

Mozilla Firefox 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 Mozilla Firefox version 2.0.0.20 or later.

Temporary Internet Files or 'Cache' are, in effect, a large part of your browser's 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 This can sometimes result in out of date information being shown onscreen.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.

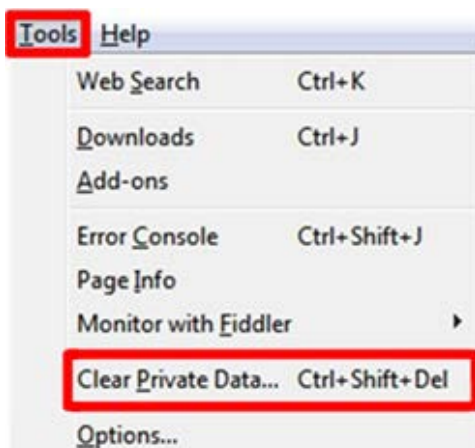
If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

Alternatively, you can email support-eng@customerservices365.com.

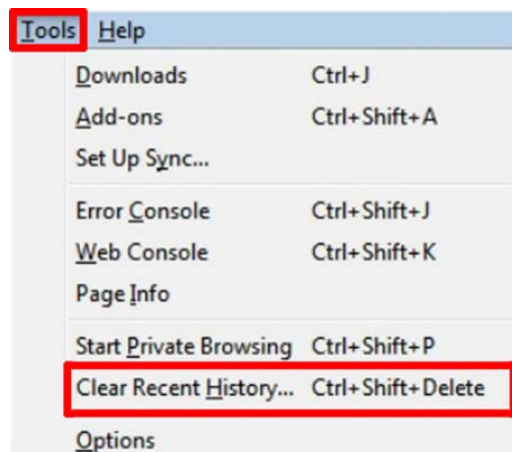
Deleting Temporary Internet Files

- 1) Open up your browser and click on 'Tools' on the top bar, then click 'Clear Private Data...' for Firefox 3.4 and below or 'Clear Recent History ...' for Firefox 3.5 and above.

Firefox 3.4 and below.

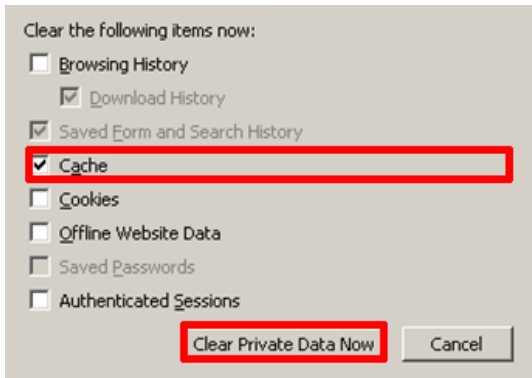


Firefox 3.5 and above

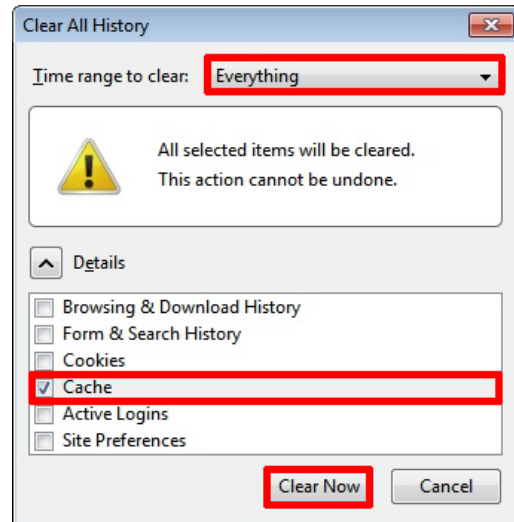


2) Tick the box next to 'Cache' and clear all other boxes; if you are using Firefox 3.5 or later ensure that 'Time range to clear' is set to 'Everything' then click 'Clear Private Data Now' or 'Clear Now'.

Firefox 3.4 and below.



Firefox 3.5 and above



Note: Some boxes will appear greyed out if there is nothing to delete.

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.