

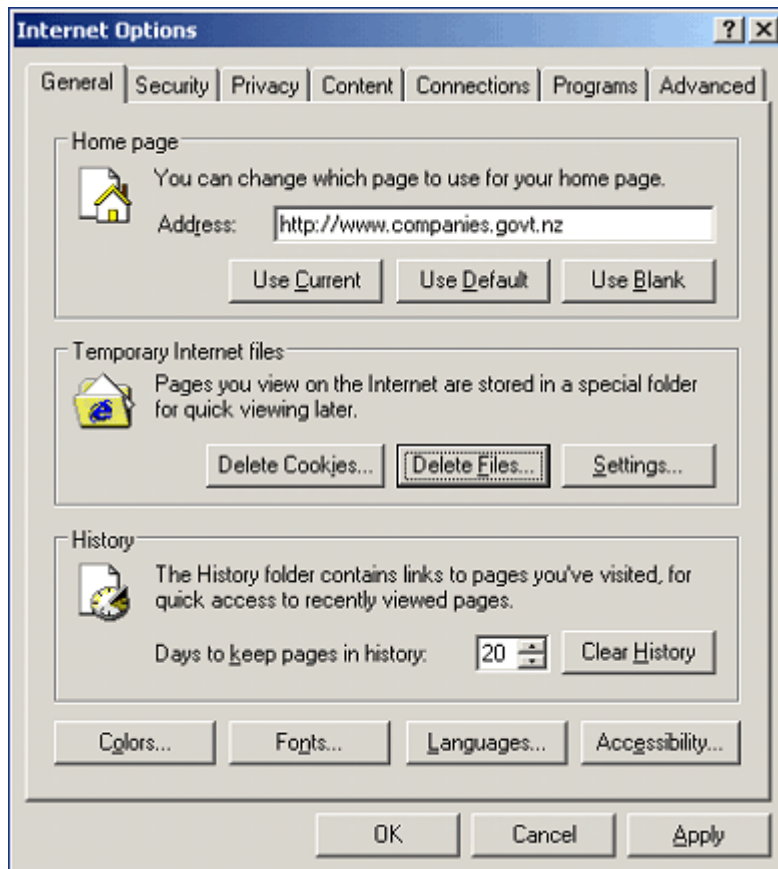
## My page is not displaying correctly

If you are receiving a page cannot be displayed message it may be that you need to clear your cache/temporary internet files. Please choose your version of browser below and follow the instructions. If your browser is not listed, please consult the help files for that browser.

- [Internet Explorer 6.0 – Windows Versions](#)
- [Internet Explorer – Macintosh Versions](#)
- [Netscape](#)
- [Opera](#)
- [Mozilla](#)
- [Mozilla Firefox](#)

### Internet Explorer 6.0 – Windows versions

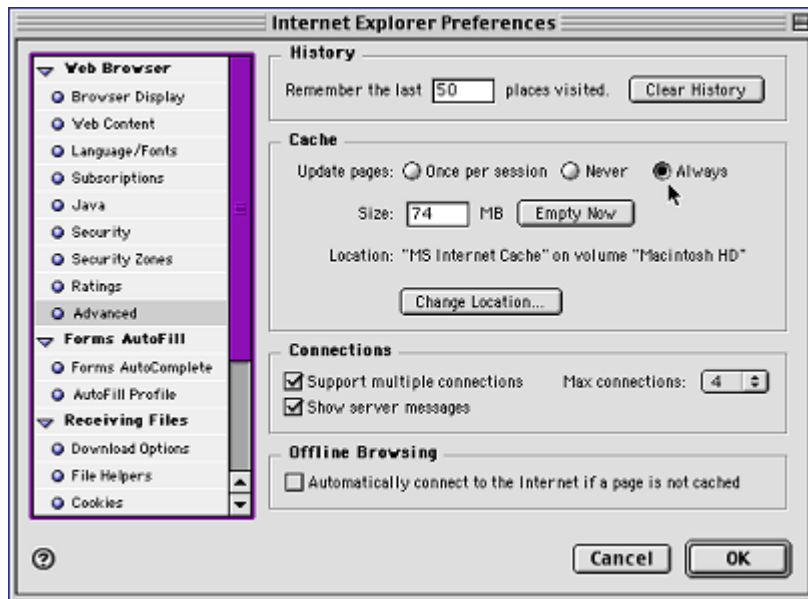
1. Open Internet Explorer
2. Go to any website except the website you are having a problem with.
3. Select **'Tools'** at the top of the screen then **'Internet Options'**
4. A new window opens. In the **'General'** tab select the button called **'Delete Files...'**
5. You will be asked to confirm the deletion, select **'OK'**.
6. This may take a few seconds or quite a long time – it depends on how long it has been since the files were last cleared.
7. Select **'OK'** to go back to Internet Explorer



