## Internet Explorer – Cache Clear

Any time you are having issues with logging into OASIS, please clear your cache before contacting NGC for support. Also, if you have recently changed your password and you are receiving the "Internal Server Error" page that is normal. Clearing your cache, unplugging your certificate, and logging in again with the new password will resolve this.

## Open Internet Explorer

## Clear the cache in Internet Explorer by clicking the gear icon:

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## Then click internet options



Click delete:

	Internet (	Options					?	$\times$		
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	Start with home page Tabs									
	Change how webpages are displayed in tabs. Tabs Browsing history Delete temporary files, history, cookies, saved passwords, and web form information. Delete browsing history on exit Delete Settings									
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Then check off the below check boxes, wait for the "successfully deleted browser history message" at the bottom of the window.

Delete Browsing History	×
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
✓ Temporary Internet files and website files	
Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
History List of websites you have visited.	
Download History List of files you have downloaded.	
<b>Form data</b> Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.	s
Some <u>settings</u> are managed by your system administrator.	
About deleting browsing history Delete Cancel	]

After you have clicked delete, close your browser down completely.

Take your Exostar USB token out of your computer and plug it back in.

Now try and log in using Internet Explorer.