

Quick Help Guide- Browser Cookies and Files

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.

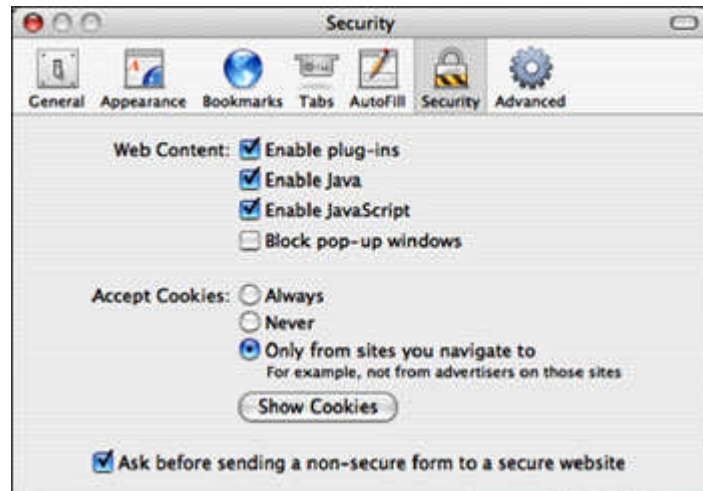
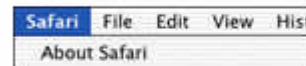
This Quick Help guide is meant to help a student clear these files so they are able to complete their tasks without issues.

Open up Safari.

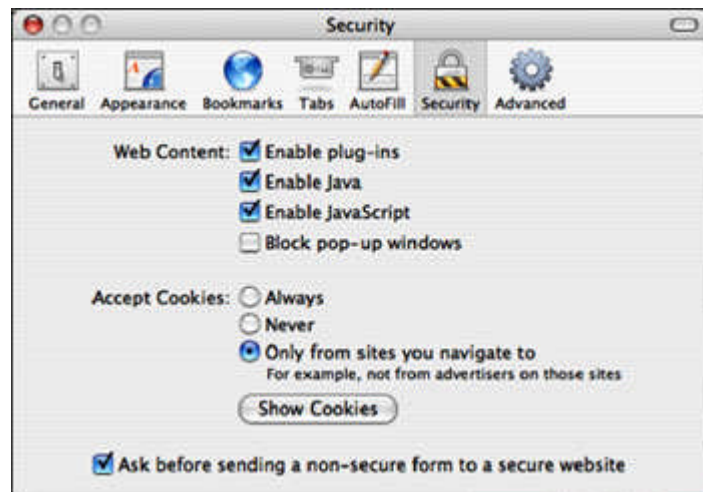


Open the **Safari menu** and select **Preferences**.

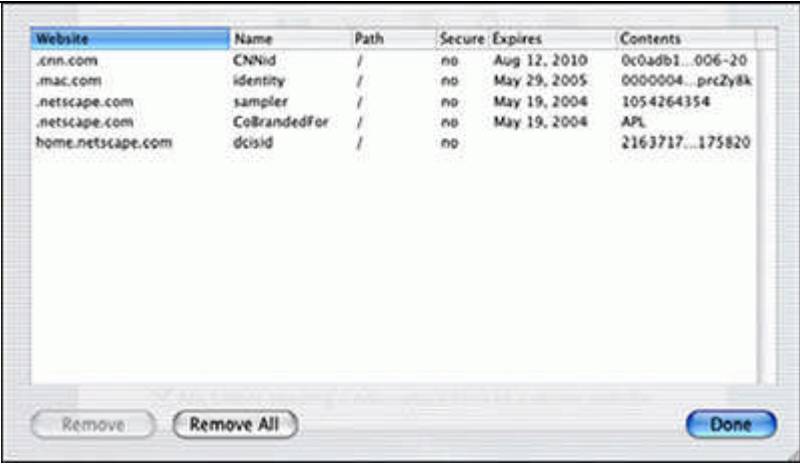
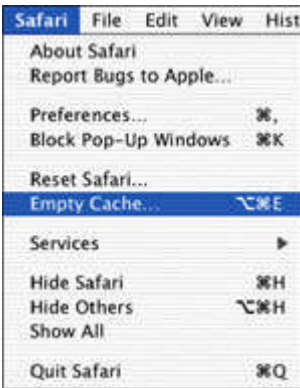


Click the **Security** icon at the top right.








