



Clearing your Cache

Sometimes the Temporary Internet Files that get stored on your pc each time you visit a web page can cause issues with e-admin or the courseware. Clearing your cache will resolve these issues and ensure that the courses will load and run correctly.

Go to:
'Tools', 'Internet Options'

The screenshot shows the 'Internet Options' dialog box with the following callouts:

1. Click on 'Delete Cookies' click 'OK' to confirm
2. Click on 'Delete Files' and tick to 'Delete all offline content' and then click 'OK'
3. Click 'Clear History' and click 'Yes' to confirm. (Allow enough time for it to delete)
4. Click 'Apply'
5. Click 'OK' to close the window

Once you have completed this, please close **all** Internet Explorer windows. Please reload Internet Explorer and go to: <http://www.reachtms.co.uk> Login with your ID/Password and your courses should work OK.