

With the recent update to the Fiduciary Trust Client Account Access site, you may need to make a couple of changes to your internet browser to ensure the best performance.

To find out which version of Internet Browser you are using, for Internet Explorer, go to the **Help** menu in your tool bar and select **About Internet Explorer**. A pop up window appears with your version number. For Safari, go to **Safari** menu, select **About Safari**. A pop up window appears with your version number.

## Clearing Temporary Internet Files & Cookies

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# Clearing Temporary Internet Files & Cookies

## Internet Explorer 5.0/5.5

Before you start, please close all browser windows, and reopen Internet Explorer.

### **Part 1: To delete a cookie**

1. In the **Tools** menu, click **Internet Options**.
2. On the **General** tab, click **Settings** then click **View files**.
3. Take one of the following next steps:
  - A. **To delete only the Franklin Templeton cookie:** *You may choose to delete only the Franklin Templeton cookie in order to preserve information for other sites you may use.*
    - Sort by the column called **Name**.
    - Scroll to the cookie labeled franklintempleton.com and click **delete**.
  - or
  - B. **To delete all cookies:** (**WARNING:** *Deleting all cookies could potentially erase all previously stored usernames and passwords on any internet sites you regularly access*): Select all of the cookies by pressing the following two keys on the keyboard Ctrl + A then, on the **File** menu, click **delete**.
4. Close or press **OK** on all the open windows until you have returned to the internet options screen.
5. Continue to part two below.

### **Part 2: To delete temporary internet files**

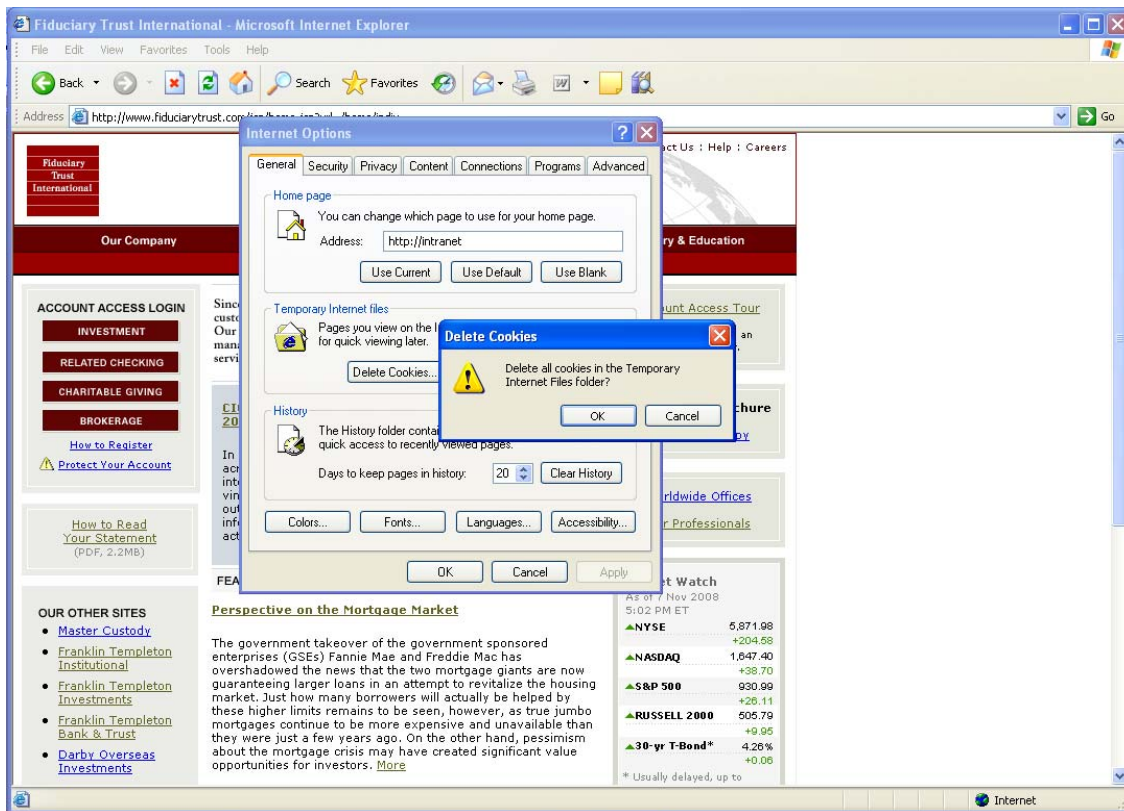
1. In the **Tools** menu, click **Internet Options**.
2. To delete all of the temporary internet files on your computer, go to the **General** tab if not already there and click the **Delete Files** button.
3. Click to check the box **Delete All Offline Content** when the conformation box opens and press **OK**.
4. Press **OK** or close the internet options box.

