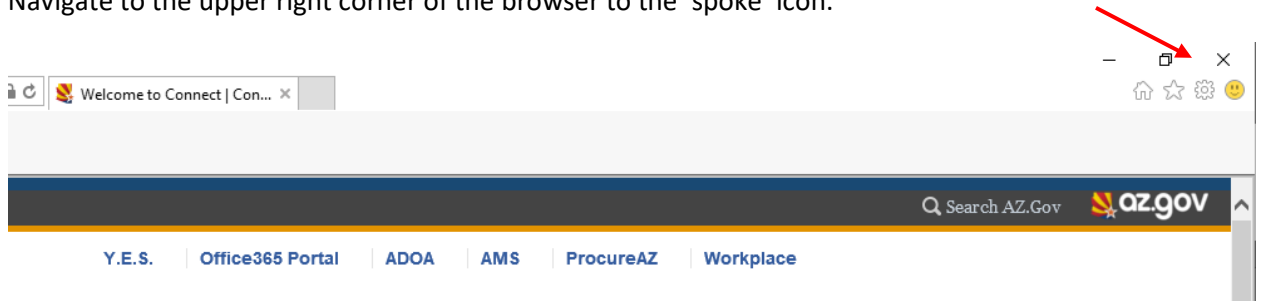


## HOW TO CLEAR COOKIES AND CACHE ON YES

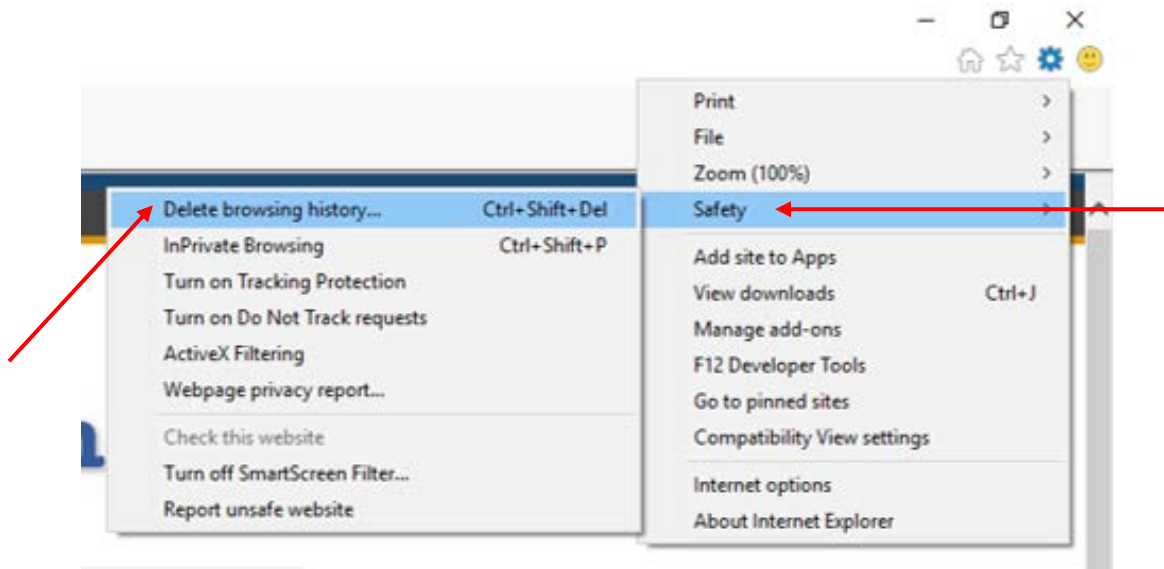
The process to delete cache or cookies depends on what browser (i.e., Internet Explorer or Chrome) you are using. Please see reference information and instructions on the following pages for specific browsers.

