Eligible Training Provider List Provider User Guide

July 10, 2013



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BACKGROUND

The New York State Eligible Training Provider List (ETPL) was established in compliance with Title 1, Section 122 of the Workforce Investment Act of 1998. The ETPL is a list of training providers who qualify to receive Individual Training Accounts or Grants (ITAs or ITGs) for their approved programs. (An ITA/ITG is essentially a voucher given to adult customers who need occupational skills training to become gainfully employed or re-employed.)

To be listed initially on the ETPL, the training provider's program must be evaluated and approved by a Local Workforce Investment Board (LWIB). You can apply with the Workforce Investment Board (WIB) serving the Local Workforce Investment Area (LWIA) in which you are located. If you are located out-of-state, you can apply to the geographically closest WIB/LWIA or the WIB/LWIA from which you anticipate receiving the most referrals.

After a training provider's program(s) have been approved for initial eligibility, the program will be required to undergo an annual eligibility determination, called Subsequent Eligibility. Performance information is submitted and must be approved by the WIB for the eligible program(s) to remain on the ETPL. At this time, the United States Department of Labor has granted NYS a waiver from collecting performance information; however, your primary WIB may still require you to provide this information. The section on Subsequent Eligibility has been provided in the event this waiver is discontinued.

The purpose of this guide is to provide training providers with general information and procedures for accessing and using the online application. This guide is not intended to provide training providers with all policies and procedures related to the certification of training programs.

Browser Requirements

Supported browsers include either Internet Explorer 7 or 8, Mozilla Firefox, or Google Chrome. For more information, see **Frequently Asked Questions** in the Attachments.

If you are using Internet Explorer 9 or 10 and are having problems, try turning on Compatibility View.

To turn on Compatibility View

- 1. See if the **Compatibility View** button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
- 2. Tap or click the **Compatibility View** button ²² to display the site in Compatibility View.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again or you can clear the entire list of sites using Compatibility View by deleting your browsing history.

Before You Begin

You will need to have or know the following:

Federal Employer Identification Number (FEIN) or Social Security Number (SSN)

DUNS (Data Universal Numbering System) Number

The **DUNS number** is a unique nine-character number that identifies your organization. Your company may already have a number, and you can search their site or request a number here: http://fedgov.dnb.com/webform. DUNS numbers are **free** and obtained from Dun and Bradstreet (D&B). **You are not obligated to purchase any of D&B's products.**

School License (if applicable) - Scanned and Uploaded to your Computer

In Part 3 of the application, several forms, either required by the New York State Department of Labor (NYSDOL) and/or your WIB, need to be printed, completed, scanned, and uploaded back to the application.

The forms required by NYSDOL are:

WIA Eligible Training Provider Certification Assurances
Authorized Signature Form

CREATING YOUR USERNAME AND PASSWORD

From the ETPL website (http://applications.labor.ny.gov/ETPL/) Welcome Page select Provider Log-In from the navigation bar on the left hand side. This will bring you to the Welcome Training Provider page. If you are an existing training provider, click on Already have Account to enter your Username and Password.



◆ If you are a new training provider, click on Create an Account. This will bring you to the New York State Directory Service (NYSDS) Self Registration page. Enter the required information including a 'temporary' password. All fields with an asterisk (*) must be completed. Your User ID is what you will use to log on to the ETPL and must be between 4-10 characters. After completing, click on Create Account. If your username is not unique, you will be prompted to create a different one.



 You will be brought to the following screen. Enter your Username and temporary Password and click on Sign In.



You will be prompted to enter your Old or Temporary Password field, create a new password, and click on Change Password. Please note that passwords are case sensitive and should be typed in; not "cut and pasted."



If the fields blank out, your new password was not accepted; and you will need to try a create another password.

• After successfully changing your password, you will be brought to the following screen.

Click on Continue.



• The following screen will appear. You will see one or more questions. Select a question(s) from the dropdown list(s), type in your answer(s) and confirm. Click on **Submit**.



You will have successfully modified your directory entry! Click on Continue. This will bring you to the Pre-Registration page.



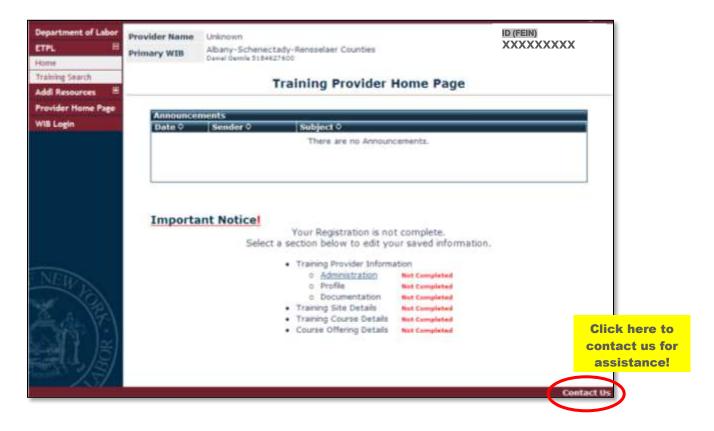
- Select **FEIN** (Federal Employer Identification Number) or **SSN** (Social Security Number) from the drop-down box, fill in the number along with your **Zip Code** and **State**. Your Primary WIB will be automatically assigned based on your zip code. **Enter your information carefully!**
- If you are located outside of New York State, an additional field will appear prompting you to select a Workforce Investment Board—see below.
- Press Submit.



