Michigan Care Improvement Registry (MCIR) Clearing Stored Data in Popular Web Browsers

- There will be slight variations to the instructions below depending on the version of browser being used.
- This document is intended to be a guideline for clearing data in Web Browsers, if you are using a browser not listed below or utilizing a version not illustrated here you will need to contact your internal Systems Administrator for further assistance.

Internet Explorer (IE)

- Access Internet Explorer, click on the Menu icon (top right of the browser).
- Click on Internet options.
- Click on the General tab.
- Click on the Settings button.
Click on the **View Files button**.
The temporary internet files window will display as below.

- Select all the temporary files on the right-hand side of the window by clicking Ctrl+A (highlight all).
- Click the Delete button.
- Click the Yes button on the displayed WARNING window.

- Close IE.
- Open IE again and navigate to MiLogin.
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Google Chrome

- Access Chrome and click on the Menu icon (top right of the browser).
- Select More Tools.
- Select Clear Browsing Data.

- Click on the Advanced tab.
- Check the boxes next to Browsing History, Download History, Cookies and other site data, Cache images and files, and Passwords as displayed below.

- Click Clear Data.
- Close the Chrome Browser.
- Open Chrome again and access MILogin.
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Mozilla Firefox

- Access Firefox.
- Click on the Menu icon (top right of the browser).
- Select the Options icon.

- Click on Advanced and then Network.
- Click on Clear Now for Cached Web Content.
After clearing the Cache, ensure that the **Cached Web Content** is now set to 0 MB of disk space as displayed below:

![Cached Web Content](image)

- Close Firefox.
- Open Firefox and access **MIlogin**.