

1. Delete Temporary Internet Files

To do so:

Start Internet Explorer.

On the Tools menu, click Internet Options, and then click the General tab.

Under Temporary Internet files, click Delete Cookies.

Click OK when you are prompted to confirm the deletion.

Click Delete Files.

Click OK when you are prompted to confirm the deletion.

Under History, click Clear History.

Click Yes when you are prompted to delete your history of visited Web sites.

Click OK.

2. Check Scripting

To do so:

Start Internet Explorer.

On the Tools menu, click Internet Options, and then

Click on Security Tab

Click on Custom Level

Scroll down until you see Scripting, make sure scripting is enabled.

3. Check the Privacy

To do so:

Start Internet Explorer.

On the Tools menu, click Internet Options, and then

Click on Privacy Tab

Click on Advanced

Place a check in the box next to 'Override automatic cookie handling'

and place a check in the box next to 'Always allow session cookies' (Only works on Internet Explorer Version 6.0)

4. Clear the Secure Sockets Layer (SSL) slate and AutoComplete history.

To do so:

Click the Content tab.

Under Certificates, click Clear SSL Slate.

Click OK when you receive the message that the SSL cache was successfully cleared.

Under Personal information, click AutoComplete.

Under Clear AutoComplete history, click Clear Forms. Click OK when you are prompted to confirm the operation.

Click Clear Passwords. Click OK when you are prompted to clear all previously saved passwords, and then click OK two more times.

5. Check Third-Party Firewall or Antivirus Programs (optional)

Make sure that third-party firewall or antivirus programs that are installed on your computer are configured correctly and are not preventing you from connecting to secure Web sites.

For more information, see the product documentation or contact the program vendor.