



INTRODUCTION

Cookies are files from web sites that are kept on a user's computer. They allow servers to deliver web pages tailored to a particular user's preferences. They are a normal part of web browsing, and pose little risk to users. Sometimes a user's ForMAP session will experience an error, and the only way to solve the issue is to clear the web browser's cookies. This guide will show you how to clear cookies on the most popular web browsers.

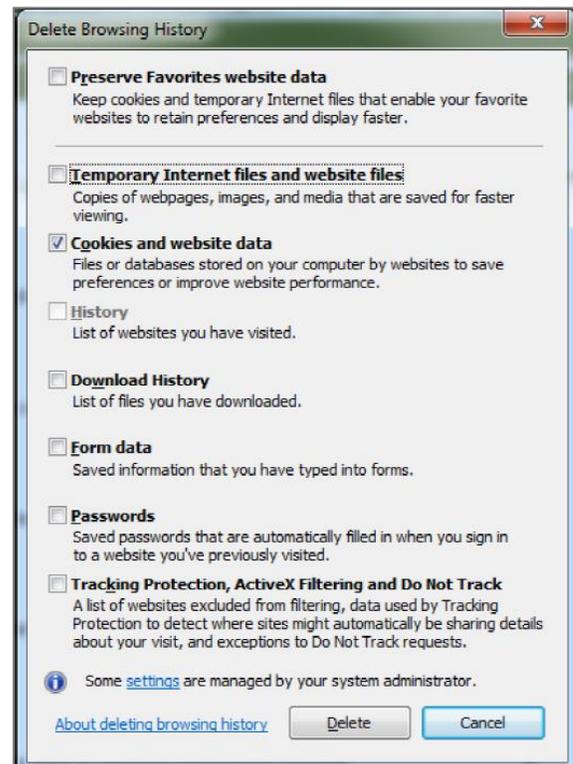
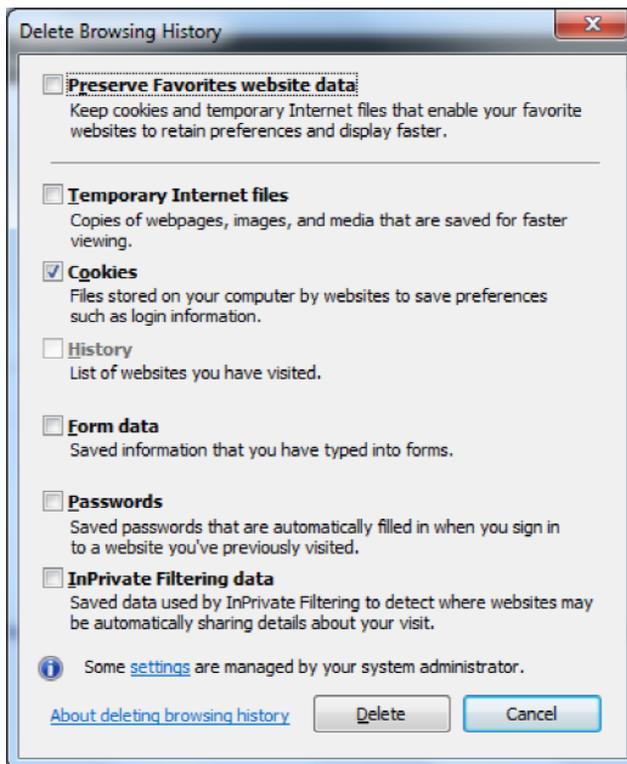
INSTRUCTIONS FOR DELETING WEB BROWSER COOKIES

If your issue persists after following these steps, please contact the ForMAP Help Desk for follow-up troubleshooting:

