Clear Temporary Internet Files (Internet Explorer)

Many times when troubleshooting login issues, Blackboard support staff will ask you to clear your temporary Internet files. These are the files that are automatically stored on your computer as you surf the Internet. When this storage space, “the cache,” becomes full, often your browser will not respond as it should.

**To clear Temporary Internet Files:**

1. Open Internet Explorer

2. In the menu at the top of the Explorer Window, click on “Tools.” A drop-down menu will appear.

3. Choose “Internet Options” at the bottom of the drop-down menu. Another menu will appear.

4. In the center of this menu, you will see a section labeled “Temporary Internet Files.”

5. Under “Temporary Internet Files,” choose “Delete Files.”

6. Often an hourglass will appear to show you that an operation is in progress. When the hourglass disappears, the temporary Internet files are gone.