### To Delete Cookies and Cache on Microsoft Internet Explorer

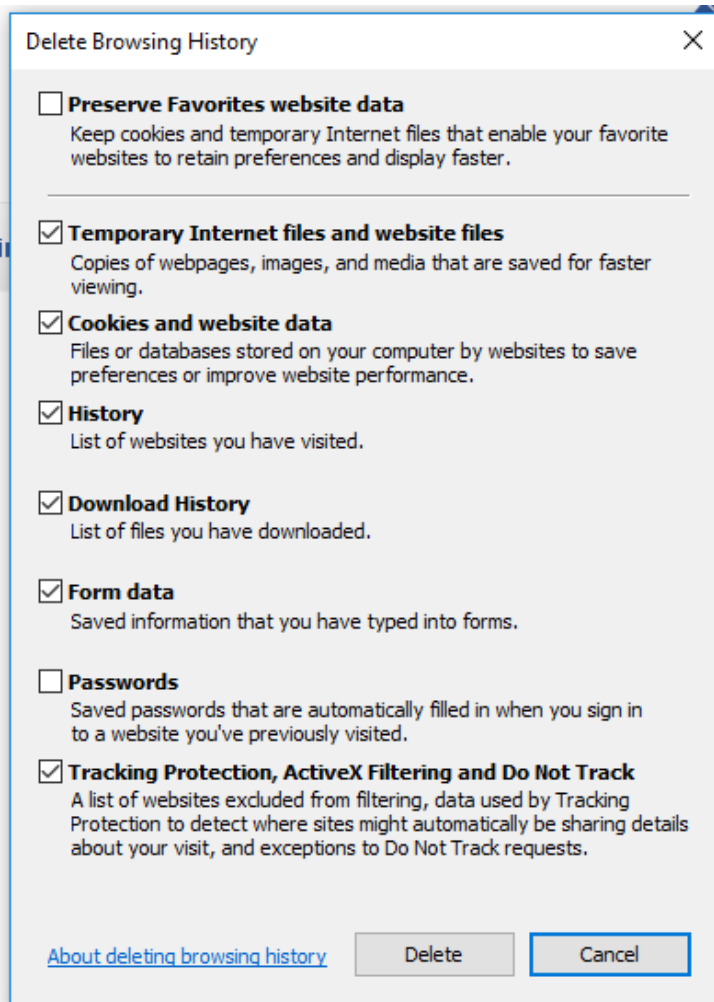
- Navigate to the upper right corner of the browser to the 'spoke' icon.



- From the menu, select 'Safety' followed by 'Delete browsing history.'



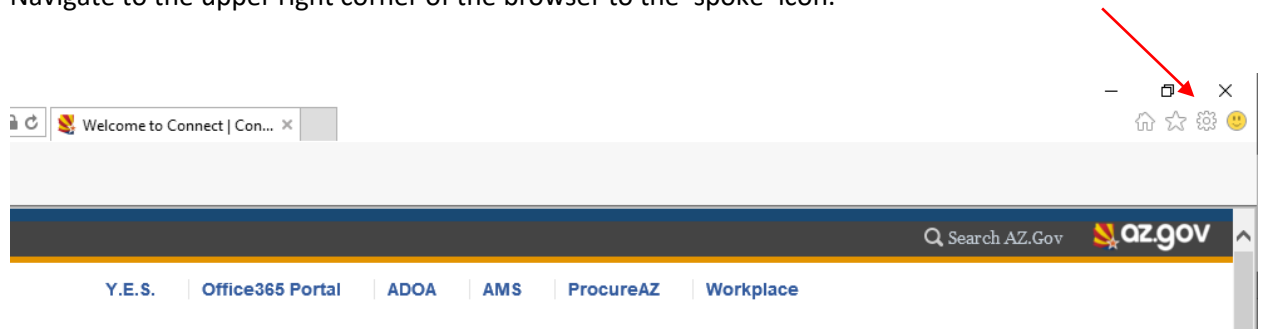
- In the new window that opens, ensure that the checked boxes match what is shown below. If the below is grayed out, or you can't access this screen, please contact your Agency IT Support staff for assistance.



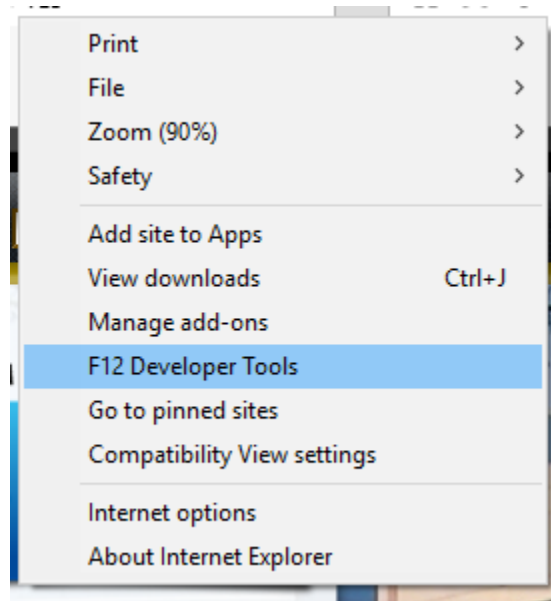
- If you are on Windows 10 and using Internet Explorer version 11, please proceed to the next page.
- If you are not using Windows 10 and Internet Explorer version 11, close your browser and then reopen the browser and login to the Y.E.S. system.

