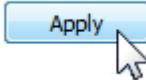


Internet Options Settings for FY2010 ISA Training

If users are experiencing problems with their FY2010 ISA training, have them check their browser settings to be sure they have the recommended settings. This job aid works for both browsers (IE6 and IE7). This check supports the following reported user errors:

Step	Activity	View
1.	Launch Internet Explorer .	
2.	From the Tools menu, select Internet Options .	
3.	Click the General Tab.	
4.	In the Temporary Internet Files section, click the Delete Files button. This will delete all the files that are currently stored in your cache.	
5.	Click Apply .	
6.	Click Delete Cookies .	
7.	Click Apply .	
8.	Click the Advanced tab.	
9.	Scroll down to HTTP1.1 settings .	

