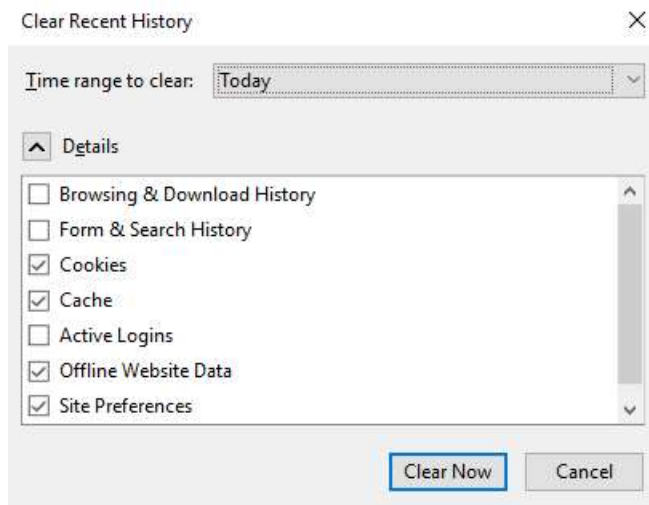


To clear the cache in Firefox, do the following:

1. Close out any tabs in Firefox that have the Finesse webpage loaded.
 - a. **If you do not perform this step, the cache for the Finesse page is unlikely to actually be cleared even if Firefox indicates it has cleared the cache.**
2. Left click anywhere in Firefox and then press CTRL + SHIFT + DELETE to open the “Clear Recent History” menu



3. Choose the range of time to clear
 - a. Recommended to choose “Everything”
4. Check the following:
 - a. Cookies
 - b. Cache
 - c. Offline Website Data
 - d. Site Preferences
5. Click “Clear Now”
6. Close Firefox
 - a. **If you do not perform this step, the cache for the Finesse page is unlikely to actually be cleared even if Firefox indicates it has cleared the cache.**
7. Open Firefox
8. Navigate to the Finesse website and log in