### Internet Explorer – Macintosh versions

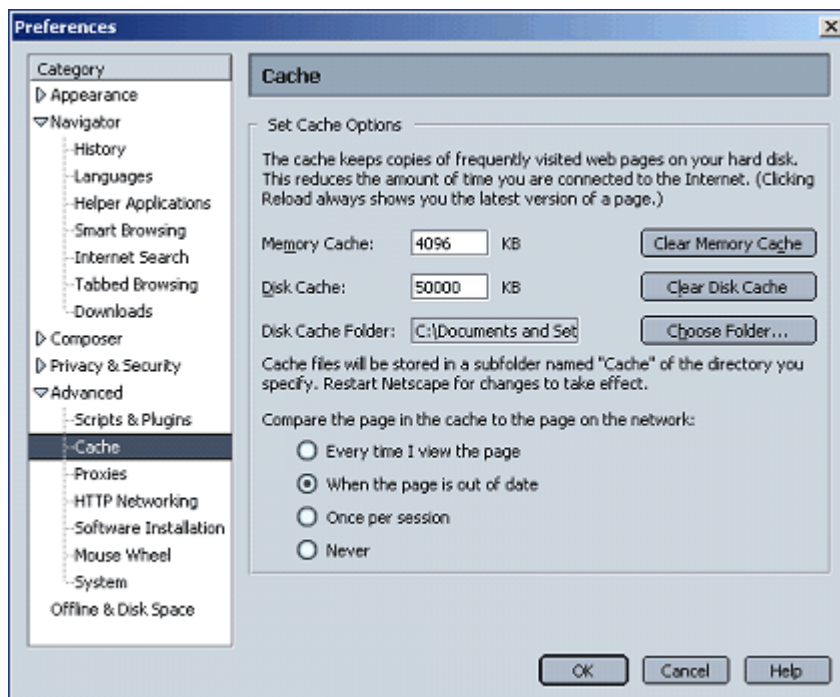
1. Under the **'Edit'** menu, select **'Preferences'**.

2. In the left column, select **'Advanced'** (This is found under the **'Web Browser'** section).
3. In the History area of the window, select the **'Clear History'** button.
4. A dialog box will ask: **'Are you sure you want to clear your history?'** Select **'OK.'**
5. In the Cache area of the window, select the **'Empty Now'** button.
6. Select **'OK'** to close the Internet Explorer Preferences window.



