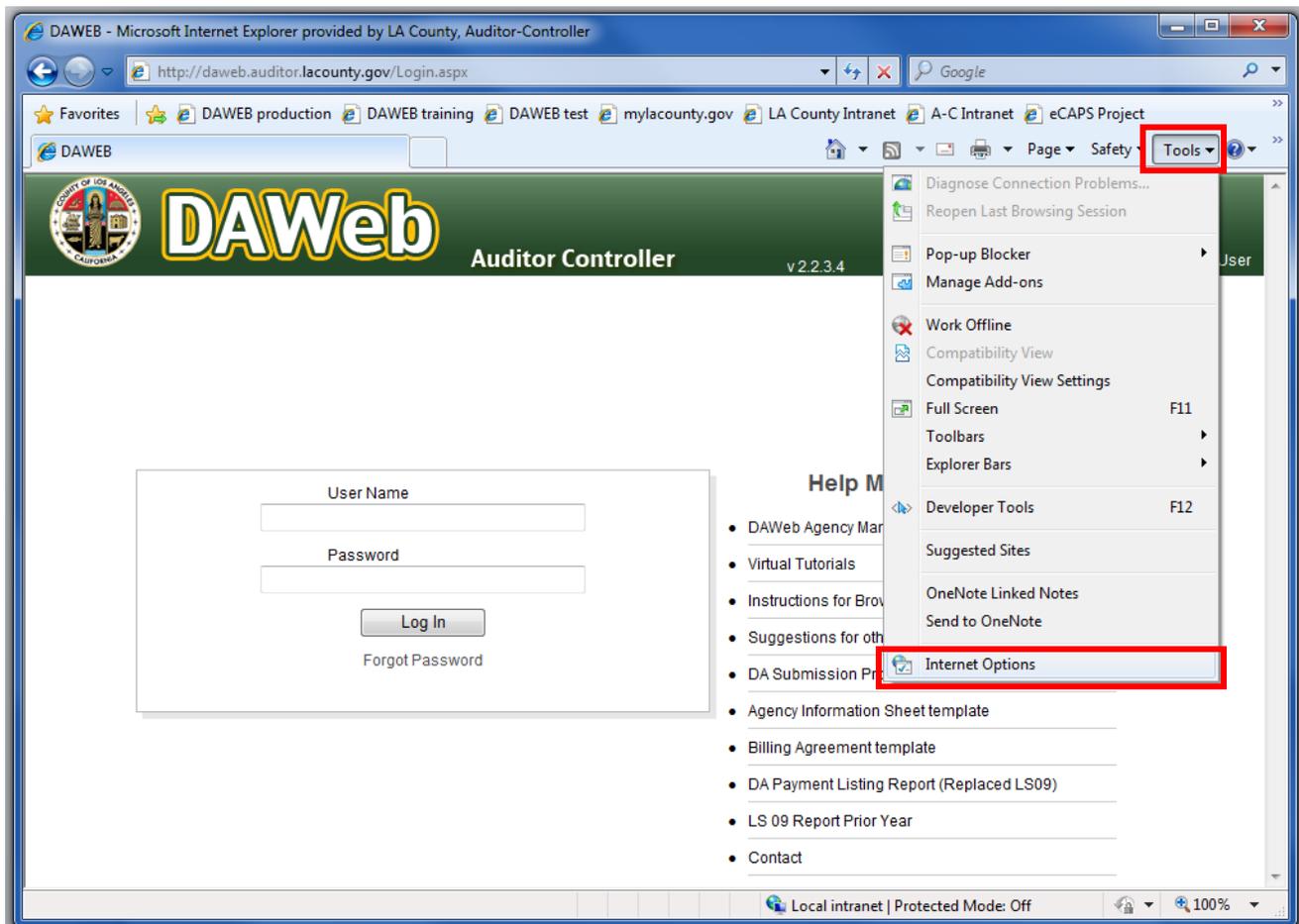


INSTRUCTIONS FOR BROWSER HISTORY CLEAN-UP

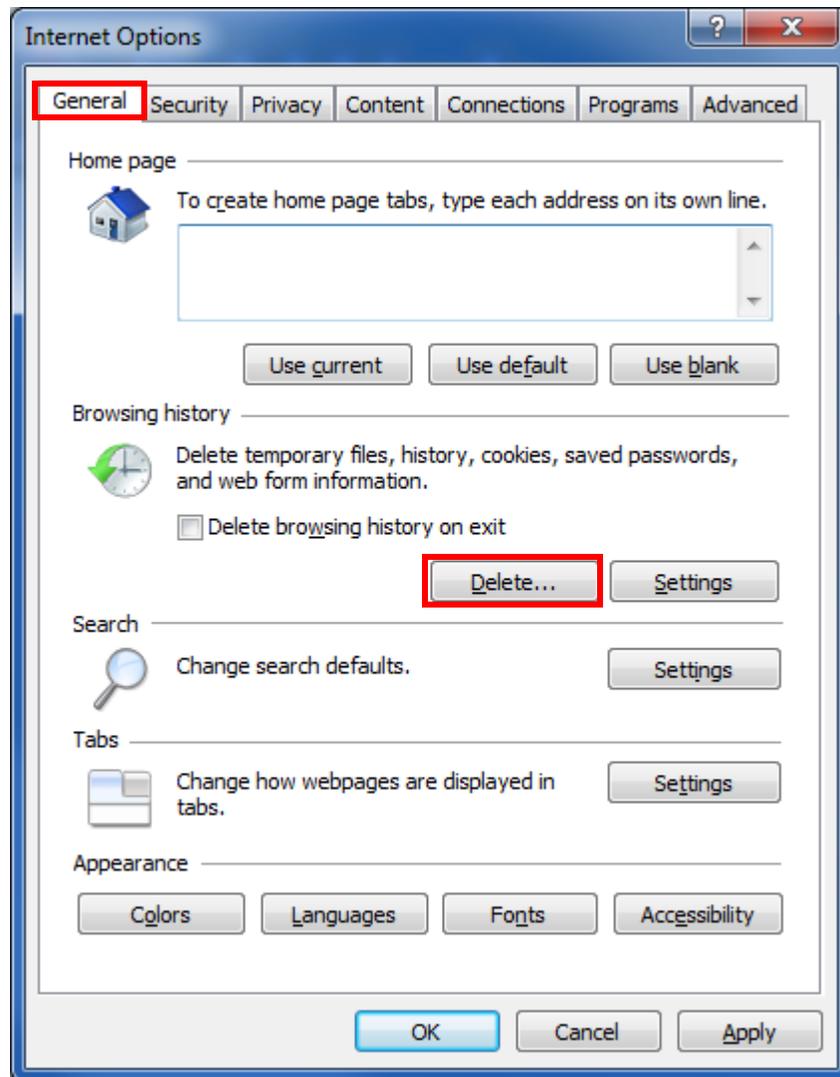
Perform the following steps, if you are experiencing issues with the following:

- Trouble with Log In
- Get logged out of DAWeb
- Encounter a system error while attempting to change your password

1) On the menu bar, click **Tools, Internet Options**.

