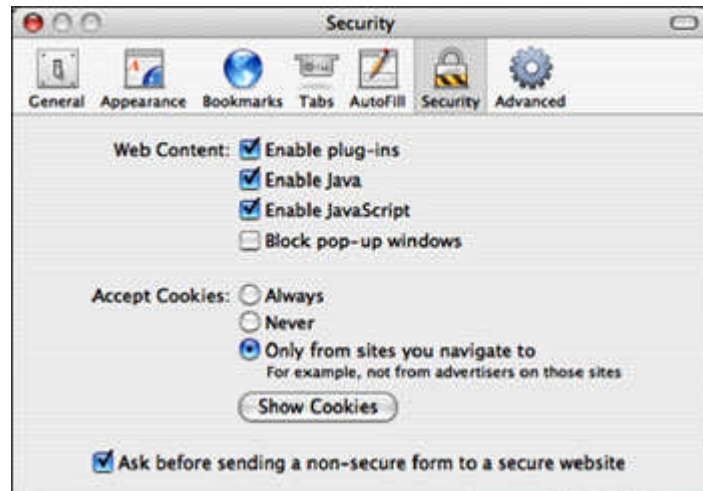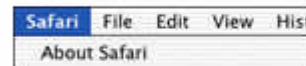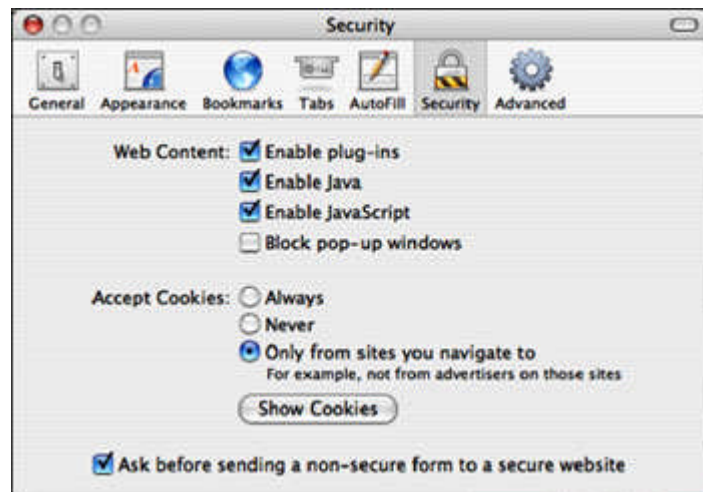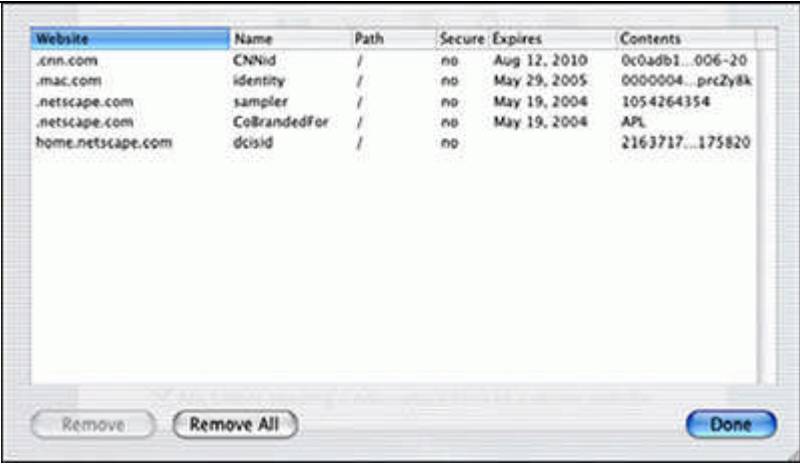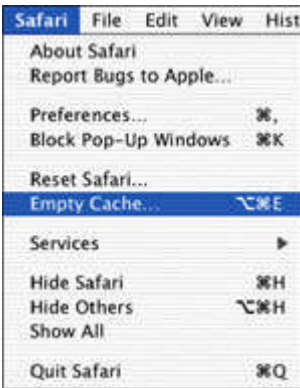| **Quick Help Guide: Clearing Your Internet Cookies and Temporary Internet Files**	
Some issues with submitting exams may be corrected by clearing an Internet browser's Temporary Internet files and cookies. Sometimes, an Internet browser will save files to help the browser load pages quicker at a later date. This can actually prevent the browser from seeing the most current information and settings. This Quick Help guide is meant to help a student clear these files so they are able to complete their tasks without issues.	
Open up Safari.	
Open the **Safari menu** and select **Preferences**. Click the **Security** icon at the top right.	
At the bottom of the window, click **Show Cookies**	

In the new window that opens, click **Remove All** then click **Done**.	
Click the **Red X button** at the top left corner of the window to close **Preferences**. Open the **Safari menu** again and select **Empty Cache...** In the window that opens, click **Empty** (or **Empty Cache**) to remove the saved files.	
Close out of the Safari browser. Reopen your Safari Browser.	
Proceed back to our website. Click Enter or the Go button to accept the typed web address.	

Quick Help Guide- Browser Cookies and Files

Click on **FEMA Independent Study** located at the top of your screen.	FEMA Independent Study
Click on **ISP Course List** from the menu to return to our main course list or **NIMS Courses** to narrow down the list to just NIMS courses.	» ISP Course List Or » NIMS Courses
Select the course number you accessed previously from the list and then select **Take Final Exam** to access the exam again.	► Take Final Exam
After completing the required information, click on the **Send** button to transmit the data to us.	Send
Be sure that you receive a Thank you page after clicking the Send button. If you receive anything other than a Thank you page, there is an error submitting your exam. Call 301-447-1200 for assistance.	Thank you,