Cache Clearing and Compatibility View Steps

Please perform the following steps in exact order noted below:

- Log off FMMI 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

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	Delete Browsing History	
	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster veenery.     Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
	Lat of websites you have visited.  Deventional History Lat of Pre you have downloaded.	Po
	Form data Saved information that you have typed into forms.	
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	Road deleting interesting interesting Delete	

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

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	Compatibility View Settings	
	You can add and remove websites to Compatibility View.	be displayed in
	Add this website:	
	google.com Websites you/ve added to Compatibility Viewi	Add
		Renove
	Display all websites in Compatibility Wew Display intranet sites in Compatibility View	
	Deventional updated compatibility lats from t Learn more by reading the <u>Internet Evologi</u>	Nerosoft er privacy statement
		Close

• Attempt Login again and confirm whether issue persists