# Clearing Temporary Internet Files & Cookies

## Internet Explorer 6.0

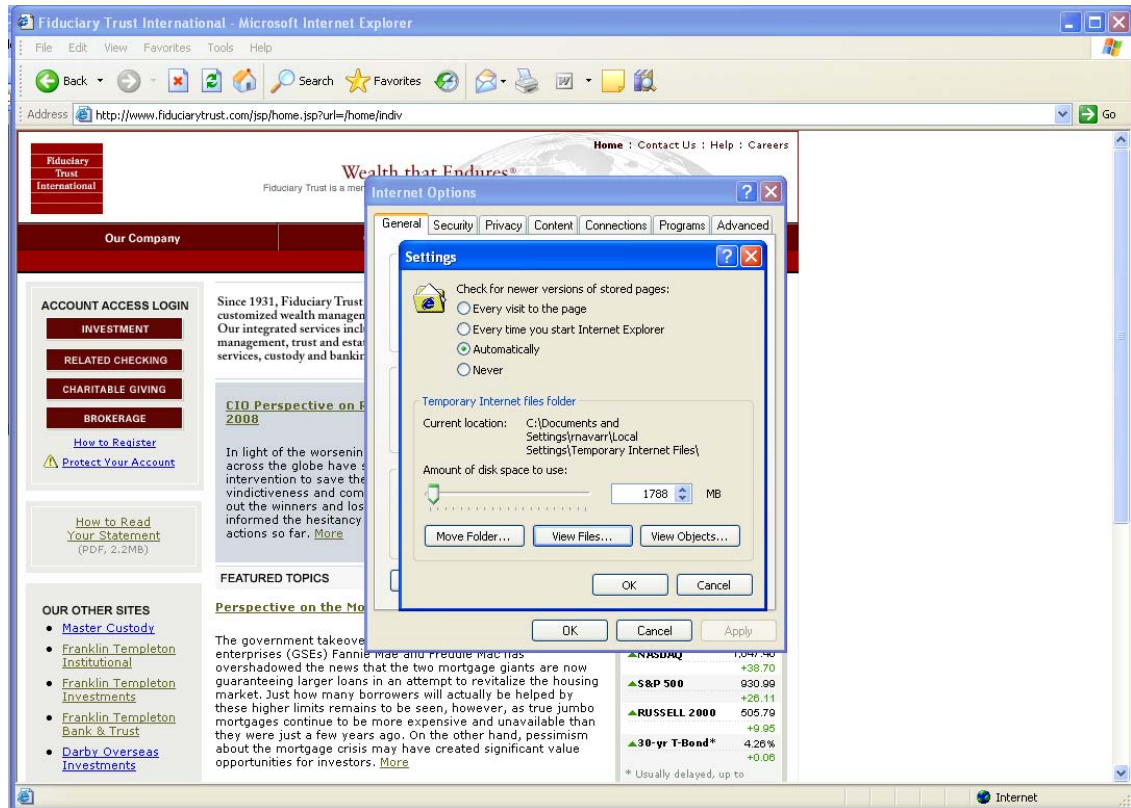
### Part 1: To delete a cookie

1. In Internet Explorer, on the **Tools** menu, click **Internet Options**.

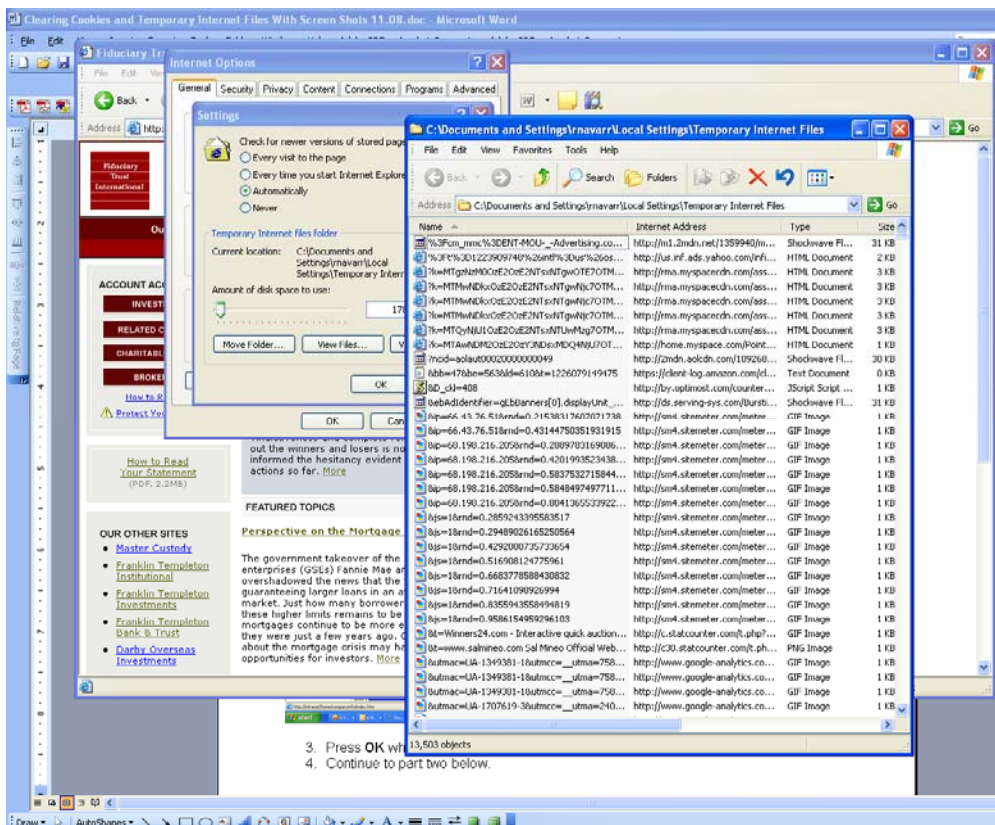


2. Take one of the following next steps: delete all cookies or delete only the Franklin Templeton cookie in order to preserve information for other sites they may use.
  - A. **To delete all cookies** (**WARNING:** *Deleting all cookies could potentially erase all previously stored usernames and passwords on other sites.*) Go to the general tab and click the **Delete Cookies** button.
