

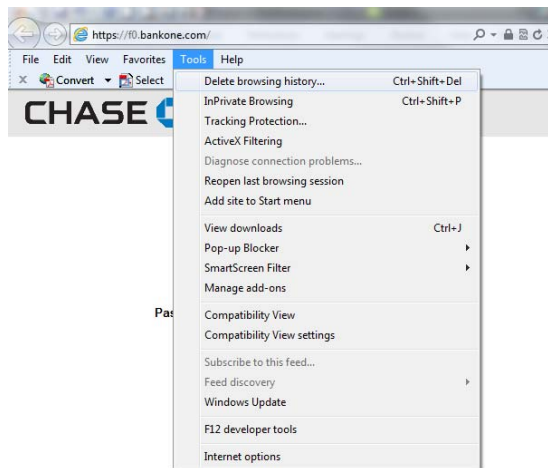
Clearing Temporary Files

If a member, applicant or other visitor to the AMT web site is having issues with forms or downloads, it may be an issue with the cookies stored in the person's internet browser. Deleting them may help. Below are descriptions of how to do it in Internet Explorer. Note each browser has a basic and advanced way to clear out cookies.

Internet Explorer

(Basic)

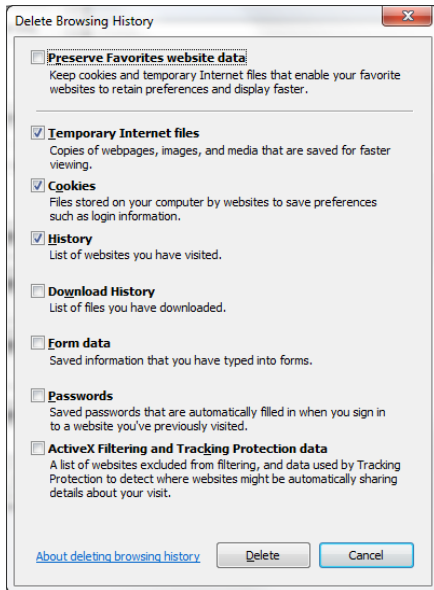
Click on *Tools > Delete browsing history....*



In the **Delete Browsing History** window, make sure you check or uncheck the following:

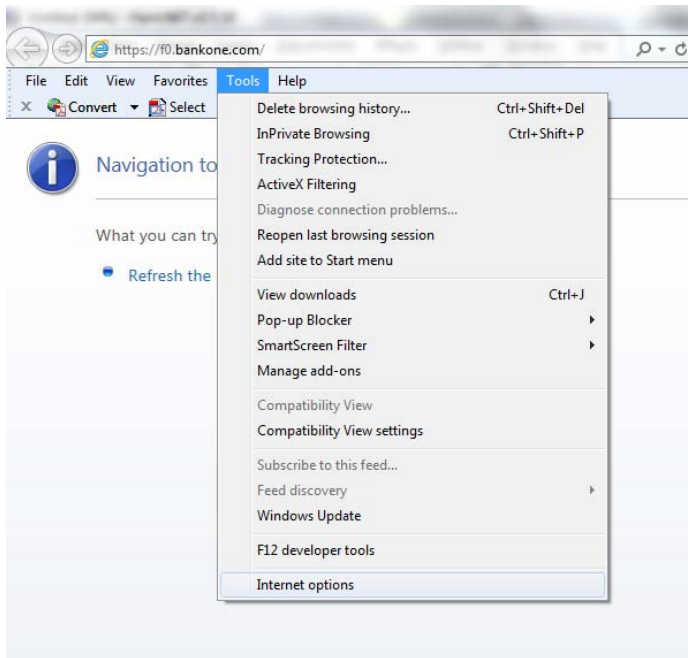
- Preserve Favorites website data – if you keep the AMT website as a favorite, uncheck this box.
- Temporary Internet files (checked)
- Cookies (checked)
- History (checked)
- If the issue is with a form or password, also check the following:
 - Form data
 - Passwords
- If the issue is with a downloaded form, check Download History

Note – depending on the version of Internet Explorer, some of the checkboxes below may not be available. In any case, Temporary Internet Files and Cookies will be there.

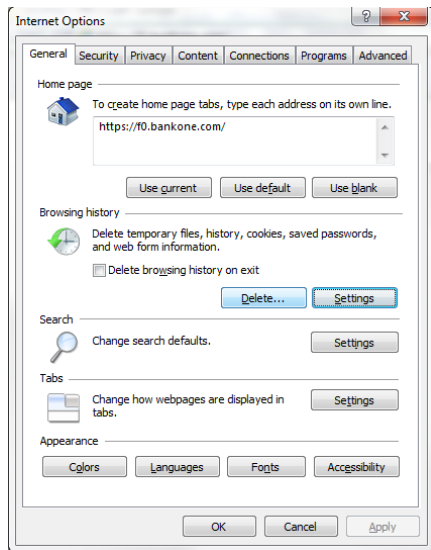


(Advanced)

Click on *Tools > Internet Options*



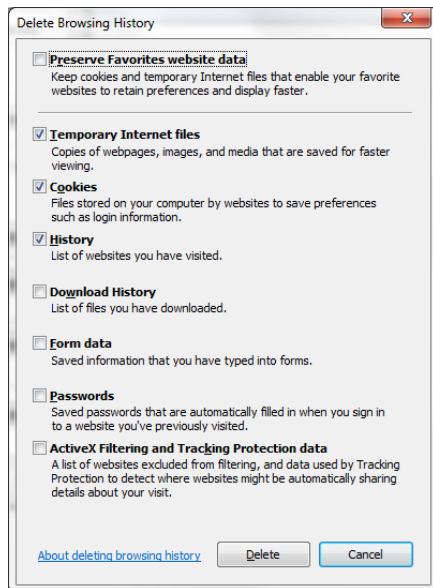
In the **Internet Options** window, locate the “Delete” button located in the Browsing history. Click this button.



In the **Delete Browsing History** window, make sure you check or uncheck the following:

- Preserve Favorites website data – if you keep the AMT website as a favorite, uncheck this box.
- Temporary Internet files (checked)
- Cookies (checked)
- History (checked)
- If the issue is with a form or password, also check the following:
 - Form data
 - Passwords
- If the issue is with a downloaded form, check Download History

Note – depending on the version of Internet Explorer, some of the checkboxes below may not be available. In any case, Temporary Internet Files and Cookies will be there.



Click "Delete" button and then close **Internet Options** window by clicking "OK."