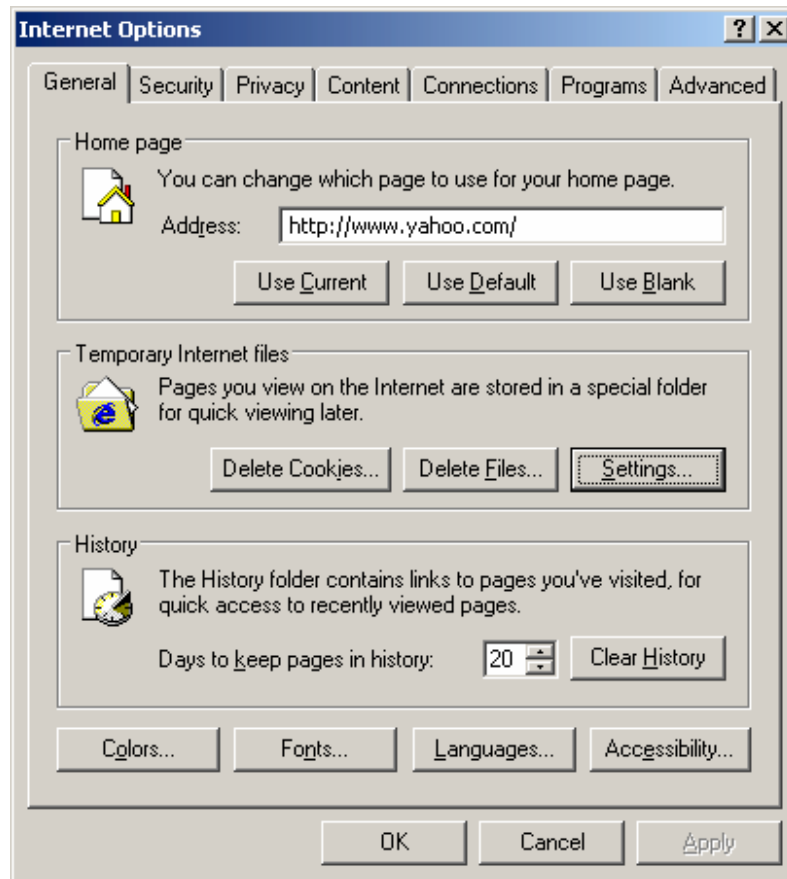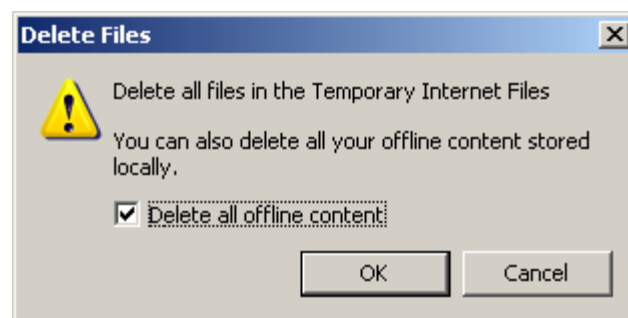# Troubleshooting Steps – Browser Settings

Please follow these steps to check browser settings and troubleshooting connectivity and/or performance issues.

1. On the browser's file menu, go to TOOLS | INTERNET OPTIONS to open the following properties dialog box:
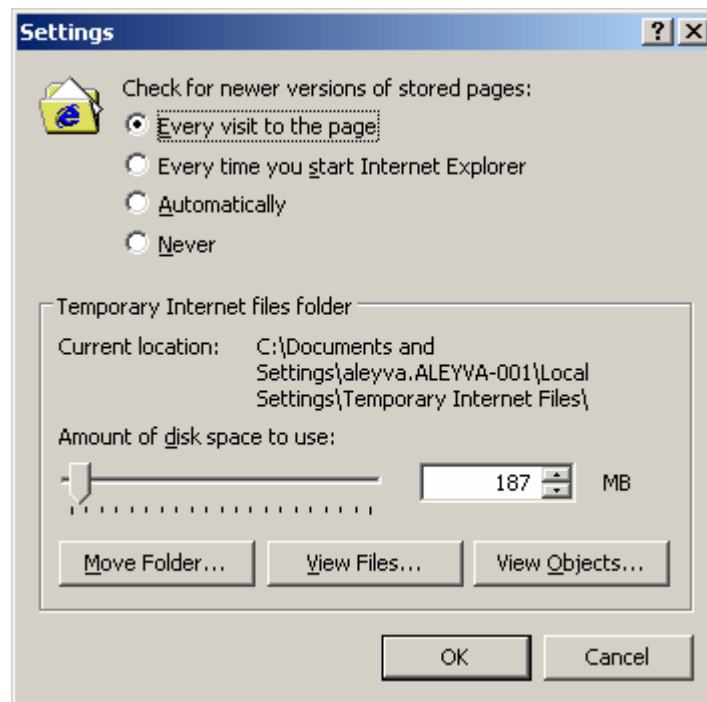