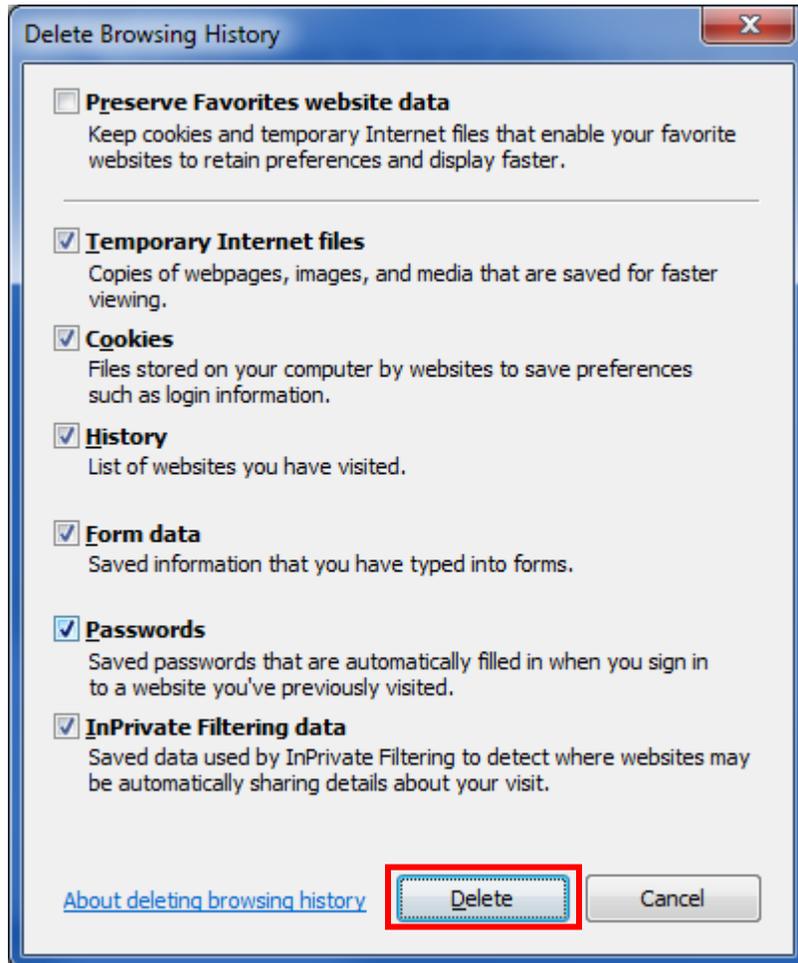


2) Under the General Tab, go to Browsing history section and click **Delete**.

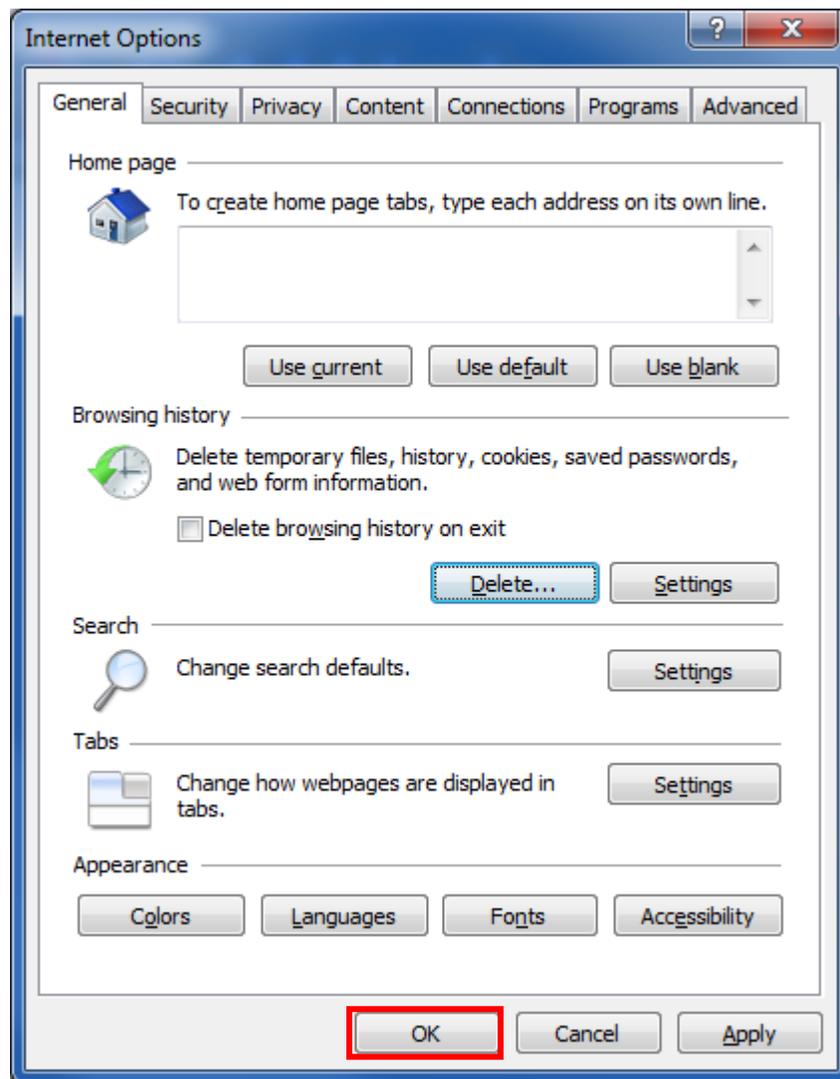


- 3) If you have Internet Explorer 8 or later, then make sure the option “**Preserve Favorites website data**” is **not checked**. If you have IE7 then there is no need to worry about the option to “Preserve Favorites website data.”

Click the **Delete** button. If a pop-up message appears prompting if you want to delete all browsing history, click Yes (does not occur on IE8 or newer).



4) Click the **OK** button from the Internet Options window to go back to the DAWeb login page.



- 5) Close the existing web browser, open a new browser and log into DAWeb or use the **Forgot Password** link to retrieve a new password.

