

## Deleting Browser Cached Files and Cookies

### Internet Explorer 9 or Later

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click **Tools > Internet Options**. (If you do not see "Tools," press the **Alt** key to show the menu bar.)
3. In the Internet Options window, click the **Delete...** button in the Browsing history section.
4. In the Delete Browsing History window, check "Temporary Internet Files" and "Cookies." "Uncheck "Preserve Favorites website data."
5. Click **Delete**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.


### Internet Explorer 8

Note: Internet Explorer 8 is no longer supported by some Pearson websites. Please check the [system requirements](#) of the web site you'd like to use to be sure you're using a compatible browser.

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click **Tools > Internet Options**. (If you do not see "Tools," press the **Alt** key to show the menu bar.)
3. In the Internet Options window, click the **Delete...** button in the Browsing history section.
4. In the Delete Browsing History window, check "Temporary Internet Files" and "Cookies." If you have saved any Pearson sites as Favorites, uncheck "Preserve Favorites website data."
5. Click **Delete**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

### Chrome

1. Close all Chrome windows.
2. Open a new Chrome session and click the Chrome menu () on the browser toolbar.
3. Click **History** then **Settings**.
4. Click **Clear browsing data**.
5. In the dialog that appears, select the following checkboxes:
  - o *In recent versions*: Cached images and files
  - o *In older versions*: Empty the cache
  - o Delete cookies and other site and plug-in data
6. Use the menu at the top, select "beginning of time".
7. Click **Clear browsing data**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

8. Click the "x" to the right of the Settings tab to close it.

## Firefox

1. Close all Firefox windows.
2. Open a new Firefox session.
3. Open the Clear Recent History window.  
*In Windows:* Click **History** > **Clear Recent History...** (If you do not see "History," press the **Alt** key to show the menu bar.)  
*In Mac OS X:* Click **Firefox** > **History** > **Clear Recent History...**
4. Click the drop-down menu next to Time range to clear and choose **Everything**.
5. Click the arrow next to Details and select both **Cookies** and **Cache**.
6. Click the **Clear Now** button.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.