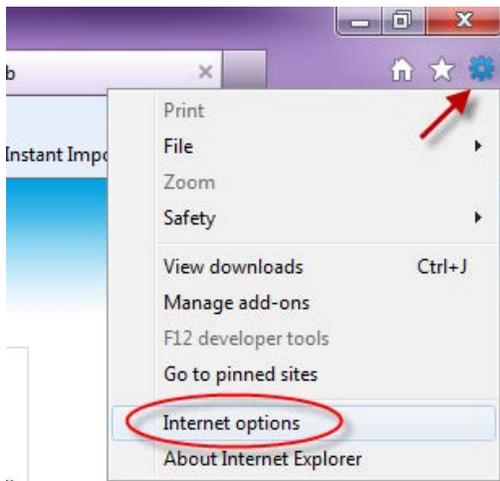


Cache Clearing Instructions

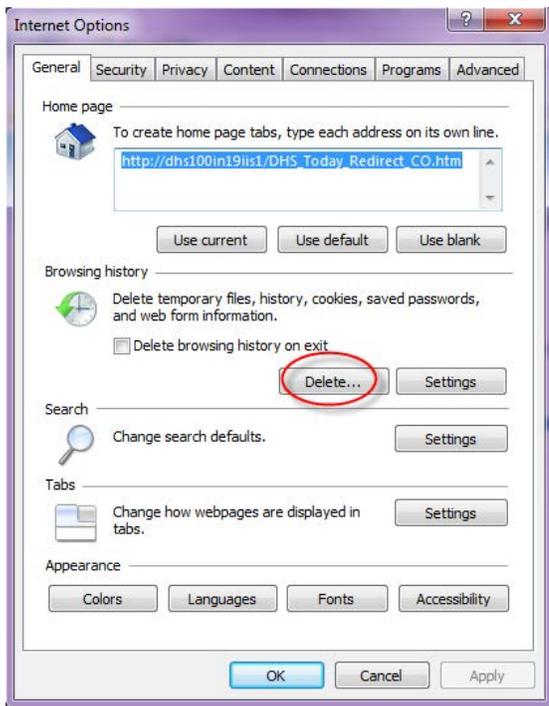
Updated 3/27/14

Clearing Browser Cache procedure (online):

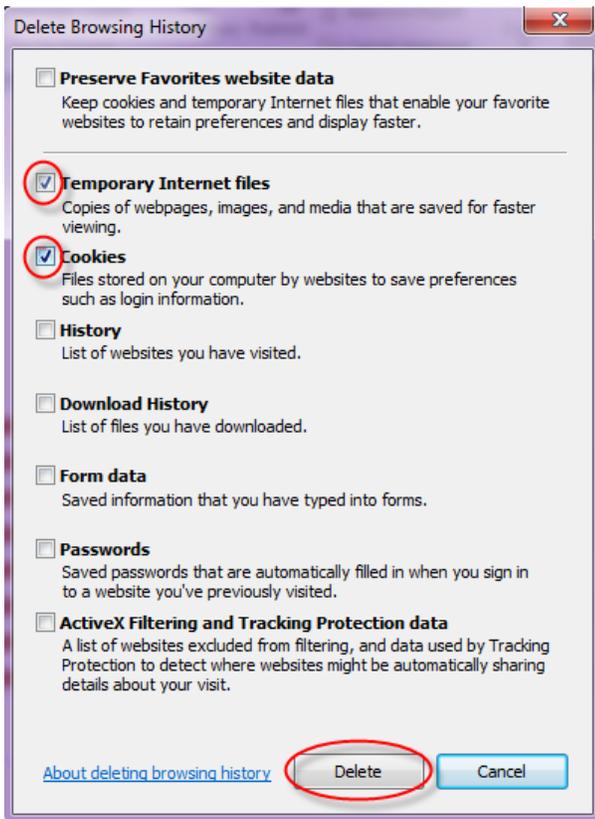
1. Open Internet Explorer (browser), but do NOT open MnCHOICES
2. Open Internet Options in your browser



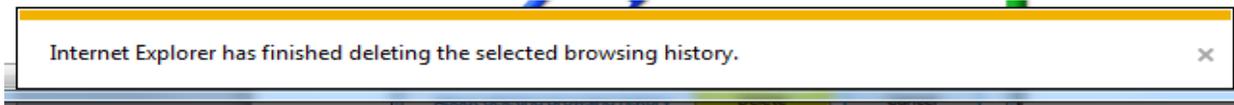
3. Then Click Delete under Browsing History



