

# Opera Browser - Delete Temporary Internet Files

## Overview

The information below will help resolve a wide range of issues that can occur on our website when using the Opera browser, version 9 or later.

Temporary Internet Files or 'Cache' are, in effect, a large part of your browsers memory. When you load a web page it is saved on your computer in this Cache so that if you later decide to open the same page again, it will open a lot faster.

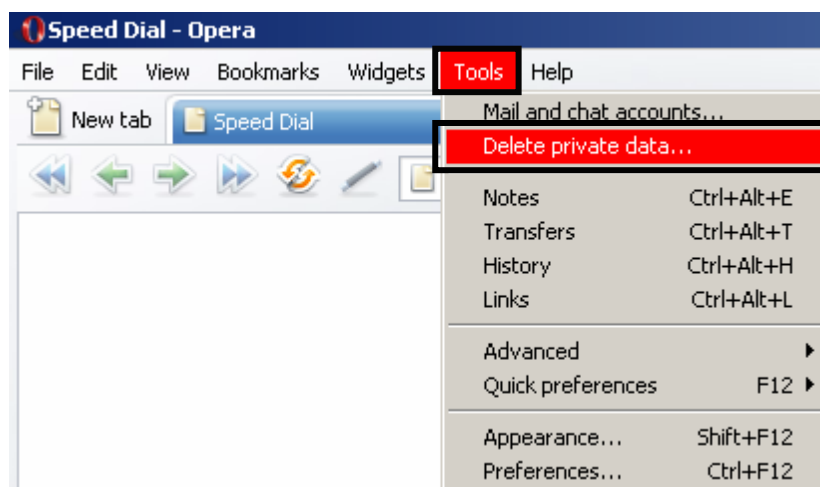
The drawback however, is that your browser will sometimes fetch a web page from it's Cache when it should be getting a fresh version from the Internet. This can sometimes result in out of date information being shown onscreen. Deleting the files in your Cache will force your computer to fetch up to date information rather than remembering the old information.

If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

Alternatively, you can email [support-eng@customerservices365.com](mailto:support-eng@customerservices365.com).

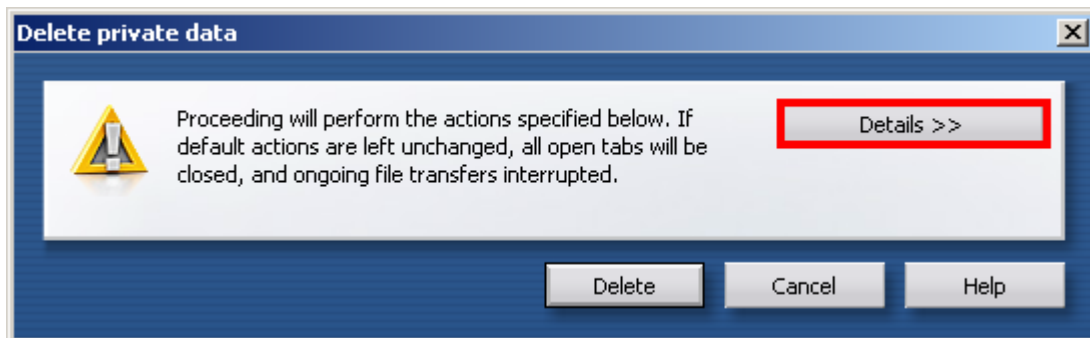
## Deleting Temporary Internet Files

1a) Open up your browser and select 'Tools', then 'Delete private data...'.

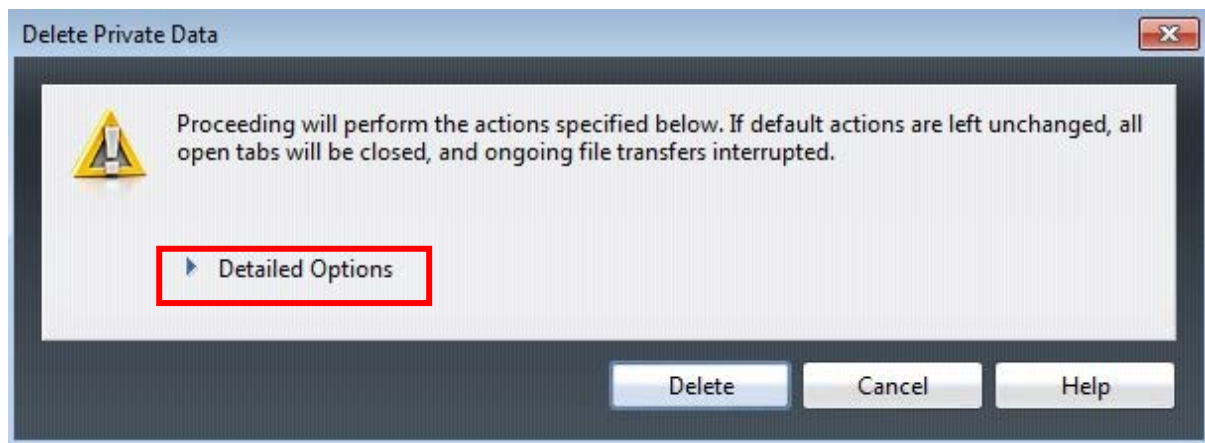


1b) You may need to click the 'Details>>' button or 'Detailed Options' drop down to reveal a list of tick boxes.

