

“Cookies” is information stored on your computer that may contain information for a customized Web page or may contain logon information for a Web site.

If you've already performed an energy audit or plan to perform multiple audits, please make sure you've deleted "cookies" before you begin. Instructions are below:

For Internet Explorer 5 and above

While online or with the browser open

1. Open Internet Explorer and click Tools.
2. Click Internet Options.
3. On the General Tab, in the middle of the screen, click Delete Files
4. You may also want to check the box "Delete all offline content"
5. Click OK, wait for the hourglass icon to stop after it deletes the temporary internet files
6. Click Delete Cookies, and then click OK

To manually delete cookie files in Internet Explorer 7 or Windows Vista

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.

How to manually delete cookie files in Internet Explorer 6

1. Exit Internet Explorer 6, 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 Cookies in the Internet Properties dialog box, under Temporary Internet Files.
4. In the Delete Files dialog box, click to select the Delete all offline content check box, and then click OK.

Mozilla

1. Open the Tasks menu, click Privacy & Security.
2. Click Cookie Manager.
3. Click View Stored Cookies, a window will display with a list of all the cookies stored on your computer.
4. Select one or more cookies and click Remove Cookie, or click Remove All Cookies.

Safari

1. Open Safari and click Preferences
2. Click Security, and then click Show Cookies
3. Select one or more cookies and click Remove, or click Remove All
4. When you finish removing cookies, click Done