

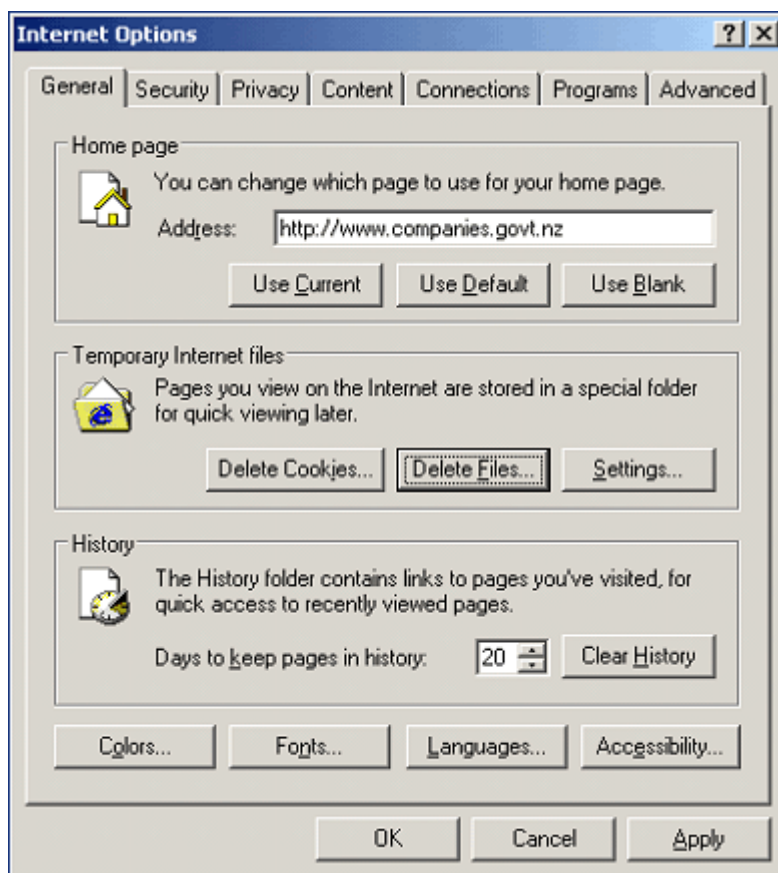
## My page is not displaying correctly

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](#)

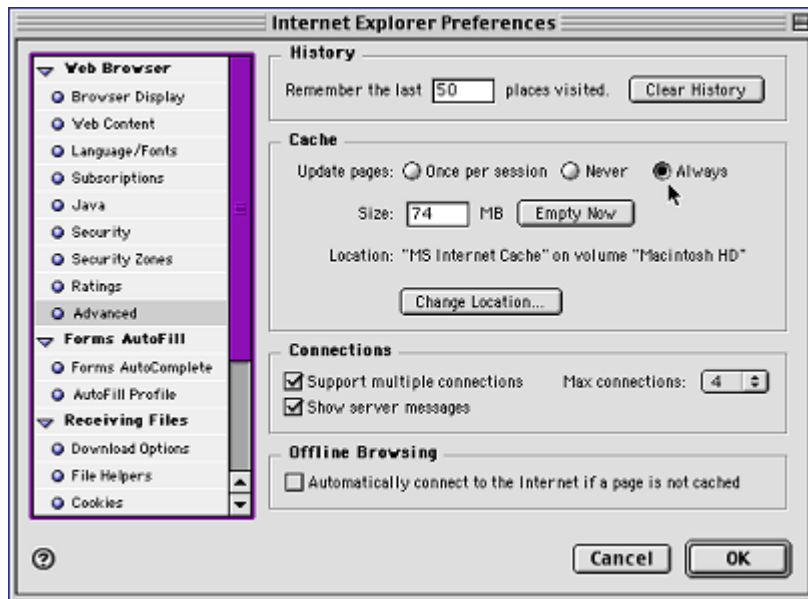
### Internet Explorer 6.0 – Windows versions

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



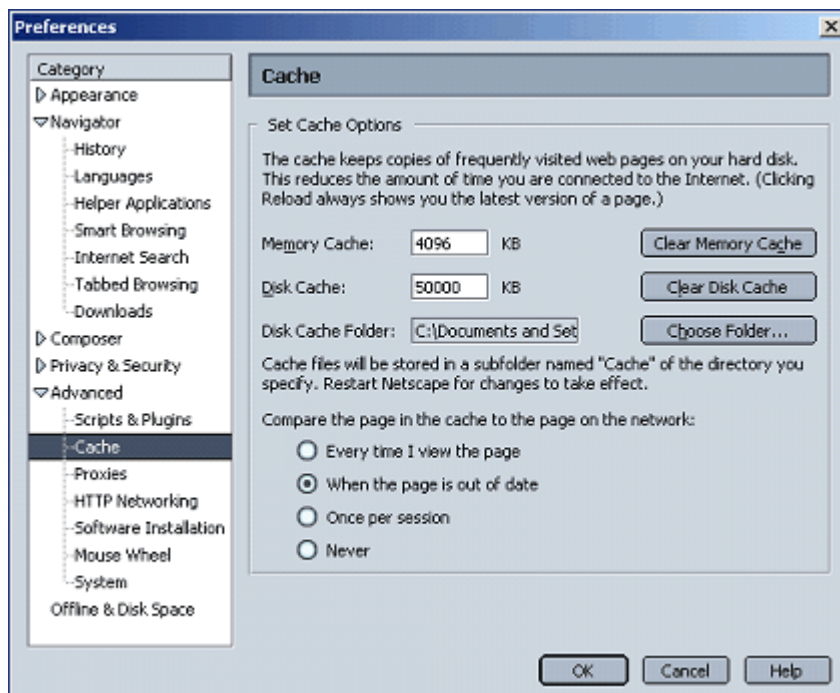
### Internet Explorer – Macintosh versions

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.



