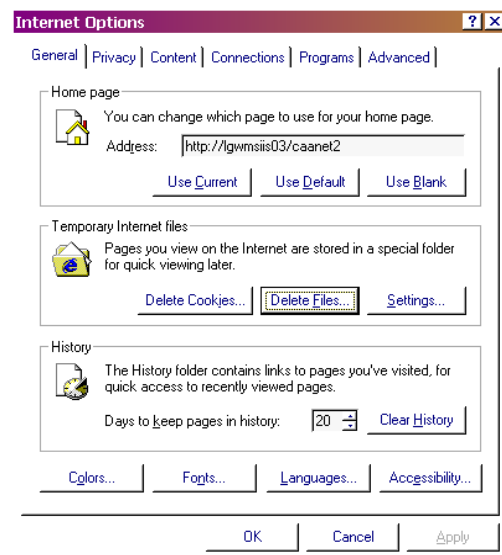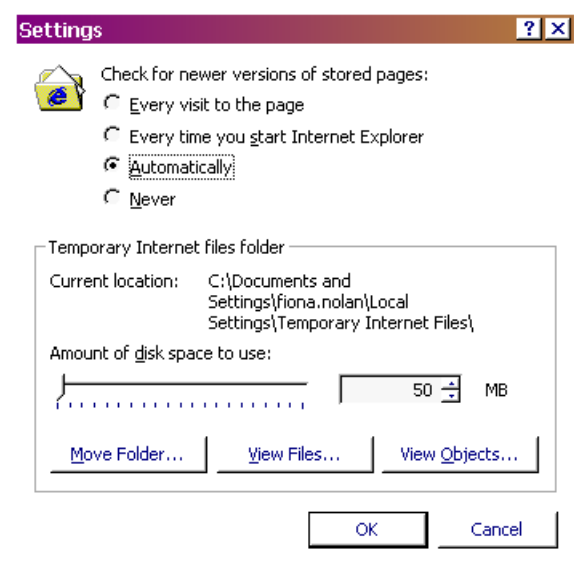**Occasionally you may have problems opening pages in your browser due to it getting stuck in a loop. The usual sign is when you try to log onto a site you use regularly and you get a "refresh" screen – the one that asks you to click on refresh or try again later. The following should (hopefully) clear this problem**.

Open up Internet Explorer 🌐 (IE) and click on "Tools" in the menu bar and then on "Internet Options" - this should be the last item in the menu.

The second section (under the "General" tab at the top) should read "Temporary Internet Files". Below this you'll see a button marked "Delete Files". Click on that and when it's finished (the egg timer's disappeared) click on the "OK" tab at the bottom of the window.

Additionally, it's useful to ensure that the Settings in "Temporary Internet files" are set to at least "Automatically".

The other problem that sometimes crops up is that cookies are not enabled in your browser.

Some Web sites store information in a small text file on your computer. This file is called a cookie.

There are several types of cookies, and you can choose whether to allow some, none, or all of them to be saved on your computer. If you do not allow cookies at all, you may not be able to view some Web sites or take advantage of customization features (such as local news and weather, or stock quotes).

IE allows the use of cookies; however, you can change your privacy settings to specify that IE prompt you before placing a cookie on your computer (this enables you to allow or block the cookie); or you can prevent IE from accepting any cookies.

You can use the IE privacy settings to specify how you want IE to handle cookies from individual Web sites or all Web sites. You can also customize your privacy settings by importing a file containing custom privacy settings, or by specifying custom privacy settings for all Web sites or individual Web sites.

To change your privacy settings
1. In IE, on the **Tools** menu, click **Internet Options**.
   On the **Privacy** tab, move the slider up for a higher level of privacy or down for a lower level of privacy.

Select this	To specify this
Block all cookies	• Cookies from all Web sites will be blocked • Existing cookies on your computer cannot be read by Web sites
High	• Cookies from all Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from all Web sites that use your personally identifiable information without your explicit consent will be blocked
Medium High	• Cookies from third-party Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from third-party Web sites that use your personally identifiable information without your explicit consent will be blocked • Cookies from first-party Web sites that use your personally identifiable information without your implicit consent will be blocked
Medium	• Cookies from third-party Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from third-party Web sites that use your personally identifiable information without your implicit consent will be blocked • Cookies from first-party Web sites that use your personally identifiable information without your implicit consent will be deleted from your computer when you close IE
Low	• Cookies from third-party Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from third-party Web sites that use your personally identifiable information without your implicit consent will be deleted from your computer when you close IE
Accept all cookies	• All cookies will be saved on your computer • Existing cookies on your computer can be read by the Web sites that created them