  - B. **To delete only the Franklin Templeton cookie:** *you may choose to delete only the Franklin Templeton cookie in order to preserve information for other sites they may use.*
    - Click on the **General** tab

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- Click **View files**. Sort by the column called 'Name'. Scroll to the cookie labeled **franklintempleton.com** and click **delete**.



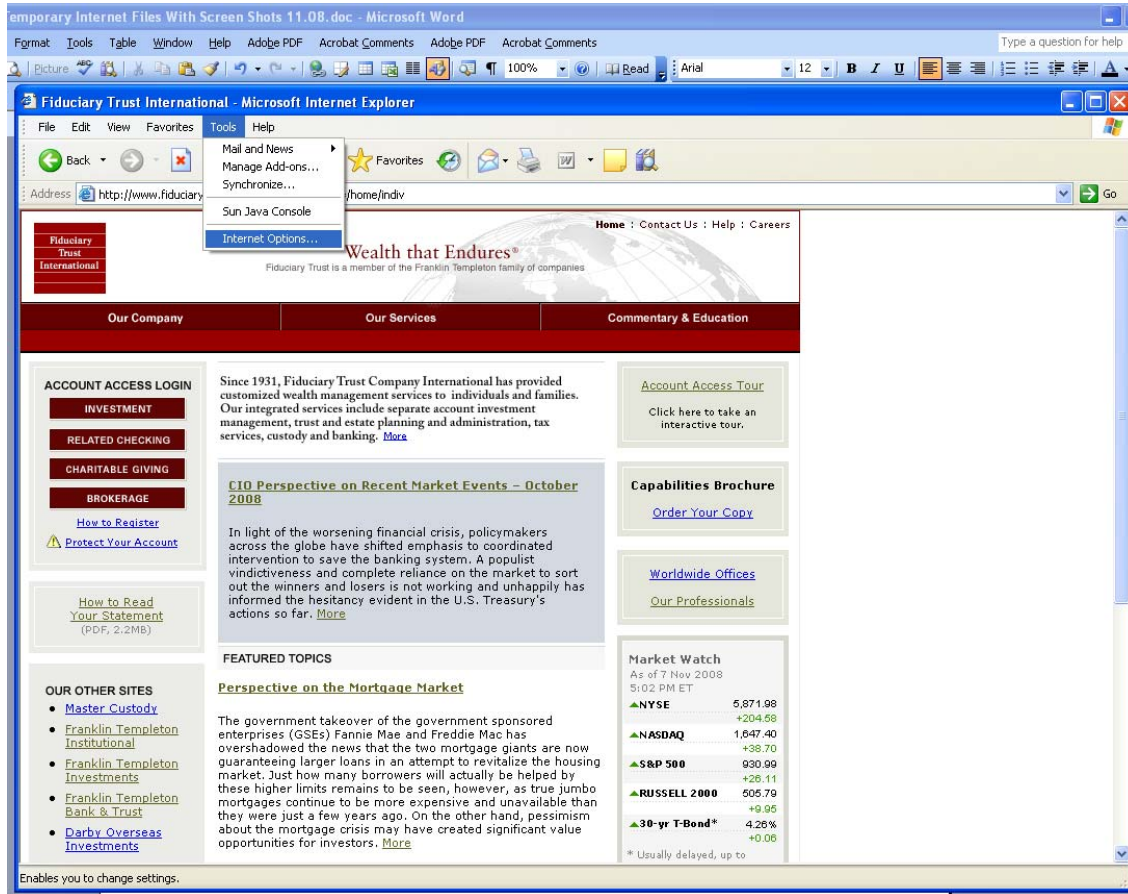
3. Press **OK** when confirmation box opens.
4. Continue to part two below.

