

Clear Browser Cache and Cookies

Pearson recommends periodically clearing the browser's cache and cookies as a basic troubleshooting step.

To clear the cache and cookies in Windows Internet Explorer 8, 9, 10 or 11:

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click on the Gear icon in the top right.
3. Click Safety > Delete Browsing History.
4. In the Delete Browsing History window, select:
 1. Preserve Favorites website data
 2. Temporary Internet Files
 3. Cookies and website data
 4. ActiveX Filtering and Tracking Protection data
5. Click the Delete button.
6. In the Delete Browsing History confirmation window, click Yes, and then click Done after the files are deleted.
7. Click OK.
8. Close the browser and retry. If the problem persists, contact Technical Support for further investigation.

To clear the cache and cookies in Windows Internet Explorer 7:

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session, and then click Tools > Browsing History > Delete.
3. In the Delete Browsing History window, select:
 1. Preserve Favorites website data
 2. Temporary Internet Files
 3. Cookies and website data
4. Click the Delete button.
5. In the Delete Browsing History confirmation window, click Yes, and then click Done after the files are deleted.
6. Click OK.
7. Close the browser and retry. If the problem persists, contact Technical Support for further investigation.

To clear the cache and cookies in Safari 5:

1. Close all Safari windows.
2. Open a new Safari session and click Safari > Reset Safari.
3. Clear the check boxes for all items except Empty the cache and Remove all cookies (these remain selected).
4. Click Reset.
5. Click Remove All, and then click Done.

To clear the cache and cookies in Firefox:

1. Open Firefox.
2. If you do not see the Menu Bar, right click above the browser tab and check it to make it visible.
3. Click Tools > Options.
4. Click the Advanced tab.

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5. Click Network.
6. Under Cached Page Content, click the Clear Now button.
7. Under Offline Web Content and User Data, click the Clear Now button.
8. Click OK.

To clear the cache and cookies in Chrome:

1. Click the Chrome menu on the browser toolbar.
2. Select Tools.
3. Select Clear browsing data.
4. In the window that appears, in the Obliterate the following items from list, select the beginning of time to delete everything.
5. Select the check boxes for:
 1. Cookies and other site and plug-in data
 2. Cached images and files
 3. Hosted app data
6. Click Clear browsing data.

In Windows, sometimes there is still temporary file residue that remains even after deleting the cache. An additional action is to use the Disk Cleanup utility to remove temporary Internet files.

To remove Temporary Internet Files using Disk Cleanup (Windows):

1. Close Internet Explorer fully.
2. Click the Start button.
3. Click All Programs.
4. Click Accessories.
5. Click System Tools.
6. Click Disk Cleanup.
7. Select the drive you want to clean up (typically C) and click OK.
8. Select Temporary Internet Files only, and click OK.
9. Ensure that the Temporary Internet Files appear with 0 size and close.
10. Launch Internet Explorer and retry. If problems persist, contact Pearson Technical Support.

If the problem still exists (Windows only), it is possible that your antivirus software has locked some of the files as infected.

To investigate further in Windows:

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session, and then click Tools > Browsing History > Settings in IE7 or Safety > Delete Browsing History > Settings in IE8 or IE9.
3. Click View files.
4. If any files remain here, select all and Delete.
5. If any files cannot be removed, contact Microsoft Support or launch the antivirus software and see if you can remove the remaining files here.