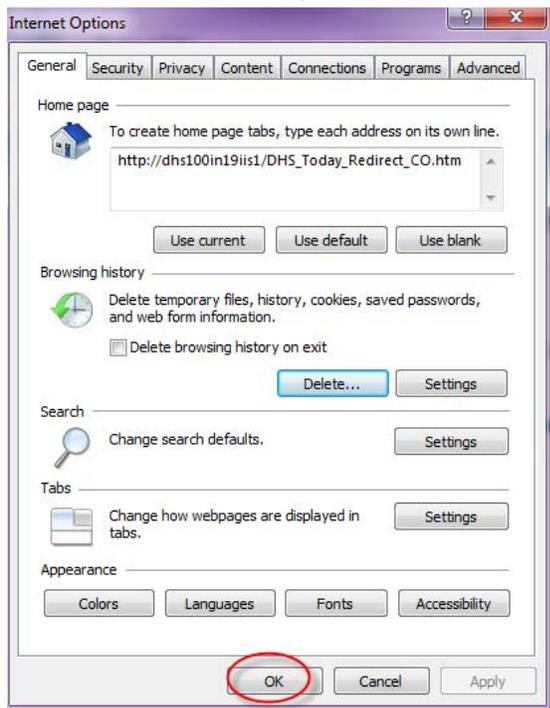
4. Make sure the Selections below are checked and click Delete



5. You should see a notification



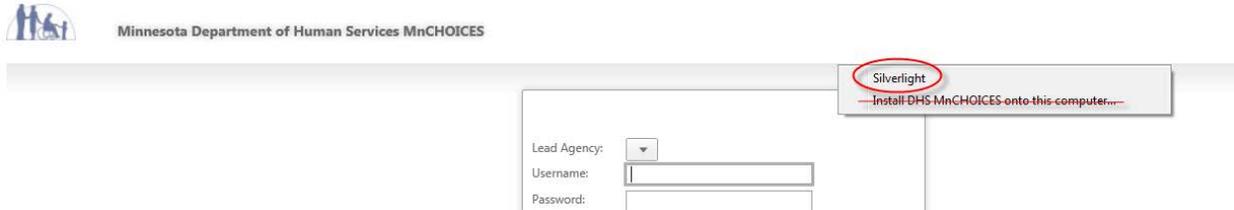
6. Click Ok in the Internet Options window



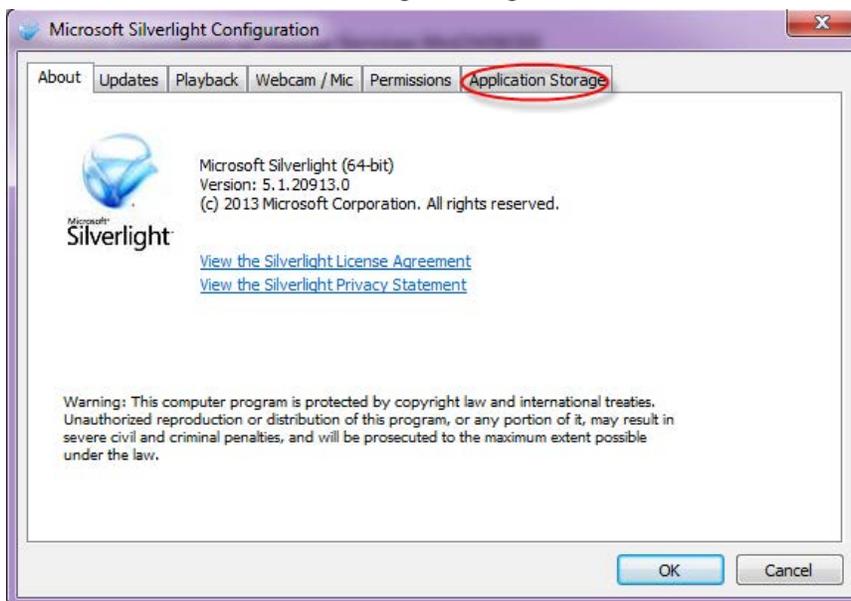
Clearing Silverlight Isolated Storage Cache procedure (online):

Do not clear Silverlight Cache if you have documents offline. Your documents will be stuck offline and you will not be able to edit them. You will also lose all offline changes that have been made as well as your Manual Backups.

