

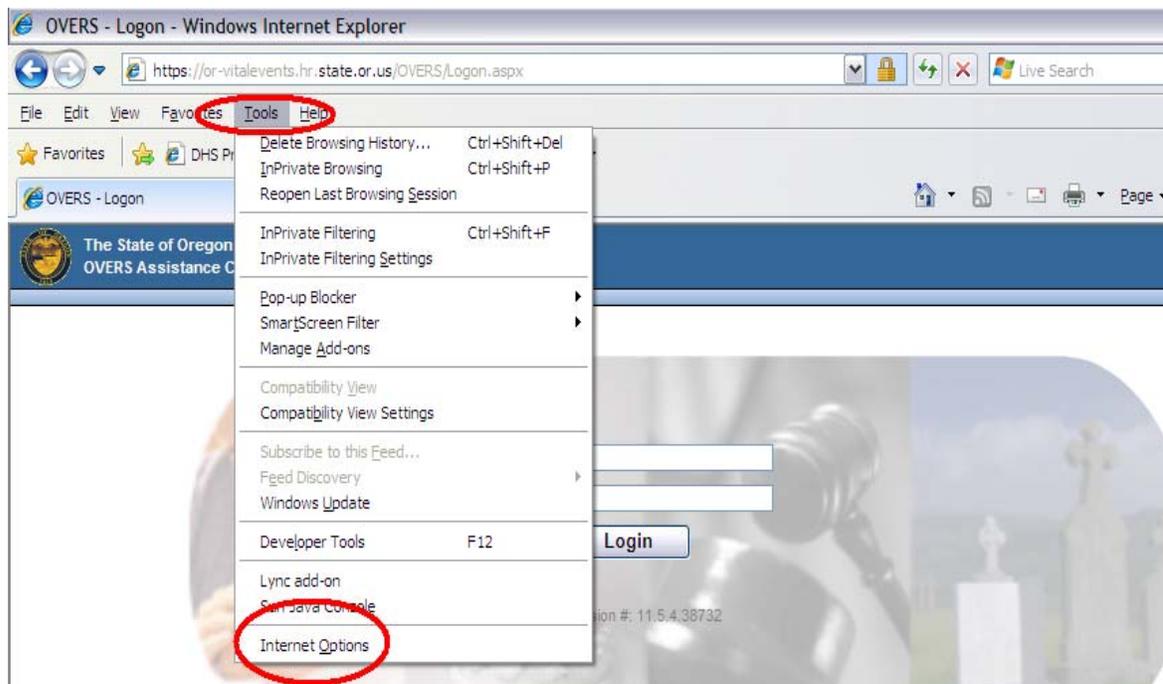
Why should I delete my Internet Explorer cache?

The Oregon Vital Events Registration System (OVERS) is a web based application and at times may not operate as expected. For example: A button or link is clicked, and nothing happens.

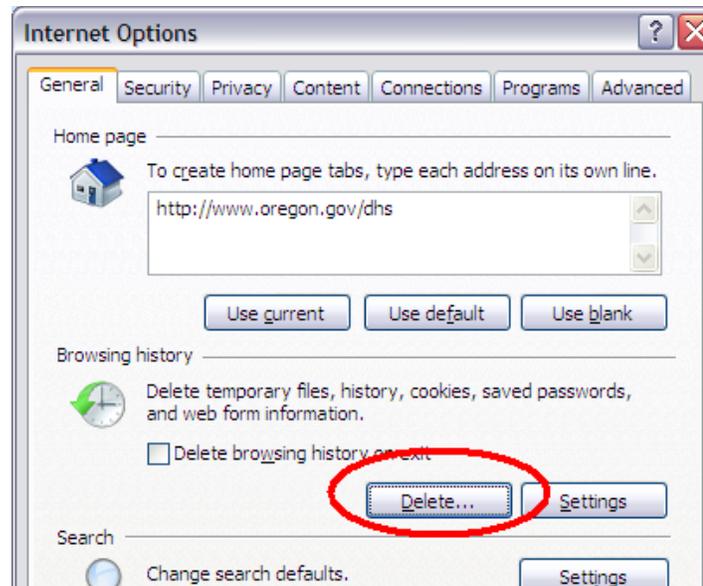
This can be caused by corrupt cookies that are stored within Internet Explorer. Deleting the cookies and temporary internet files can resolve this or similar issues.

How do I delete my Internet Explorer cache (cookies/temporary files)?

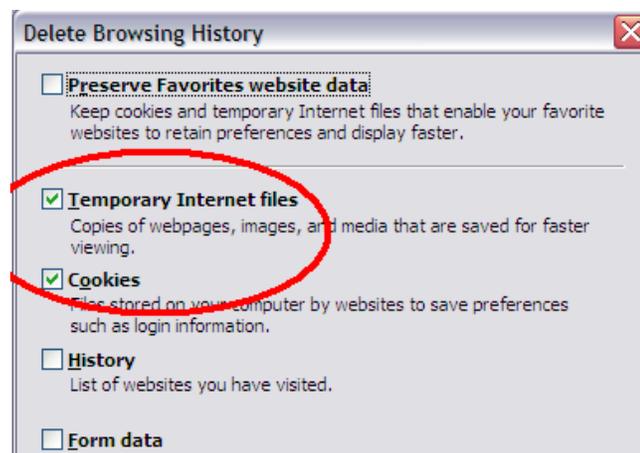
- 1) From within Internet Explorer, click **Tools > Internet Options**



- 2) From the Internet Options window, click the **Delete** button



- 3) The Delete Browsing History window is now open. Be sure to place a check mark next to **Temporary Internet Files** and **Cookies**. If there are other options with a check mark, please be sure to uncheck them. Click the **Delete** button.



- 4) Once Internet Explorer is finished deleting the Cookies and Temporary Internet Files, click the **OK** button.
- 5) Close the current Internet Explorer window and open a new window for OVERS.

If you are still experiencing issues with the OVERS application, please contact the OVERS help desk at 971-673-0279.