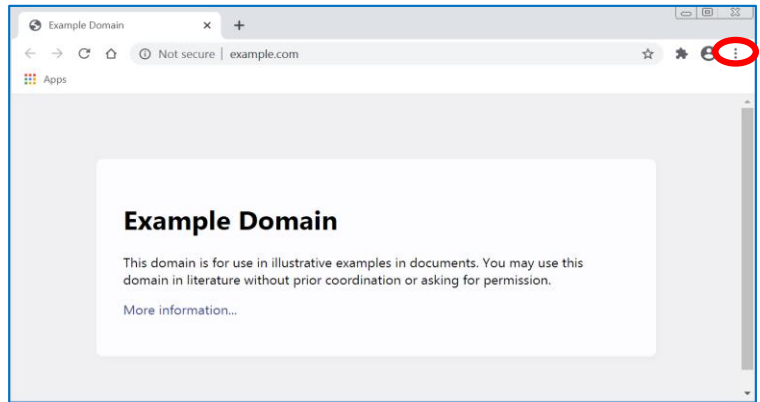
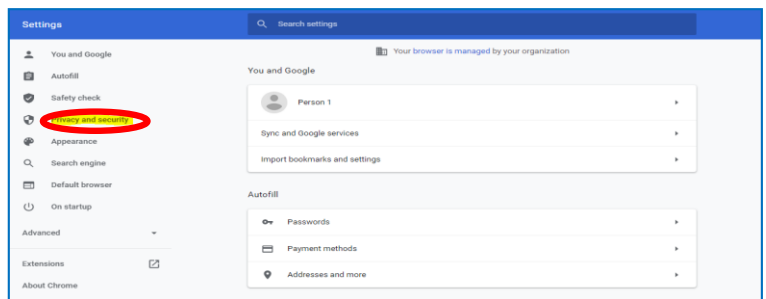


Other users please continue with instructions below to clear cache and cookies.

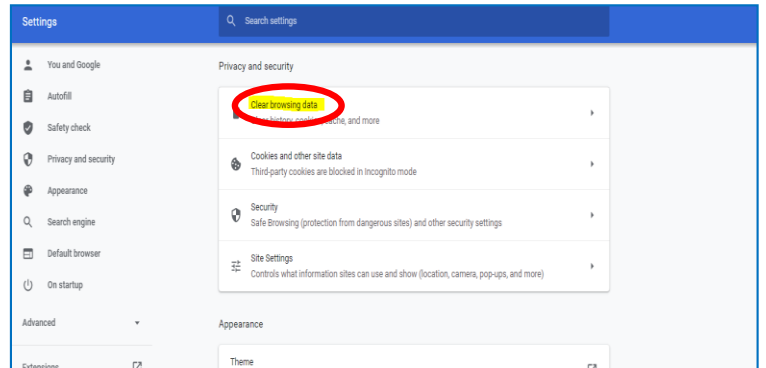
1. Launch Chrome browser
2. In top right corner, click three vertical dots (See red circle.)
3. From drop down box, choose 'settings'



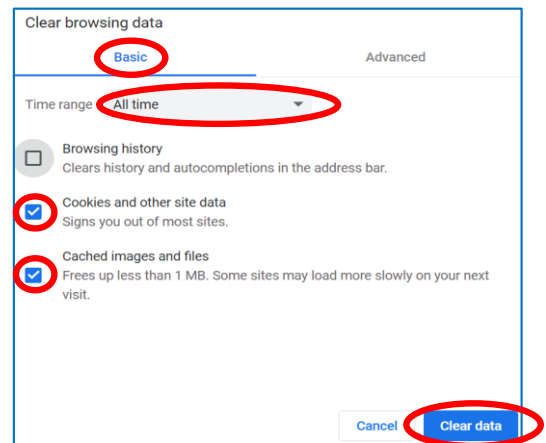
4. On left, select 'privacy and settings'



5. In center, click 'clear browsing data'

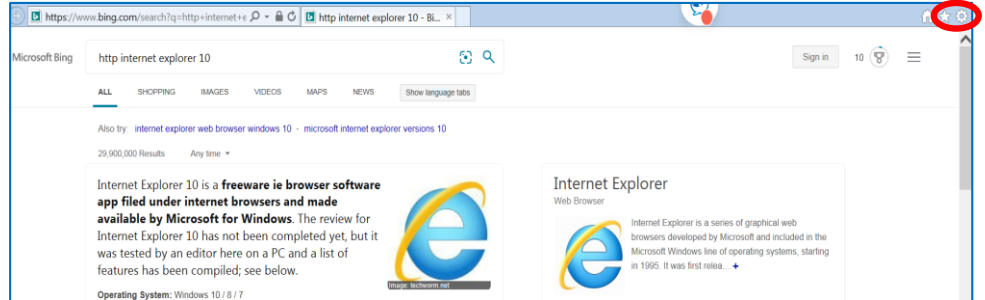


6. From 'basic' tab, click down arrow and set range to 'all time'
7. Check 'cookies' and 'cached'
8. Select 'clear data'

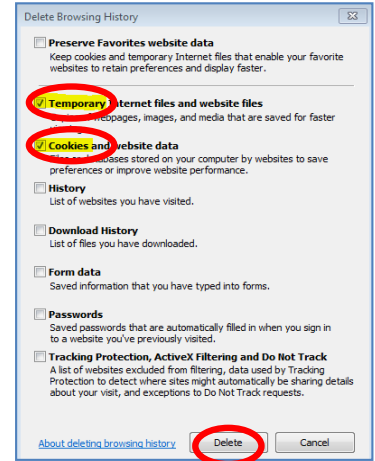
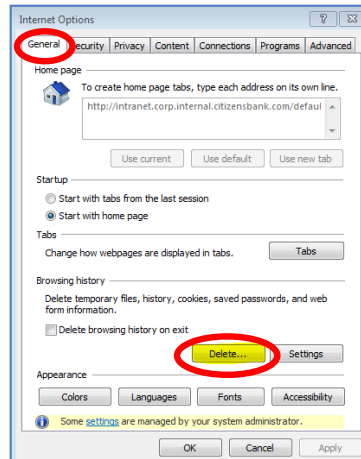


Citizens™ Instructions to clear cache and cookies in Internet Explorer®

1. Launch Internet Explorer browser
2. In top right corner, click gear wheel (See red circle.)
3. From pull down menu, choose 'internet options'



4. From 'general' tab, click 'delete'
5. On 'browsing history' pop up, check 'temporary internet files' and 'cookies'
6. Select 'delete'. (Pop up should close.)



7. Now click 'content' tab
8. Choose 'clear SSL state'
9. On pop-up confirmation, click 'ok'
10. On 'internet options' window, select 'ok'