## Part 2: How to delete temporary internet files

1. In Internet Explorer, on

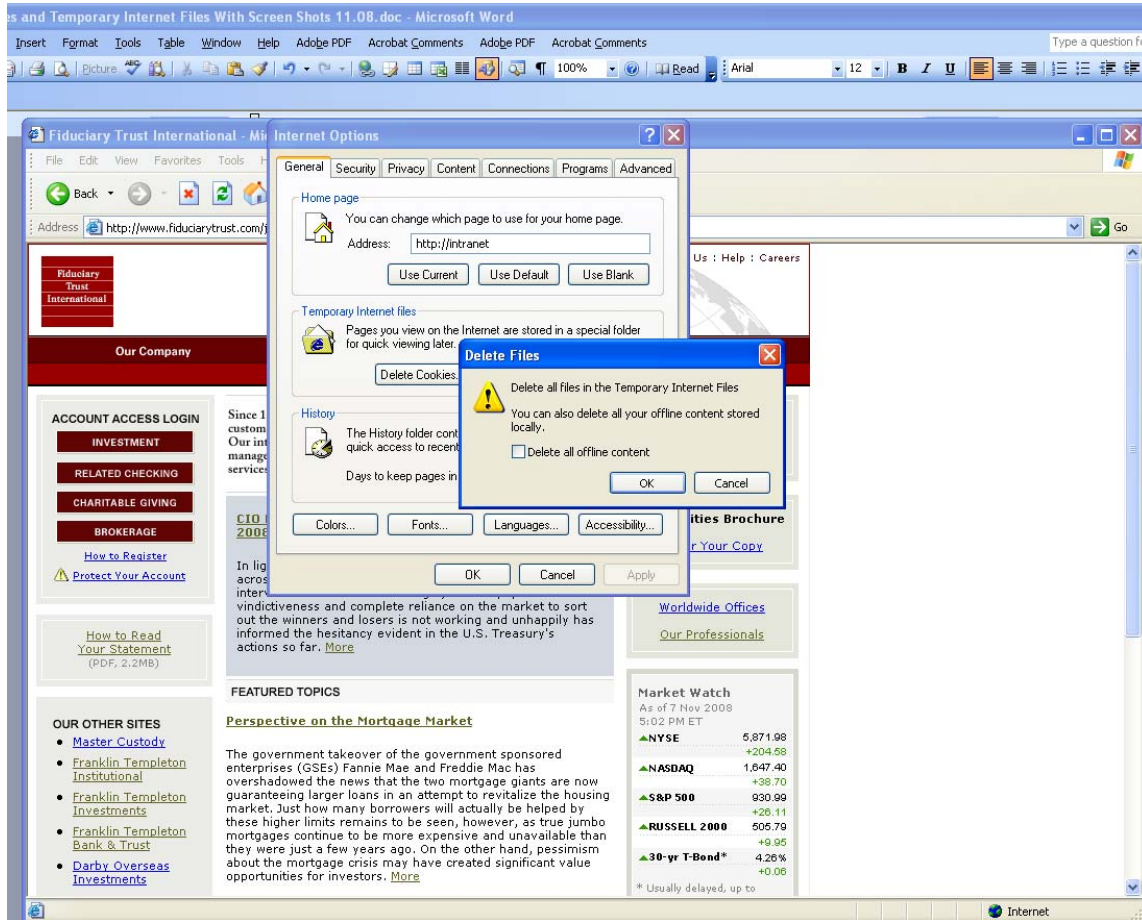
# Clearing Temporary Internet Files & Cookies

the **Tools** menu, click **Internet Options**.