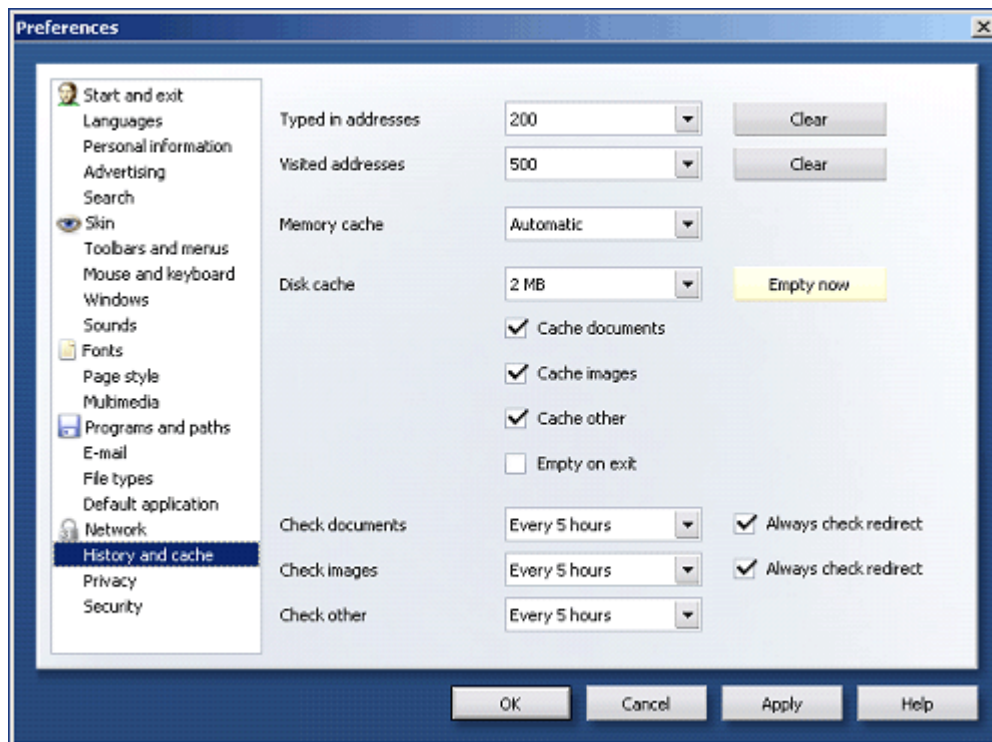
## Netscape

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



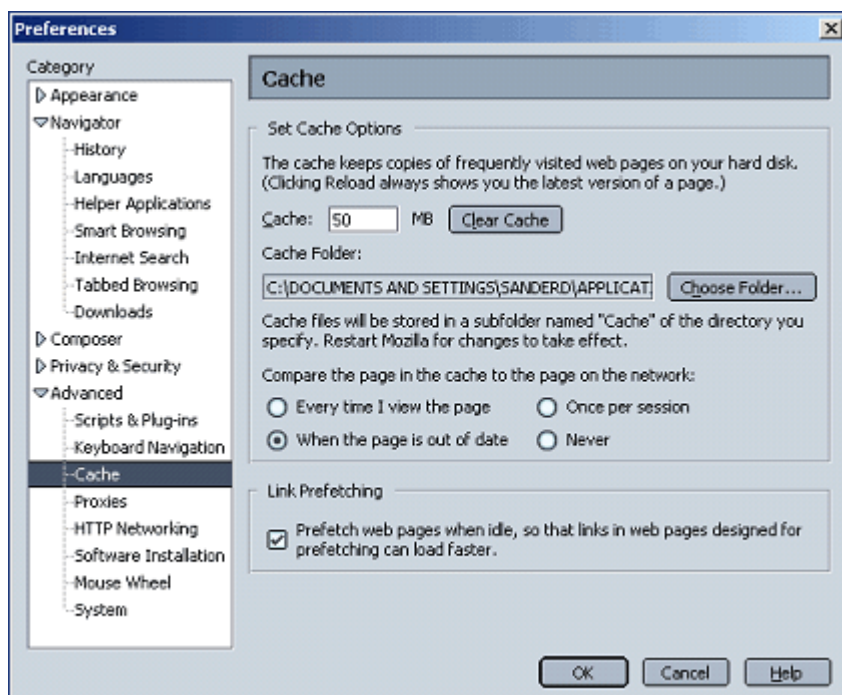
## Opera

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.