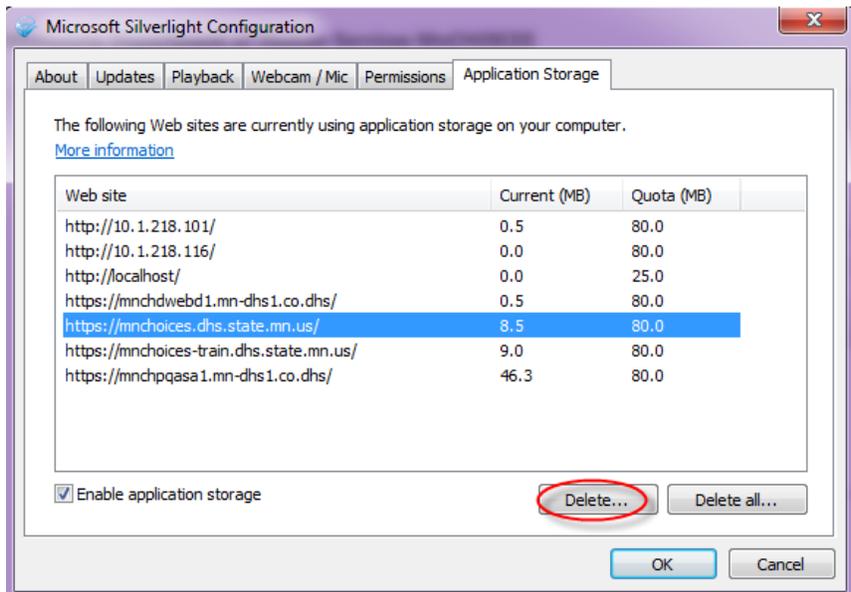
1. Open browser and navigate to MnCHOICES
2. Right Click anywhere on the page and select "Silverlight" (NOT "Install DHS MnCHOICES")



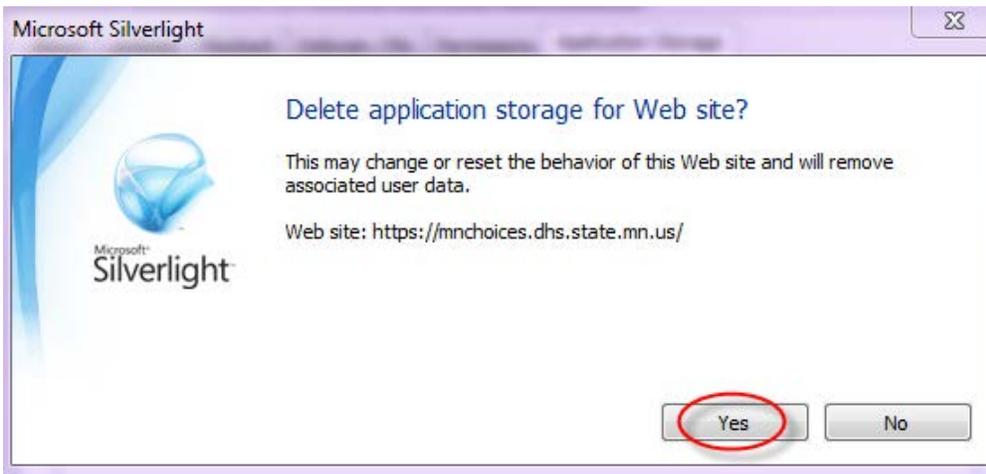
3. You will see the Microsoft Silverlight Configuration window. Select the "Application Storage" tab.



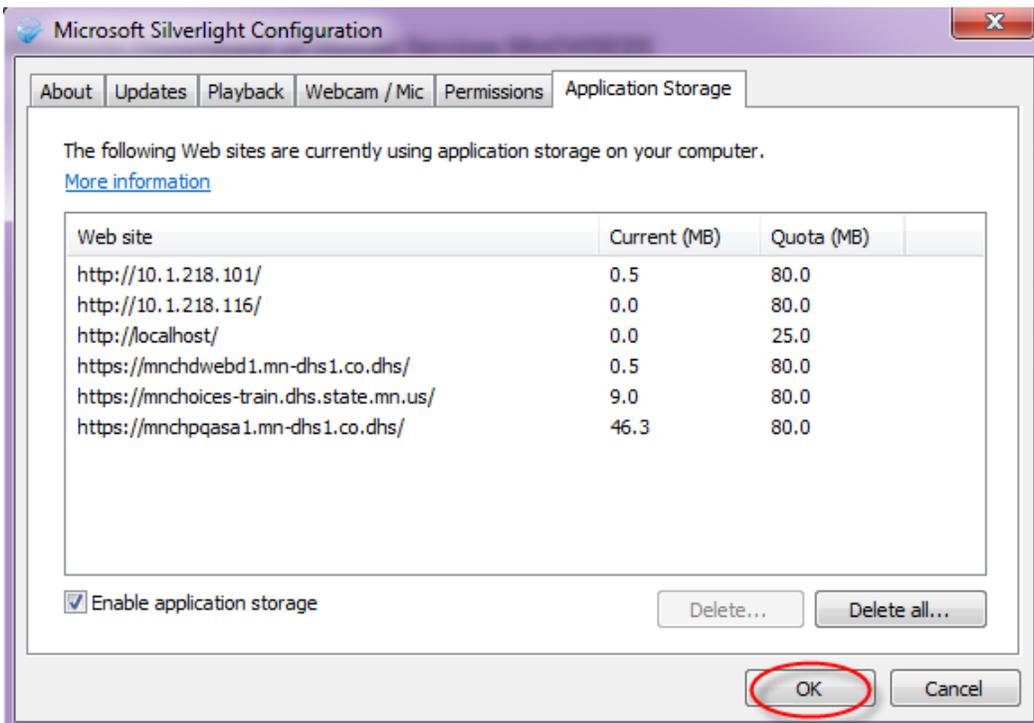
4. Find "https://mnchoices.dhs.state.mn.us" in the list. Select that line and click the Delete button



