



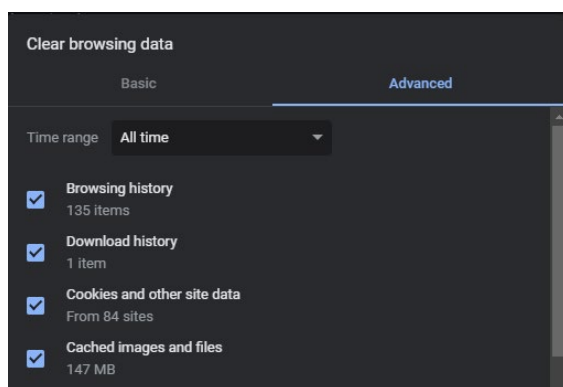
Clearing Cache and Cookies on Internet Browsers

When Receiving Error: Specified URL Not Found

Google Chrome



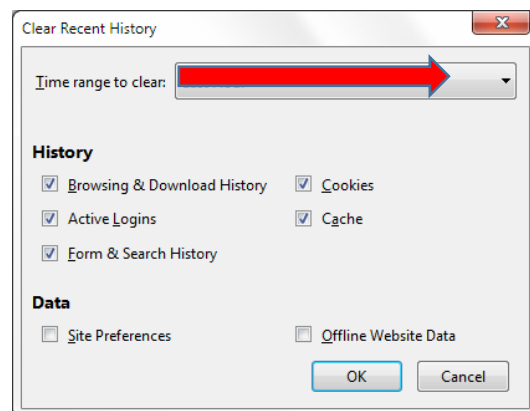
1. On your computer, open Chrome.
2. At the top right, click More ⋮
3. Click History > History.
4. On the left, click Clear browsing data. A box will appear.
5. From the drop-down menu, click— All time.
6. Check the top 4 boxes
7. Click Clear data
8. Close Chrome > reopen and try again



Firefox

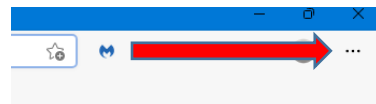


1. Click on the menu button ☰ to open the menu panel.
2. Click History and select Clear Recent History....
3. Select "Everything" in time range drop down
4. Click the **OK** button. The window will close and the items you've selected will be cleared from your history.
5. Close Firefox > reopen and try again

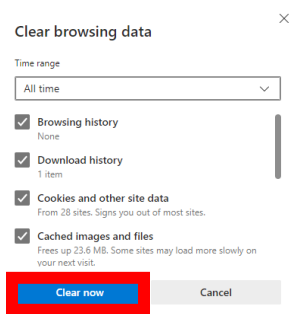




Microsoft Edge



1. Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services.
2. Under Clear browsing data, select Choose what to clear.
3. Select "Cached images and files" and "Cookies and other site data" check box and then select Clear.
4. Close Edge > reopen and try again



Internet Explorer



1. Open Internet Explorer.
2. Click the Settings icon on the upper-right corner, and then select Internet Options. The Internet Options window will appear.
3. Under the General tab, go to the Browsing History section and click the Delete button. A new window for Deleting Browser History will open.
 4. Click Temporary Internet files and Website files and Cookies and Website Data— Time Range >All Time > Select Delete
 5. Close Explorer > reopen and try again