2. To delete all of the temporary internet files on your computer, go to the general tab if not already there and click the **Delete Files** button.
3. Click the check box **Delete All Offline Content** when the confirmation box opens and press **OK**.
4. Press **OK** or close the internet options box.

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## Internet Explorer 7

### Deleting cookies

1. Exit Internet Explorer 7, and then exit any instances of Windows Explorer.
2. Click **Start**, click **Run**, type **inetctl.cpl**, and then press **ENTER**.
3. On the **General** tab, click **Delete** under **Browsing History** in the **Internet Properties** dialog box.
4. In the **Delete Browsing History** dialog box, click **Delete Cookies**.
5. In the **Delete Cookies** dialog box, click **Yes**.

## Netscape 7.0 or higher

### Part 1: To delete a cookie

1. Netscape 7, choose **Tools**
2. Next, scroll down to **Cookie Manager** and select **Manage Stored Cookies**
3. Within the **Cookie Manager**, there will be two tabs: **Stored Cookies** and **Cookie Sites**.

# Clearing Temporary Internet Files & Cookies

4. While on the **Stored Cookies** tab, click on **Remove All Cookies**. (**WARNING**: Deleting all cookies could potentially erase all previously stored usernames and passwords on other sites.)
5. Next, click on the **Cookie Sites** tab.
6. Scroll through the list of Websites in the list to find and highlight the *Franklin* website cookie.
7. Once the *Franklin* cookie is highlighted, click on **Remove Site** to remove only the Franklin cookie.
8. Once the cookie has been deleted, click **Close**.
9. All cookies have now been removed.

## ***Part 2: How to delete temporary internet files***

1. In the **Edit** menu go to **Preferences**.
2. Find **Advanced**. Click the **+** sign in front of the word, **Advanced**.
3. You'll see **Cache, Proxies**, etc..... Click **Cache**.
4. On the right you'll see, buttons labeled **Clear Memory Cache** and **Clear Disk Cache**.
5. First, click **Clear Memory Cache** when the ? dialog appears click **OK**.
6. Then click **Clear Disk Cache**, when the ? dialog appears, click **OK**.
7. Click **OK** again to close the **Cache** dialog box.
8. This will clear all old info from your browser and the error should be finished.

## **AOL 6.0, 7.0, or 8.0**

### ***Part 1: To delete a cookie***

1. Click on **My AOL** (on the tool bar at the top of the AOL Screen).
2. Click on **Preferences**.
3. Under **Preferences**, Click on the **www** icon.
4. Under **Temporary Internet Files**, Click on **Delete Files**. (**WARNING**: *Deleting all cookies could potentially erase all previously stored usernames and passwords on other sites.*)
5. Under **History**, Click on **Clear History**.
6. Click on **OK** to exit.

### ***Part 2: How to delete temporary internet files***

1. Click on **My AOL** (on the tool bar at the top of the AOL Screen).
2. Click on **Preferences**.
3. Under **Preferences**, Click on the **www** icon.
4. Under **Temporary Internet Files**, Click on **Delete Files**.
5. Under **History**, Click on **Clear History**.
6. Click on **OK** to exit.

# Clearing Temporary Internet Files & Cookies

## AOL 9.0

### Part 1: To delete a cookie

1. From the tool bar at the top of the AOL screen, click **Settings**.
2. Within the **Settings** box, scroll down and select **Internet (Web) Options**.
3. The AOL **Internet Properties** box will open.
4. Under **Temporary Internet Files**, Click on **Delete Cookies**. (**WARNING**: Deleting all cookies could potentially erase all previously stored usernames and passwords on other sites.)
5. Under **History**, Click on **Clear History**.
6. Click on **OK** to exit.

### Part 2: How to delete temporary internet files

1. From the tool bar at the top of the AOL screen, click **Settings**.
2. Within the **Settings** box, scroll down and select **Internet (Web) Options**.
3. The AOL **Internet Properties** box will open.
4. Under **Temporary Internet Files**, Click on **Delete Files**.
5. Under **History**, Click on **Clear History**.
6. Click on **OK** to exit.

