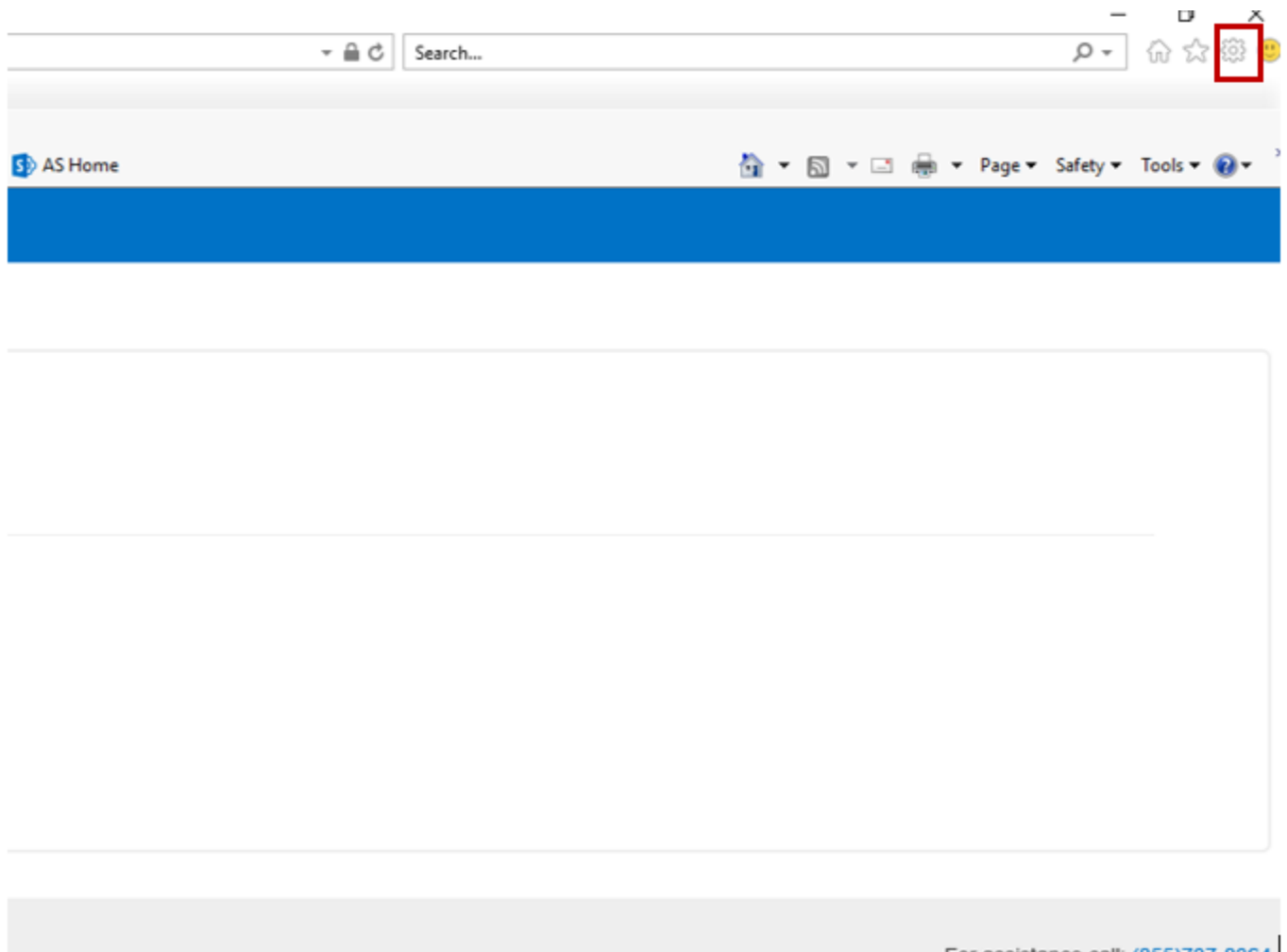


Internet Explorer – Cache Clear

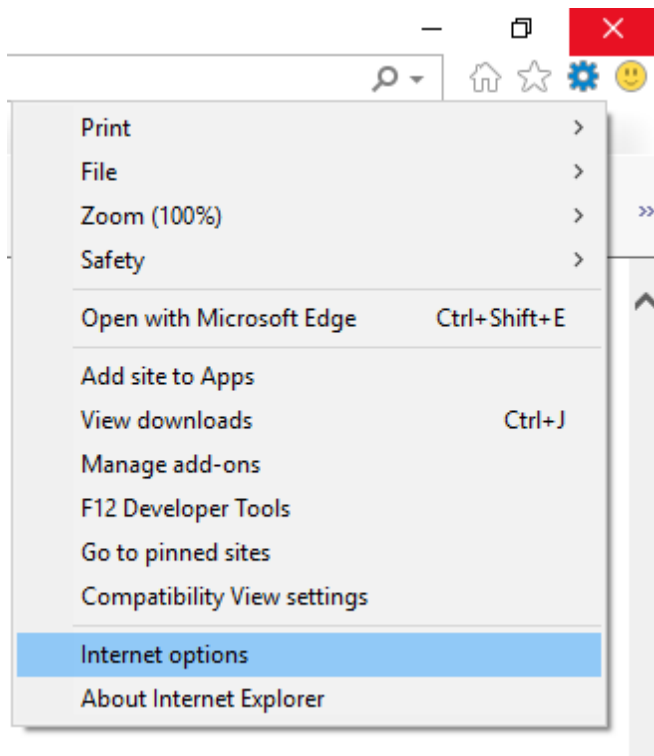
Any time you are having issues with logging into OASIS, please clear your cache before contacting NGC for support. Also, if you have recently changed your password and you are receiving the “Internal Server Error” page that is normal. Clearing your cache, unplugging your certificate, and logging in again with the new password will resolve this.

