Browser Cookies

- Clearing Browser Cookies can be very helpful when you are experiencing problems with website functionality such as: (logging in, page display or missing icons).

- Internet Explorer is one of the commonly used browsers and you will find its works best with our online permit tracking system at https://ca.columbus.gov/CA/default.aspx .
    - Below you will find the steps to clearing your browser cookies using the Internet Explorer Browser.

- When your browser is open, to clear the cookies you need to go to Internet Options settings.

- Depending on how your screen is configured you can locate Internet Options setting from the following ways:

    Display 1

    Display 2
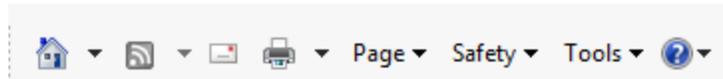
    Display 3

- The menus at the top of your screen with your browser opened can be accessed by selecting the **Tools** menu.

- The **Tools** menu can be accessed by selecting this icon in display 3.

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Clearing Browser Cookies

- Choose **Internet Options** under the **Tools** menu and the box below will appear.
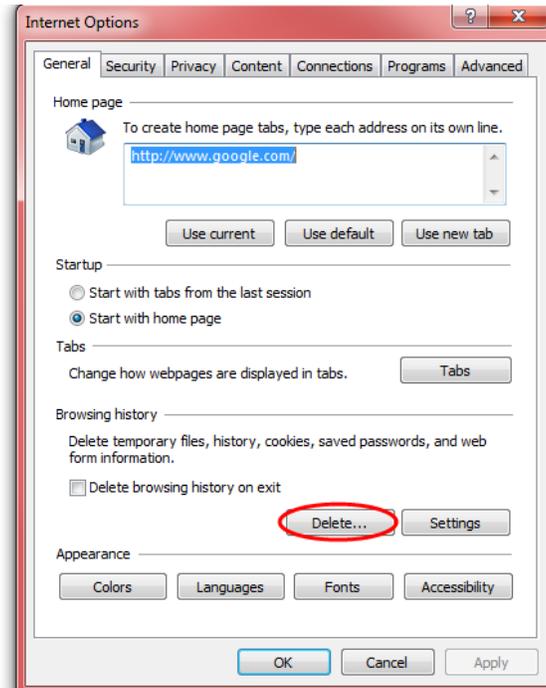
- Under browsing history click the **Delete button** and below will be the Delete Browsing History box.
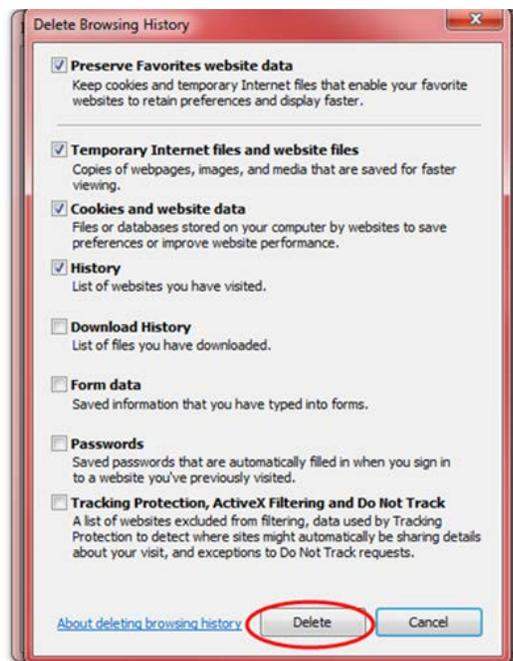
- Click the **Delete button** which will clear your cookies, website data and any of the items checked.

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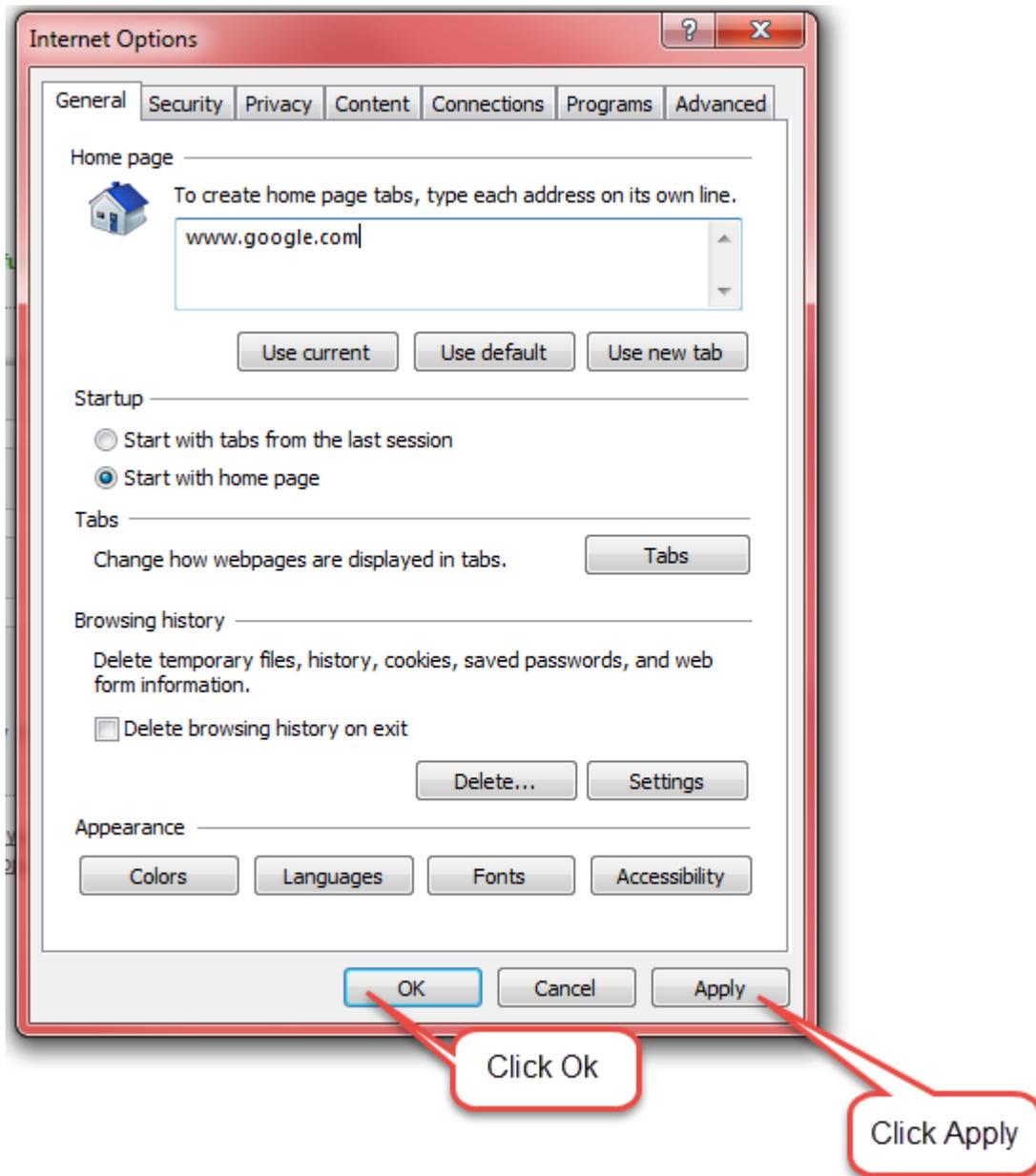
- Once the cookies and cache is all cleared click the **Apply button** and then click the **OK button.**
- Finally make sure you close down all your tabs and Internet Explorer windows before attempting to log back into the website.