- www.formap.info
- support@formap.info
- SM.FS.formap@usda.gov
- 303-275-5341

Internet Explorer

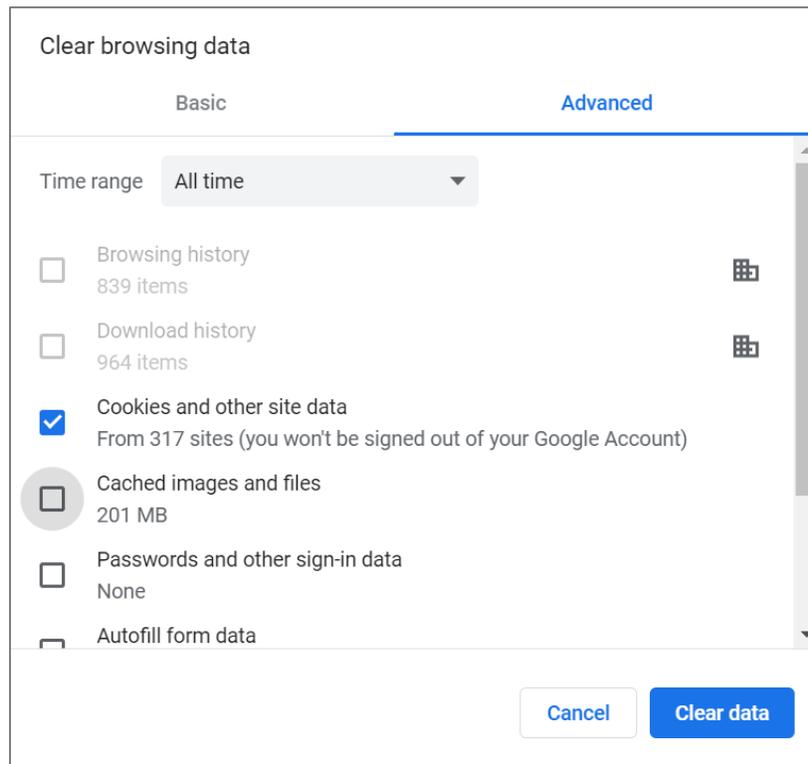
1. Close ALL Internet Explorer windows.
2. Open a new Internet Explorer browser window.
3. Press Ctrl-Shift-Delete – the following window will be displayed (IE 11 window on the left, IE 8 window on the right):



4. Make sure that you check only the “Cookies and website data” in IE11 (or “Cookies” in IE8) as shown above.
5. Click on “Delete”.
6. The system will show a success window at the bottom of the browser window that says “Internet Explorer has finished deleting the selected browsing history.”
7. Close the browser window.
8. Open a fresh Internet Explorer window, direct your browser to ForMAP, and log in with your eAuth credentials.

Google Chrome

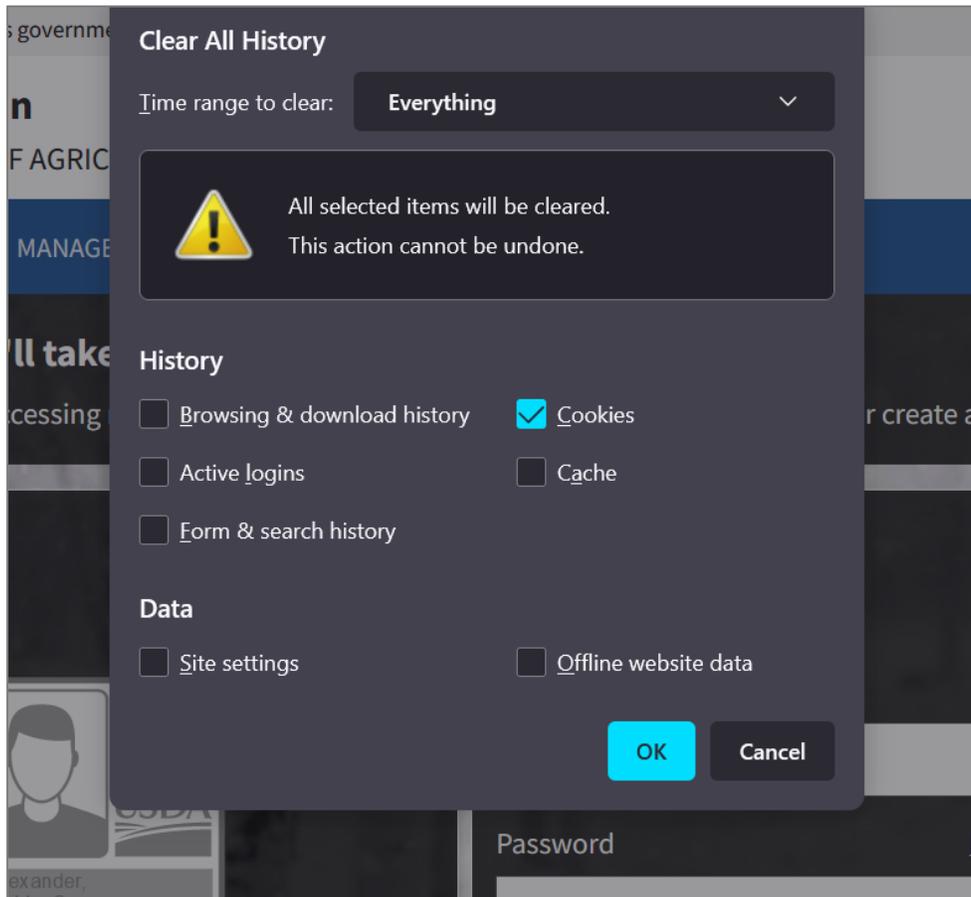
1. Close ALL Chrome windows.
2. Open a new Google Chrome window.
3. Press Ctrl-Shift-Delete – the following window will be displayed (or something similar, depending on your version):