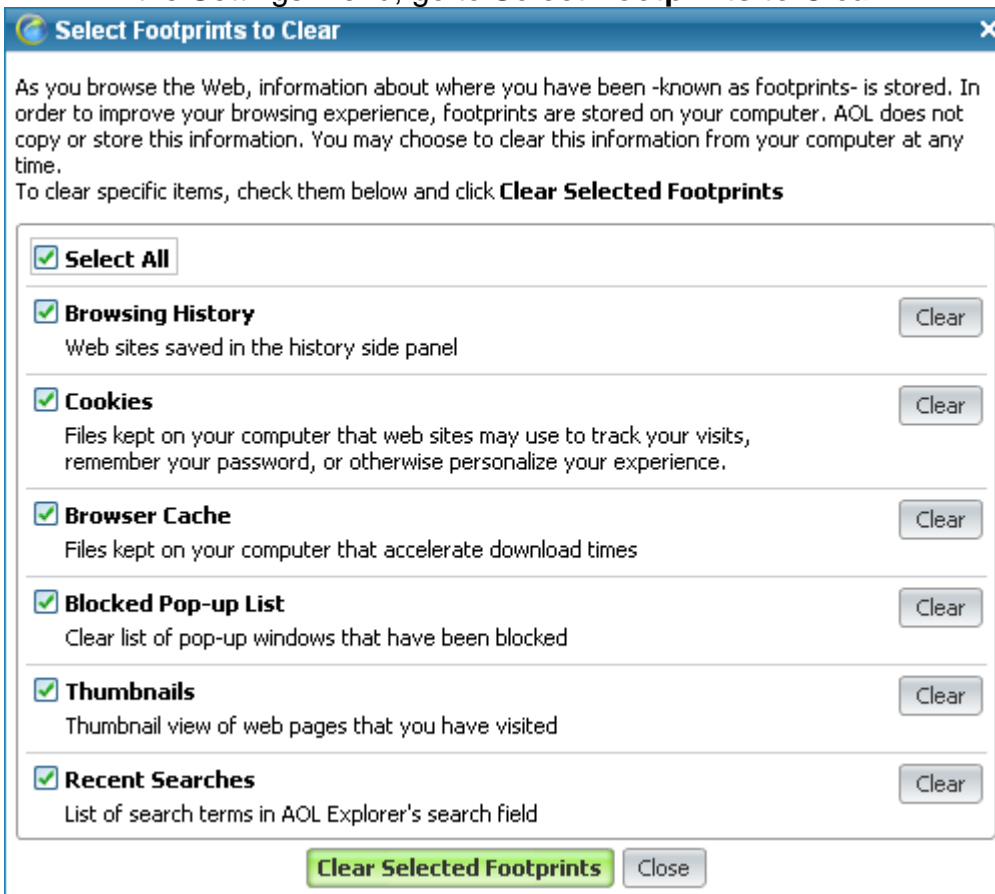
## AOL Desktop



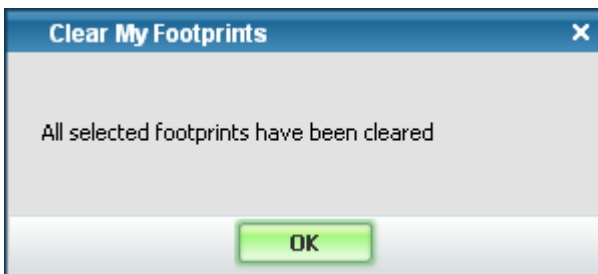
# Clearing Temporary Internet Files & Cookies

From the Browser:

1. In the Settings menu, go to **Select Footprints to Clear**



2. Check **Select all** (Tap Space bar)
3. Check marks should appear in all the boxes.
4. Click **Clear Selected Footprints** (Press the Return Key)