## To Delete Cookies and Cache on Windows 10 and Internet Explorer version 11

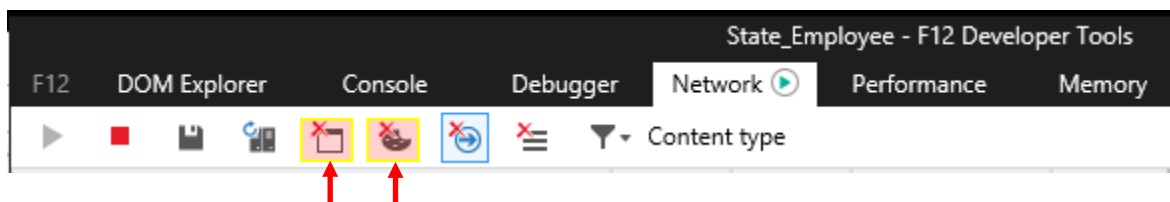
- Navigate to the upper right corner of the browser to the 'spoke' icon.



- From the menu, select 'F12 Developer Tools'.



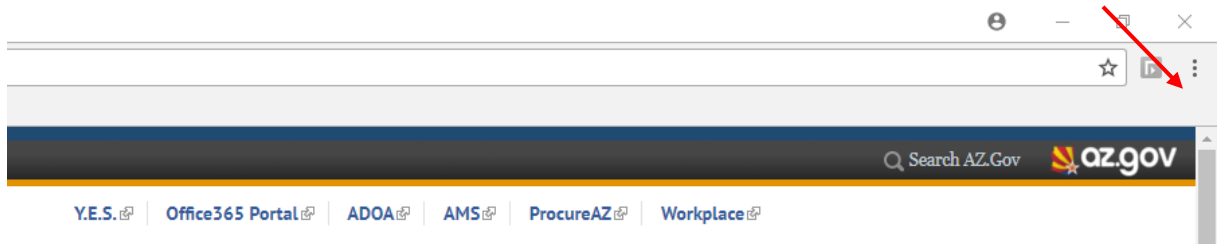
- In the top left area of the screen, click on the square with a red x above it (clear cache) and then the palette icon with a red x above it (clear cookies).



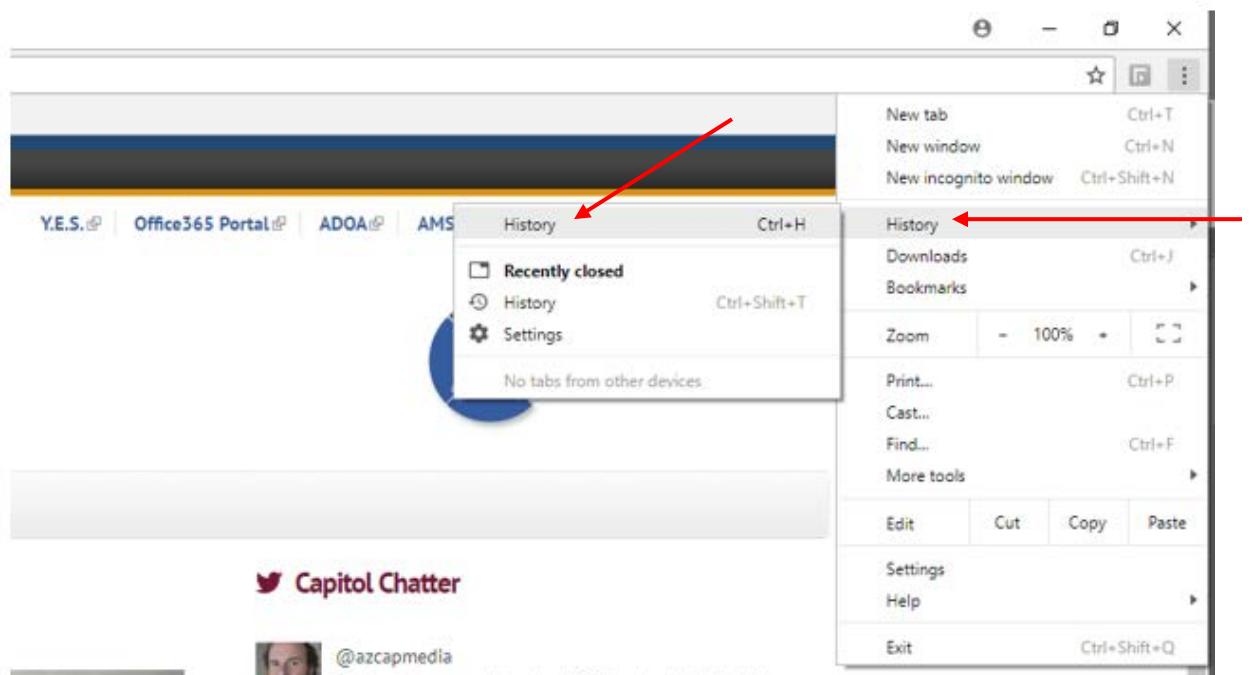
- Close your browser and restart the browser.
- Login to the Y.E.S. system.

