



Upon completion of working in your MLP course, each session, be sure to log out using the “Sign Out” link located at the top right corner of the window. Failure to do so could cause session id issues and require steps to clear your cookies and empty your cache.



If you receive a Time-Out notification or other error, follow the steps for the Browser you are using to clear your cookies and empty your cache:

## Internet Explorer 9

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click **Tools > Internet Options**. (If you do not see "Tools," press the Alt key to show the menu bar.)
3. In the Internet Options window, click the **Delete...** button in the Browsing history section.
4. In the Delete Browsing History window, check "Temporary Internet Files" and "**Cookies**." If you have saved any Pearson sites as Favorites, uncheck "Preserve Favorites website data."
5. Click **Delete**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

## Internet Explorer 8

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click **Tools > Internet Options**. (If you do not see "Tools," press the Alt key to show the menu bar.)
3. In the Internet Options window, click the **Delete...** button in the Browsing history section.
4. In the Delete Browsing History window, check "Temporary Internet Files" and "**Cookies**." If you have saved any Pearson sites as Favorites, uncheck "Preserve Favorites website data."
5. Click **Delete**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

# Internet Explorer 7


1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click **Tools > Delete Browsing History....**
3. In the Delete Browsing History window, click **Delete files...** then click **Yes**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

4. Next, click **Delete cookies...** then click **Yes**.
5. When the **cookies** have finished deleting, click **Close**.

# Chrome


## In recent versions:

1. Close all Chrome windows.
2. Open a new Chrome session and click the Chrome menu (  ) on the browser toolbar.
3. Click **Tools**.
4. Click **Clear browsing data**.
5. In the dialog that appears, select the following checkboxes:
  - o Empty the cache
  - o Delete **cookies** and other site and plug-in data
6. Use the menu at the top, select "beginning of time".
7. Click **Clear browsing data**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

8. Click the "x" to the right of the Settings tab to close it.


## In older versions:

1. Close all Chrome windows.
2. Open a new Chrome session and click the wrench icon (  ).
3. Click **Settings** (or in older versions, **Options**).
4. Scroll down to the Privacy heading (you may need to click **Show advanced settings...**, or in older versions, **Under the Hood**).
5. In the Privacy section, click **Content settings...**
6. In the **Cookies** section, click **All cookies and site data...**
7. Click **Remove all**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

8. Click the "x" to the right of the Settings - **Cookies** and site data tab to close it.

## Safari 6

1. Close all Safari windows.
2. Open a new Safari session.
3. Open the Preferences window.  
*In Mac OS X:* Click **Safari > Preferences**.  
*In Windows:* Click **Edit** or **Settings** (  ) > **Preferences**.
4. In the Preferences window, click **Advanced**.
5. Place a check in the box beside "Show Develop menu in menu bar".
6. Click **Develop > Empty Caches**.


*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

7. Return to the Preferences window and click **Privacy**.
8. Click the **Remove All Website Data...** button.
9. Click **Remove Now**.

## Safari 5 or Earlier

1. Close all Safari windows.
2. Open a new Safari session.
3. *In Mac OS X:* Click **Safari > Empty Cache**.  
*In Windows:* Press Ctrl + Alt + E.
4. Click **Empty**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

5. Open the Preferences window.  
*In Mac OS X:* Click **Safari > Preferences**.  
*In Windows:* Click **Edit** or **Settings** (  ) > **Preferences**.

### **In Safari 5.1 or later:**

6. In the Preferences window, click **Privacy**.
7. Click the **Remove All Website Data...** button.
8. Click **Remove Now**.

### **In Safari 5.0 or earlier:**

6. In the Preferences window, click **Security**.
7. Click the **Show Cookies** button.
8. Click the **Remove All** button, then click **Done**.

# Firefox

1. Close all Firefox windows.
2. Open a new Firefox session and click **Tools > Options**. (If you do not see "Tools," press the Alt key to show the menu bar.)
3. Click the **Advanced** panel.
4. Click the **Network** tab.
5. In the Cached Web Content section, click **Clear Now**.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*

6. Click **OK** to close the Options window.
7. Click **Tools > Clear Recent History...** (If you do not see "Tools," press the Alt key to show the menu bar.)
8. Set "Time range to **clear**" to **Everything**.
9. Click the arrow next to Details to expand the list of history items.
10. Select **Cookies** and make sure that other items you want to keep are not selected.
11. Click **Clear Now** to **clear** the **cookies** and close the **Clear** Recent History window.

*Note: This may take a few minutes to process. Please wait for the files to delete before you continue.*