

AND ZONING SERVICES

## **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 0 **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:

<u>Display 1</u>								
		File	Edit	View	Favorites	Tools	Help	
Display 2								
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Display 3								
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- 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. ٠



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• Choose Internet Options under the Tools menu and the box below will appear.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page To create home page tabs, type each address on its own line.
http://www.google.com/
Use current Use default Use new tab
Startup
Start with tabs from the last session
Start with home page
Tabs
Change how webpages are displayed in tabs. Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

• 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.



DEPARTMENT OF BUILDING AND ZONING SERVICES

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Delete browsing history on exit	
Delete St	ettings
Appearance	
Colors Languages Fonts Acc	cessibility
OK Cancel	Apply
Silek Ok	~
	Click App

- 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.