

# FEDMALL

See below for instructions for users to clear cache in IE. Users also need to ensure the payment method is properly identified in their user profiles:

For the desktop version of IE:

1. Open Internet Explorer.
2. From Tools (gear icon in upper-right corner, or press Alt on the keyboard and access Tools menu),
3. Select *Internet Options*.
4. In the *General* tab, click *Delete* under *Browsing history* (may be called Clear Browser History in older versions).

To stop this from happening all of the time, users can follow the instructions below to keep their cache clear:

For the desktop version of IE:

1. Open Internet Explorer.
2. From Tools (gear icon in upper-right corner, or press Alt on the keyboard and access Tools menu),
3. Select Internet Options.
4. Select Settings
5. On the Temporary Internet Files tab click the radio button for "Automatically"
6. On the Caches and databases tab make sure that the box for Allow caches and databases is NOT checked.