[Open Internet Explorer](#)

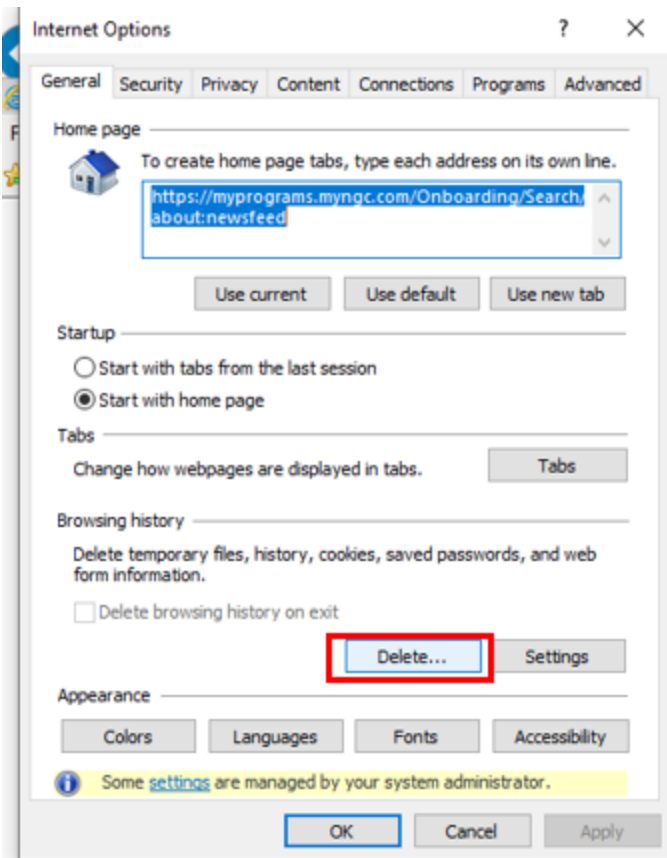
Clear the cache in Internet Explorer by clicking the gear icon:



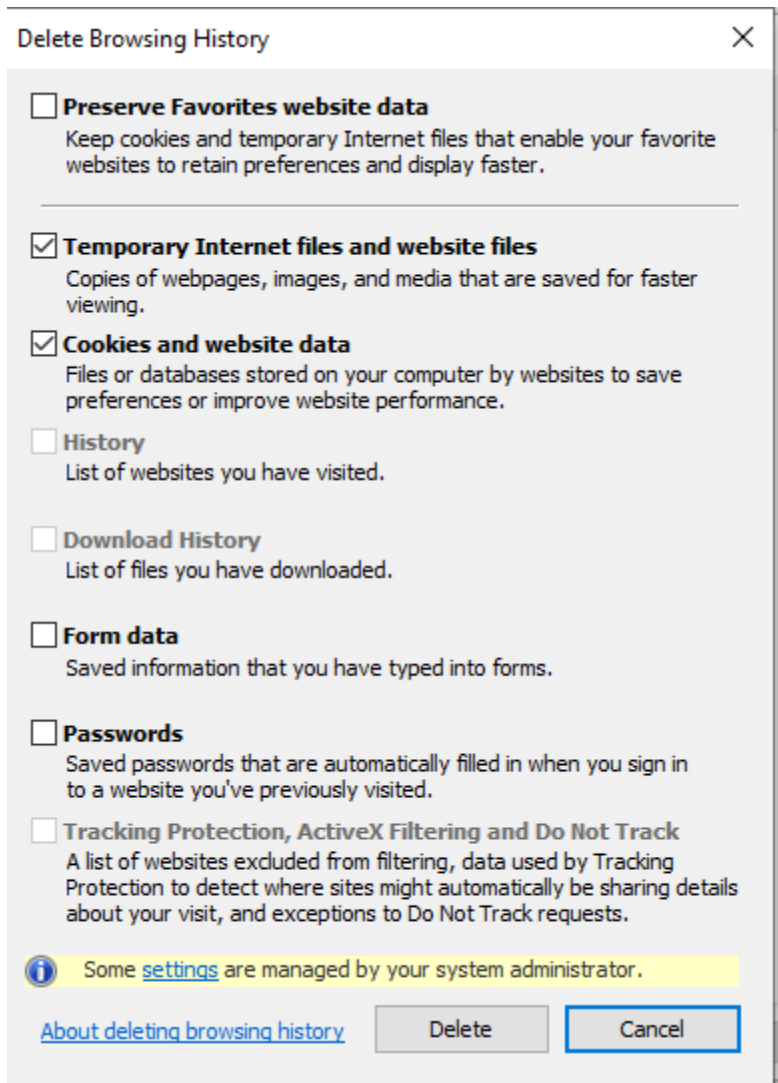
Then click internet options



Click delete:



Then check off the below check boxes, wait for the “successfully deleted browser history message” at the bottom of the window.



After you have clicked delete, close your browser down completely.

Take your Exostar USB token out of your computer and plug it back in.

Now try and log in using Internet Explorer.