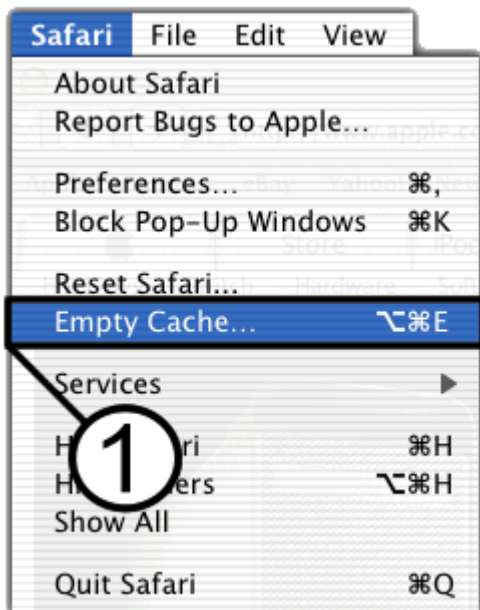


Safari

# Clearing Temporary Internet Files & Cookies

**To clear your cache and cookies:**

1. From the **Safari** menu, click **Empty Cache**.



2. When asked **Are you sure you want to empty the cache?**, click **Empty**.

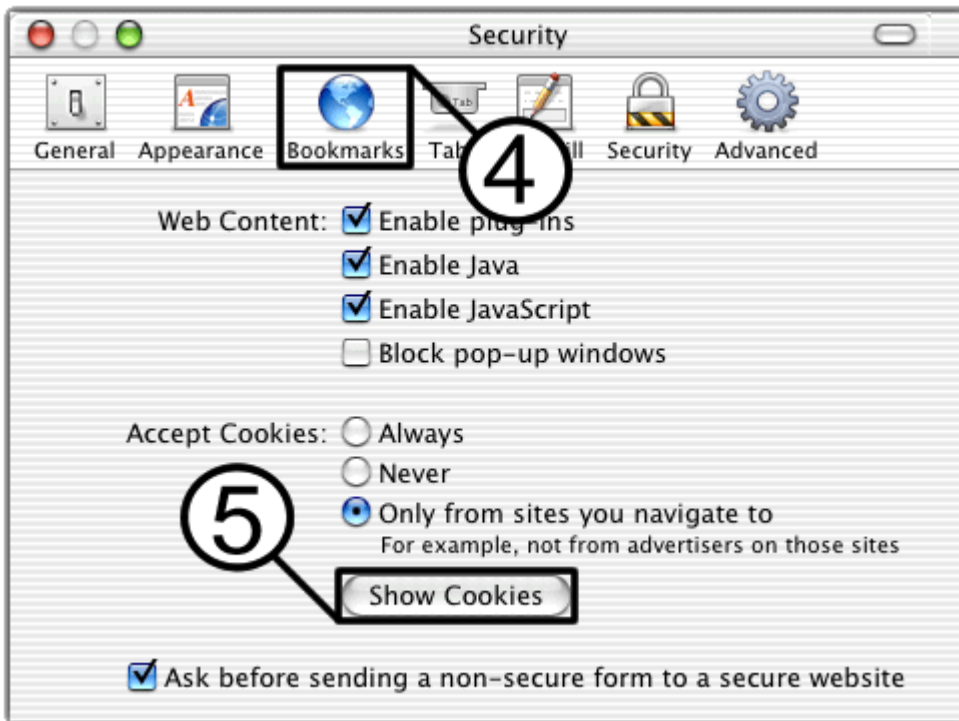


3. From the **Safari** menu, click **Preferences**.

## Clearing Temporary Internet Files & Cookies



4. From the **Security** dialog box, click **Bookmarks**.

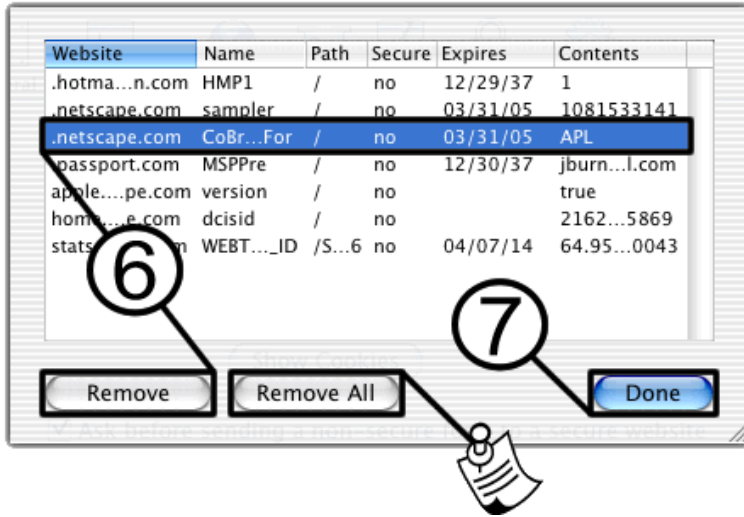


5. Click **Show Cookies**.

6. From the **Cookie** dialog box, click to choose a cookie, and click **Remove**.

Alternatively, if you want to delete all cookies, click **Remove All**.