2. Under "Temporary Internet files", click on the *Delete Files* button to open the delete files properties dialog box.
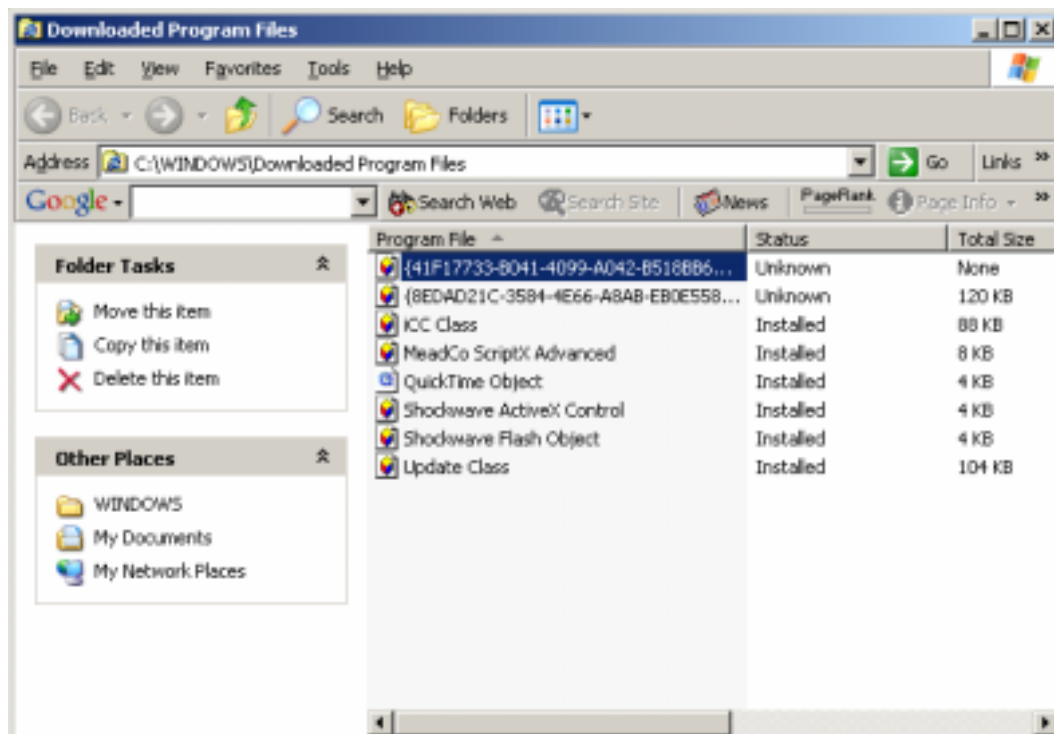

3. Select (check) the "Delete all offline content" option in the dialog box, then click OK to return to the Internet Options dialog box.
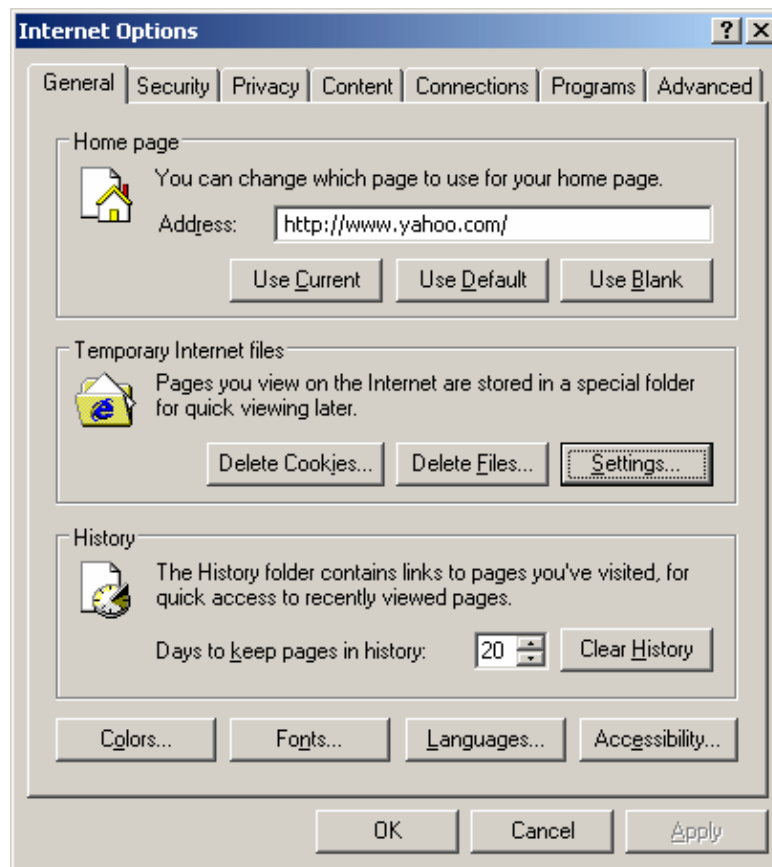
4. Again under "Temporary Internet files", click on the *Settings* button the open the settings properties dialog box.
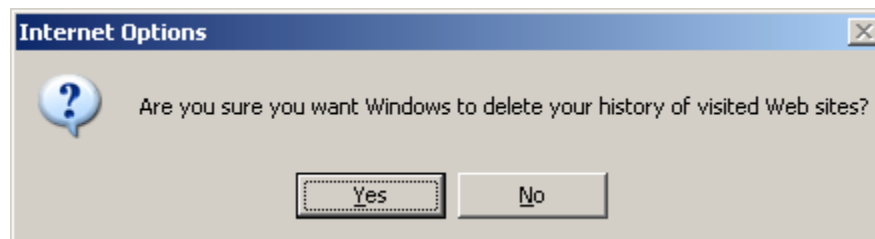

5. Under "Check for newer versions of stored pages", all users should have "Every visit to the page" option selected.

6. Click on *View Objects* to open the browser's Downloaded Program files. For files with a status of "Unknown", right-click the file and select *Remove* to delete the entry.

7. Now close the Downloaded Program files window and click OK on the Settings dialog box to return to the Internet Options dialog box.

8. Under "History", click on the *Clear History* button to clear the browser's history entries.

9. You will be prompted with a confirmation box, click YES to clear the history folder and continue.

10. Click OK on the Internet Options properties dialog box to exit back to the browser, close all browser windows then launch a new browser window to continue working.