COMPUTER/LAPTOP DEVICES

IF YOU HAVE ISSUES WITH LOGING IN OR LOGING OUT TO YOUR ACCOUNT ON YOUR COMPUTER OR LAPTOP PLEASE TAKE THESE STEPS. (THIS GUIDE COVER

- 1. "CHROME"
- 2. "MOZZILA/FIREFOX"
- 3. "INTERNET EXPLORER"

BROWSERS FOR COMPUTERS OR LAPTOPS). IN CASE YOU ARE USING DIFFERENT ONE PLEASE SWITCH TO "CHROME" OR "MOZZILA/FIREFOX": OPEN THE BROWSER "CHROME" (EXPLAINED IN POINT 2.) OR "MOZZILA/FIREFOX" (EXPLAINED IN POINT 3.) OR "INTERNET EXPLORER" (EXPLAINED IN POINT 4.)



- 2. GO INTO SETTINGS IN "CHROME" BROWSER
 - 2.1. "CHROME" SETTINGS PRESS THREE DOTS ON TOP RIGHT



2.2. IN MENU HOVER OVER HISTORY AND THEN HOVER AGAIN TO HISTORY AND CLICK IT

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2.3.IT WILL OPEN NEW TAB CALLED HISTORY WHERE YOU CLICK "CLEAR BROWSING DATA"

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2.4. YOU CHANGE "CLEAR THE FOLLOWING ITEMS FROM" TO "THE BEGINNING OF TIME" IF DIFFERENT AND YOU TICK "CASHED IMAGES AND FILES" & "COOKIES AND OTHER SITE DATA" AS IN IMAGE BELLOW. AT END YOU CONFIRM TO CLEAR IT BY PRESSING BLUE BUTTON WITH "CLEAR BROWSING DATA"



2.5.AFTER THESE STEPS GO BACK TO <u>WWW.IGB.IE</u> AND YOU SHOULD BE ABLE TO LOG IN, IF THIS DIDN'T HELP PLEASE CONTACT IT HELPDESK

- 3. GO INTO SETTINGS IN "MOZZILA/FIREFOX" BROWSER
 - 3.1. "MOZZILA/FIREFOX" SETTINGS PRESS THREE LINES ON TOP RIGHT



3.2. IN MENU HOVER OVER HISTORY AND CLICK IT

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3.3.IN HISTORY CLICK ON "CLEAR RECENT HISTORY"

Restore Closed Windows

3.4. CHANGE "TIME RANGE TO CLEAR" TO "EVRYTHING" AND TICK "COOKIES" & "CASHE" & "ACTIVE LOGINS". THEN CLICK "CLEAR NOW"

	Clear All History
	Time range to clear: Everything
	All selected items will builes. This action cannot be undone.
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L	Browsing & Download History
	Form & Search History
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	Clear Now Cancel

3.5.AFTER THESE STEPS GO BACK TO <u>WWW.IGB.IE</u> AND YOU SHOULD BE ABLE TO LOG IN, IF THIS DIDN'T HELP PLEASE CONTACT IT HELPDESK

- 4. GO INTO SETTINGS IN "INTERNET EXPLORER" BROWSER
 - 4.1. "INTERNET EXPLORER" " SETTINGS PRESS WHEEL/CIRCLE ON TOP RIGHT



4.2. IN MENU HOVER OVER "INTERNET OPTIONS" AND CLICK IT



4.3. IN OPTIONS "GENERAL" CLICK "DELETE..."

Internet C
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
Use current Use default Use new tab
Startup
Start with tabs from the last session
Start with home page
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

4.4. IN "DELETE BROWSING HISTORY" TICK "TEMPORARY INTERNET FILES AND WEBSITE FILES" & "COOKIES AND WEBSITE DATA". THEN PRESS "DELETE"

Delete Browsing History	
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
History List of websites you have visited.	
List of files you have downloaded.	
Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track Track Structures.	
About deleting browsing history Delete Cancel	

4.5. AFTER THESE STEPS GO BACK TO <u>WWW.IGB.IE</u> AND YOU SHOULD BE ABLE TO LOG IN, IF THIS DIDN'T HELP PLEASE CONTACT IT HELPDESK