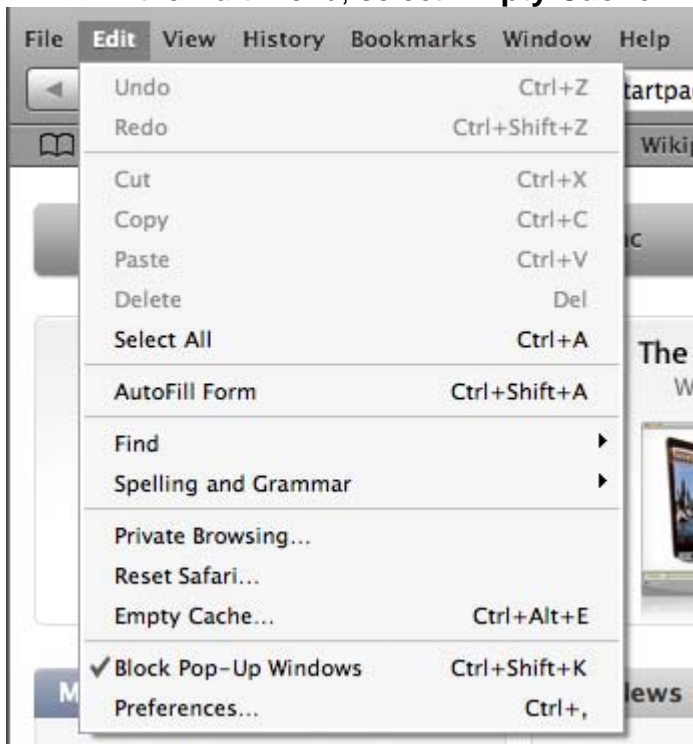
# Clearing Temporary Internet Files & Cookies



7. Click **Done**.

## Safari 3.1

1. In the **Edit** menu, select **Empty Cache**



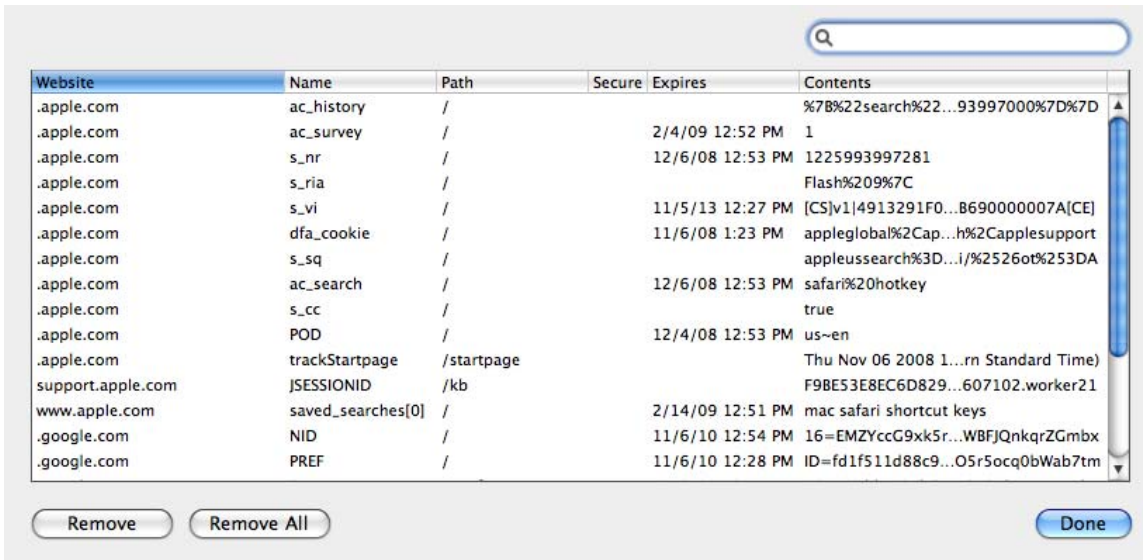
### ***To Remove Cookies***

1. In the **Edit** Menu, go to **Preferences**
2. Go to the **Security Tab**

# Clearing Temporary Internet Files & Cookies



Click **Show Cookies**



Click **Remove All**

# Clearing Temporary Internet Files & Cookies



Confirm **Remove All**

## Mozilla Firefox

1. Click **Tools**



2. Click **Clear Private Data**

## Clearing Temporary Internet Files & Cookies



Check the boxes for:

- Browsing history
- Cache
- Cookies
- Offline Website Data
- Authenticated Sessions

Then click the **Clear Private Data Now** button.