## To Delete Cookies and Cache on Chrome

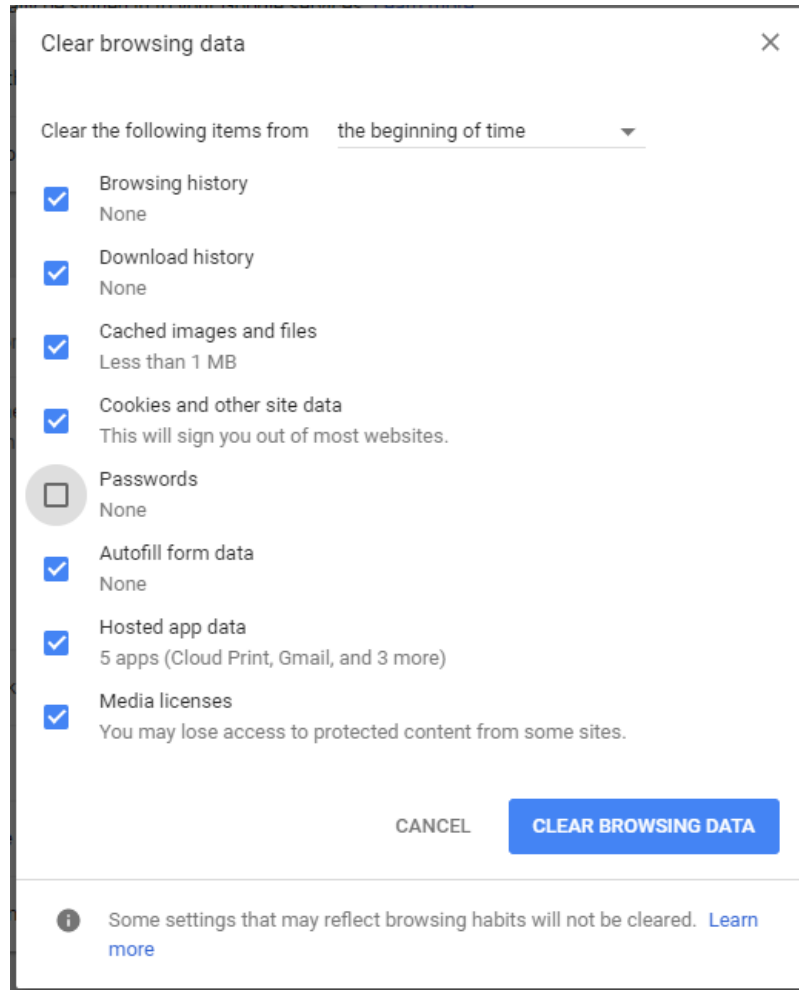
- Navigate to the upper right corner to click on the three dot icon.



- From the drop down menu, select 'History' followed by 'History' again.



- In the new window that opens, ensure that the checked boxes match what is shown here:



- Close your browser and restart the browser.
- Login to the Y.E.S. system.