

Clear Cache

For optimum computer performance, we recommend that you clear your cache and cookies at least once a week. You should also do this if you are receiving maintenance messages. To clear your cache and cookies, follow the instructions below.

Internet Explorer

1. Make sure that you are on the K12 website and that the Online School window is closed.
2. Go to the top of the Internet Explorer window and click on **Tools**.
3. Select **Internet Options** from the drop-down menu.
4. In the Internet Options window, click the **Delete Cookies** button under the "Temporary Internet files" section.
5. A new window will appear on your monitor, asking this question: **Delete all cookies in your in your Temporary Internet Files Folder?** Click **OK**.
6. Click the **Delete Files** button under the "Temporary Internet files" section.
7. A new window will appear on your monitor, containing this statement: **Delete all files in the Temporary Internet Files. You can also delete all your offline content stored locally.** Click once in the box next to this statement: **Delete all offline content**.
8. Click **OK**.
9. Click **Settings** and make sure that you have **Every visit to the page** selected for checking newer versions of stored pages.
10. Click **OK** at the bottom of this window.
11. Click **OK** at the bottom of the **Internet Options** window.

Netscape

1. Make sure that you are on the K12 website and that the Online School window is closed.
2. From your Netscape Navigator window, click **Edit** at the top of the screen.
3. Next click on **Preferences** on the drop-down menu.
4. Click the arrow to the left of **Privacy & Security** on the left-hand menu, and under that menu click **Cookies**.
5. On the main part of the Cookies screen click **Manage Stored Cookies** in the lower right-hand corner.
6. Click **Remove All Cookies**, and then click **Close**.
7. Click the arrow to the left of **Advanced** on the left-hand menu and then click **Cache**. You may have to scroll down to see the Advanced [word(s) missing here]
8. Click **Clear Cache**. If you are using Navigator version 7.0 or earlier, also click **Clear Disk Cache**.
9. Click **OK** at the bottom and you have successfully cleared your cache memory.

Mozilla Firefox

1. Open Mozilla Firefox 2.
2. From the Firefox menu options, choose **Tools** and then **Clear Private Data...**
3. In the *Clear Private Data* window that appears, *uncheck* all checkboxes except for the **Cache** checkbox.

Note: If you wish to clear additional forms of "private data", feel free to check the appropriate boxes. They will be cleared with the cache in the next step.

4. Click on the **Clear Private Data Now** button.

5. When the *Clear Private Data* window disappears, all of the files saved (cached) from your Internet browsing activities will have been removed.