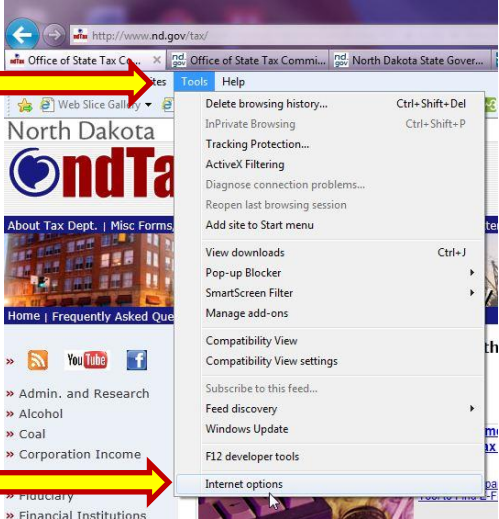


# Do you need help to access a PDF or other type of file on the Office of State Tax Commissioner web site?

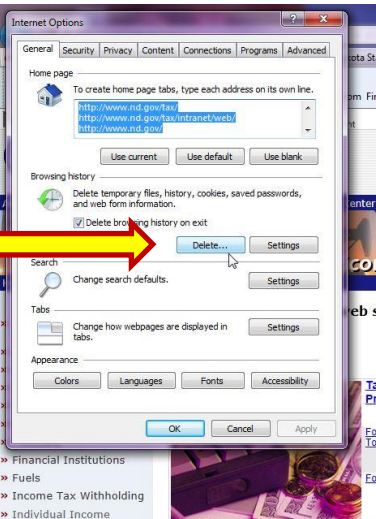
If so, you might need to clear your browsing cache.

Follow these 6 steps to clear your browser cache in IE.

1. Click "Tools" in the Menu bar across the top of the browser window.

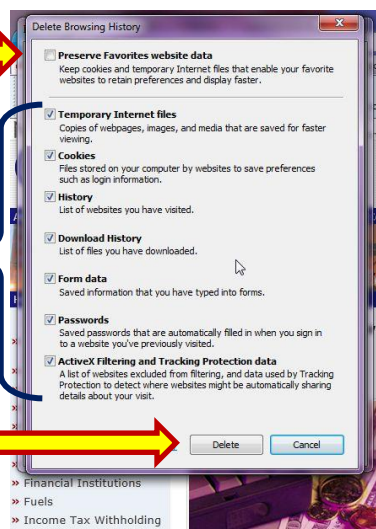


2. Click "Internet options" at the bottom of that menu.



3. Click "Delete" in the Browsing history section.

4. Clear the check mark next to "Preserve Favorites website data." **IMPORTANT: This option must be unchecked so that the browser history will completely clear.**



5. Select all remaining options so that they are all checked.

6. Click "Delete."