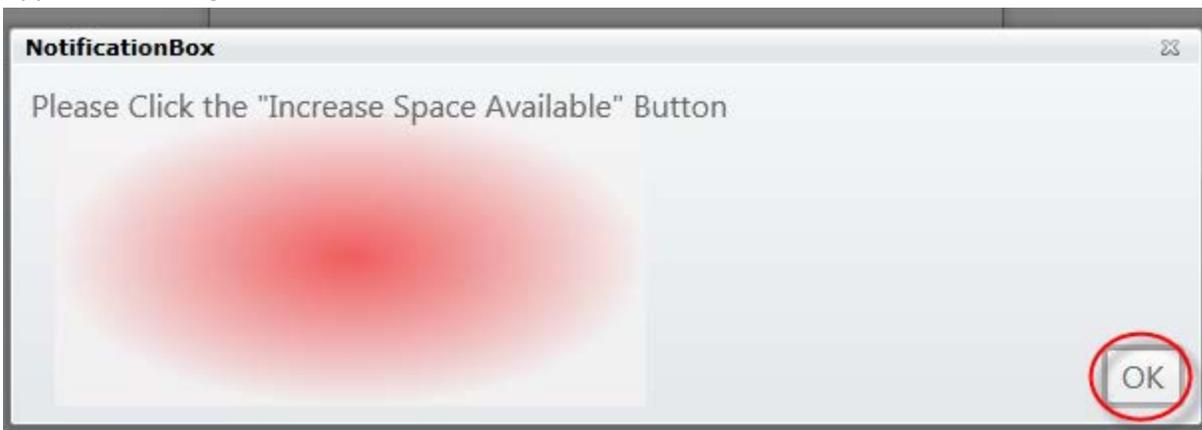
5. You will receive a message asking if you are sure you want to delete. Click Yes.

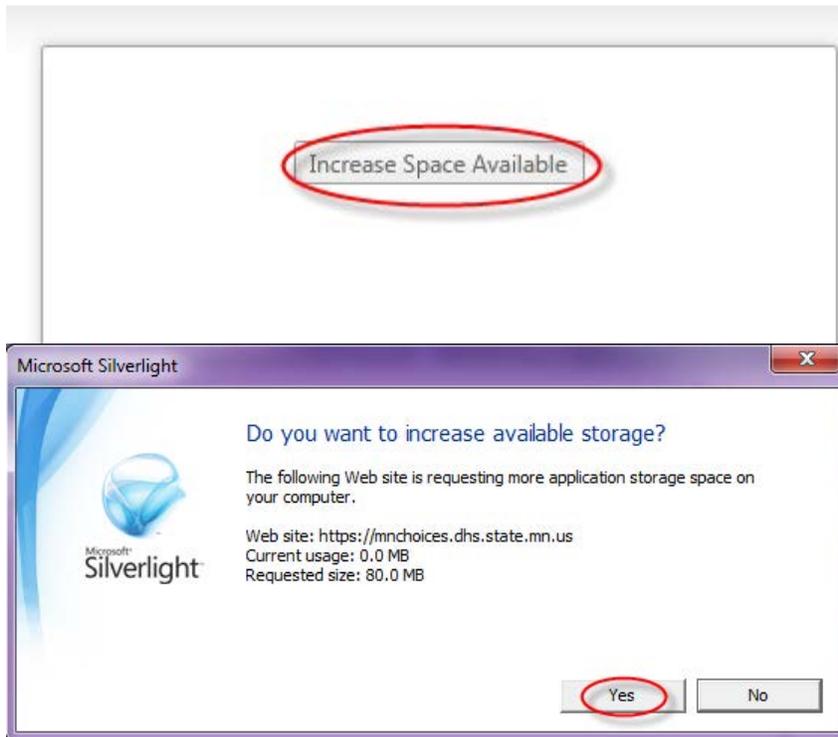


6. MnCHOICES will have been removed from the list. Click OK.



7. Close your browser, then open it again and navigate to MnCHOICES. You will be prompted to Increase Your Application Storage size.





8. Login to MnCHOICES. You will be asked to Download All Questions. You will receive confirmation that questions have been downloaded.