At the bottom of the window, click **Show Cookies**



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<p>In the new window that opens, click Remove All then click Done.</p>	 <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Website</th> <th>Name</th> <th>Path</th> <th>Secure</th> <th>Expires</th> <th>Contents</th> </tr> </thead> <tbody> <tr> <td>.cnn.com</td> <td>CNNid</td> <td>/</td> <td>no</td> <td>Aug 12, 2010</td> <td>0c0adb1...006-20</td> </tr> <tr> <td>.mac.com</td> <td>identity</td> <td>/</td> <td>no</td> <td>May 29, 2005</td> <td>0000004...prcZy8k</td> </tr> <tr> <td>.netscape.com</td> <td>sampler</td> <td>/</td> <td>no</td> <td>May 19, 2004</td> <td>1054264354</td> </tr> <tr> <td>.netscape.com</td> <td>ColBrandedFor</td> <td>/</td> <td>no</td> <td>May 19, 2004</td> <td>APL</td> </tr> <tr> <td>home.netscape.com</td> <td>dcisid</td> <td>/</td> <td>no</td> <td></td> <td>2163717...175820</td> </tr> </tbody> </table>	Website	Name	Path	Secure	Expires	Contents	.cnn.com	CNNid	/	no	Aug 12, 2010	0c0adb1...006-20	.mac.com	identity	/	no	May 29, 2005	0000004...prcZy8k	.netscape.com	sampler	/	no	May 19, 2004	1054264354	.netscape.com	ColBrandedFor	/	no	May 19, 2004	APL	home.netscape.com	dcisid	/	no		2163717...175820																								
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<p>Click the Red X button at the top left corner of the window to close Preferences.</p> <p>Open the Safari menu again and select Empty Cache...</p> <p>In the window that opens, click Empty (or Empty Cache) to remove the saved files.</p>	 <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Safari</th> <th>File</th> <th>Edit</th> <th>View</th> <th>Hist</th> </tr> </thead> <tbody> <tr> <td>About Safari</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Report Bugs to Apple...</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Preferences...</td> <td></td> <td></td> <td></td> <td>⌘,</td> </tr> <tr> <td>Block Pop-Up Windows</td> <td></td> <td></td> <td></td> <td>⌘K</td> </tr> <tr> <td>Reset Safari...</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr style="background-color: #e0e0e0;"> <td>Empty Cache...</td> <td></td> <td></td> <td></td> <td>⌘⌘E</td> </tr> <tr> <td>Services</td> <td></td> <td></td> <td></td> <td>▶</td> </tr> <tr> <td>Hide Safari</td> <td></td> <td></td> <td></td> <td>⌘H</td> </tr> <tr> <td>Hide Others</td> <td></td> <td></td> <td></td> <td>⌘⌘H</td> </tr> <tr> <td>Show All</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Quit Safari</td> <td></td> <td></td> <td></td> <td>⌘Q</td> </tr> </tbody> </table>	Safari	File	Edit	View	Hist	About Safari					Report Bugs to Apple...					Preferences...				⌘,	Block Pop-Up Windows				⌘K	Reset Safari...					Empty Cache...				⌘⌘E	Services				▶	Hide Safari				⌘H	Hide Others				⌘⌘H	Show All					Quit Safari				⌘Q
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<p>Click on FEMA Independent Study located at the top of your screen.</p>	
<p>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.</p>	 <p>Or</p> 
<p>Select the course number you accessed previously from the list and then select Take Final Exam to access the exam again.</p>	
<p>After completing the required information, click on the Send button to transmit the data to us.</p>	
<p>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.</p>	