**Opera 9.27 and below**



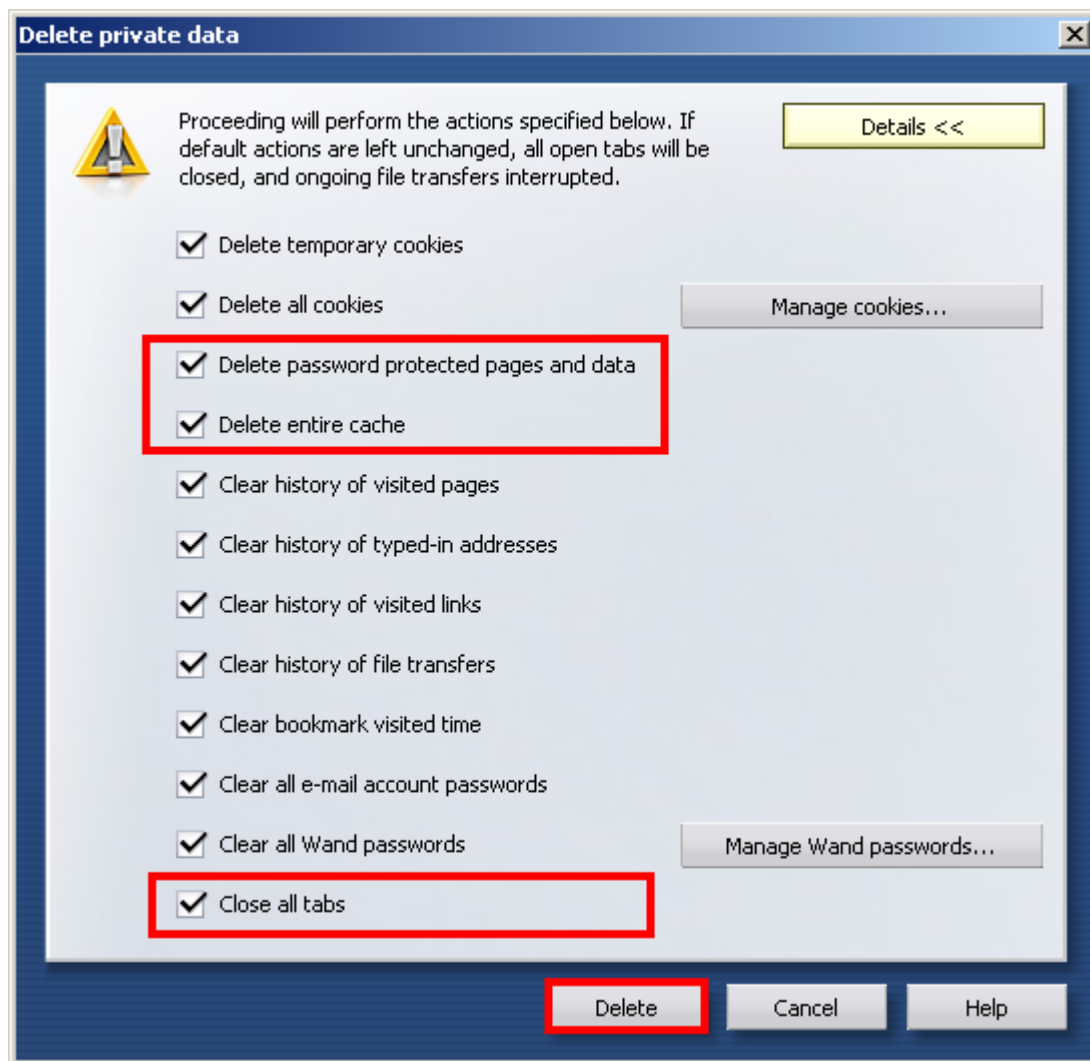
**Opera 9.50 and above**



2a) To delete your Cache, select the third and fourth tick-boxes. These will be labelled 'Delete password protected pages and data' and 'Delete entire cache'.

2b) Also, select the last tick-box labelled 'Close all tabs'.

2c) Finally, click the 'Delete' button at the bottom.



3) Now close all internet browser windows that are currently open and reopen a new browser window, type in our website address and login to your account.

If you continue to experience problems, please contact one of our Customer Service Advisors to assist you. Refer to the Contact Us information on page 1 of this document.