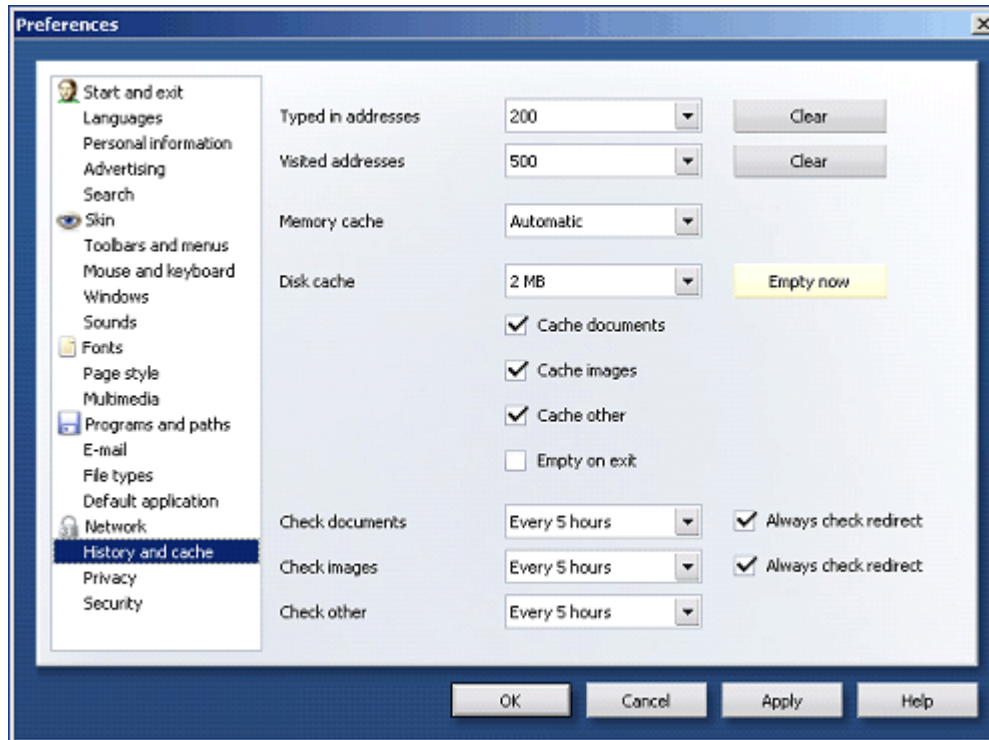
## Netscape

1. Select **'Edit'** at the top left of the screen
2. Then **'Preferences'**
3. In the left hand menu, select **'Cache'** (This is found under the **'Advanced'** section).
4. Select **Clear Disk Cache** and **Clear Memory Cache**



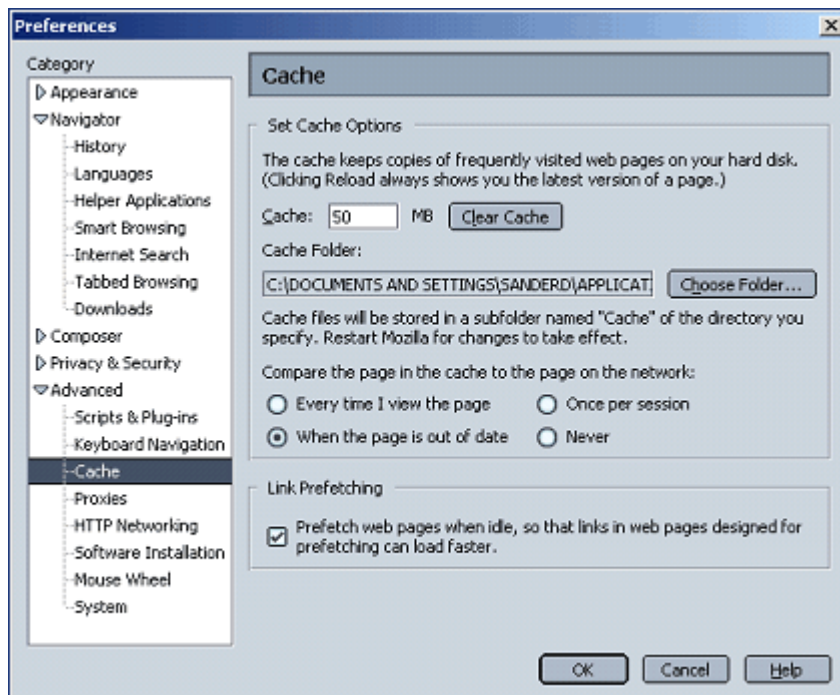
## Opera

1. Go to **'Preferences'**
2. Select **'History and cache'** (This is found under the **'Network'** section)
3. Select the **'Empty Now'** button.



## Mozilla

1. Go to **'Preferences'**
2. Select **'Cache'**. (This is found under the **'Advanced'** section).
3. Select the **'Clear Cache'** button.



# Mozilla Firefox

1. Select **'Tools'** then **'Options'**
2. Select the **'Privacy'** icon then go to the tab called **'Cache'**
3. Press the **'Clear Cache Now'** button.