4. Make sure that you check only the “Cookies and other site data” as shown above.
5. Click on “Clear data”.
6. The system will clear the browsing data, and the pop-up screen will disappear.
7. Close the browser window.
8. Open a fresh Chrome window, direct your browser to ForMAP, and log in with your eAuth credentials.

Mozilla Firefox

1. Close ALL Firefox windows.
2. Open a new Firefox browser window.
3. Press Ctrl-Shift-Delete – the following window will be displayed (or something similar, depending on your version):

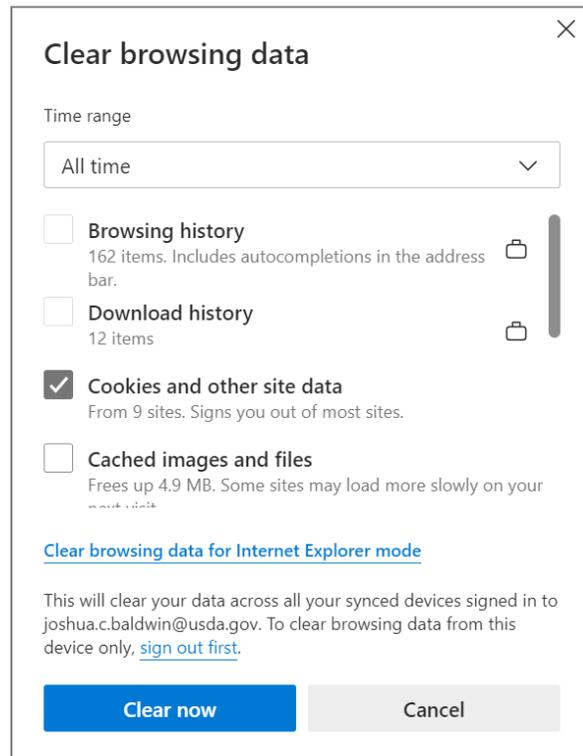


4. Make sure that you check only the “Cookies” checkbox as shown above.
5. Select the Time Range as “Everything”
6. Click on “OK”.
7. The system will clear the browsing data and the pop-up screen will disappear.
8. Close the browser window.
9. Open a fresh Firefox window, direct your browser to ForMAP, and log in with your eAuth credentials.

Microsoft Edge

1. Close ALL Edge windows.
2. Open a new Edge browser window.

3. Press Ctrl-Shift-Delete – the following window will be displayed (or something similar, depending on your version):



4. Make sure that you check only the “Cookies” checkbox as shown above.
 5. Select the Time Range as “All time”
 6. Click on “Clear now”.
 7. The system will clear the browsing data and the pop-up screen will disappear.
 8. Close the browser window.
 9. Open a fresh Firefox window, direct your browser to ForMAP, and log in with your eAuth credentials.