If you have already successfully pre-registered and after logging on, are brought to the Pre-Registration screen again, do not re-enter the requested information. You may have typed your username incorrectly; **usernames are case sensitive**. Close out of the browser, reopen the page, and re-enter your username and password. **Contact Us** for assistance if necessary.

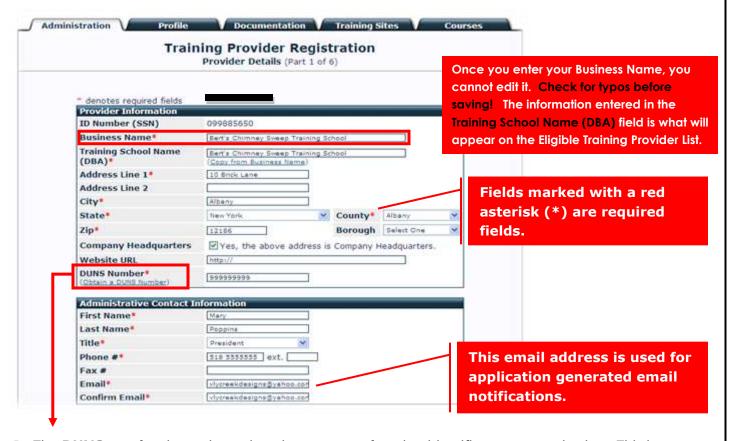
TRAINING PROVIDER HOME PAGE

- If you are an existing provider, you will be brought to the **Training Provider Home Page.** Note that your **Primary Workforce Investment_Board (WIB)** (based on your zip code) is displayed on the top of the page. **Provider Name** is **Unknown** until the **Administration Tab** is completed.
- There is also a section for **Announcements** sent to you by your WIB or NYSDOL.

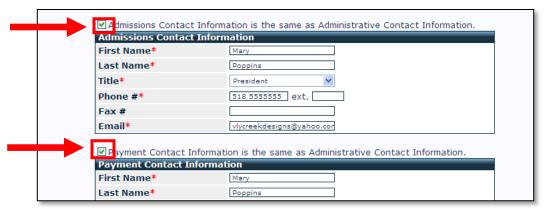


Part 1 of 6 – Administration

• Click on the <u>Administration</u> link. The **Provider Details** page will appear. Enter the required information.



- The **DUNS number** is a unique nine-character **number** that identifies your organization. This is a mandatory field and can be obtained here: http://fedgov.dnb.com/webform. DUNS numbers are **free** and obtained from Dun and Bradstreet (D&B). Your company may already have a number, and you can search their site. **You are not obligated to purchase any of D&B's products.**
- Fill out Administrative Contact Information, Admissions Contact Information, and Payment Contact Information. If the information for Admissions and Payment Contact Information is the same as the Administrative Contact, check the box above these sections to fill in automatically.



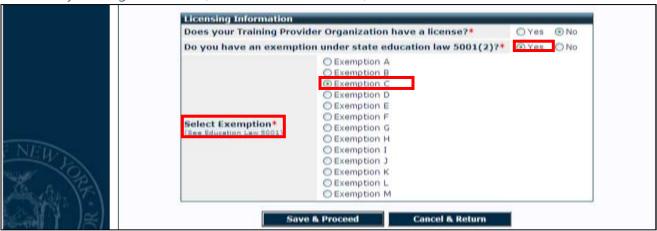
 Under Licensing Information, choose whether your organization has a license or an exemption from the NYS Education Department and enter the required information as appropriate. You must choose one or the other. You cannot answer "No" to both.



- If your Training Provider Organization has a license, click on "Yes" and fill out the New License information. Select the Licensing Entity from the dropdown list, enter License # and Expiration Date.*
- To Upload License Document, click on Browse, locate a copy of your license on your computer, Open and "Upload" the document. Files can be up to 2MB and can be PDF, DOC, or JPG.
- If you do not have a scanned copy readily available, you can upload a blank document in order to proceed with the registration process and upload your license later. After uploading, press **Save** & **Proceed**.



• If your Training Provider Organization has an exemption under State Education Law §5001(2), select "yes" and your particular Exemption. Definitions of the Exemptions can be found by clicking on the link (See Education Law 5001) or in Attachment A.



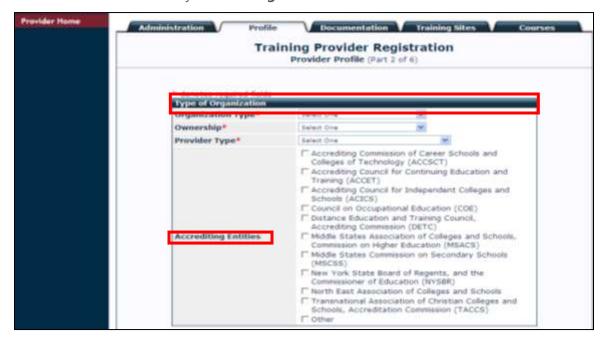
Press Save & Proceed.

*Email reminders are sent 30 days before expiration. If a new license is not uploaded before the expiration date passes, automatic account deactivation will occur!

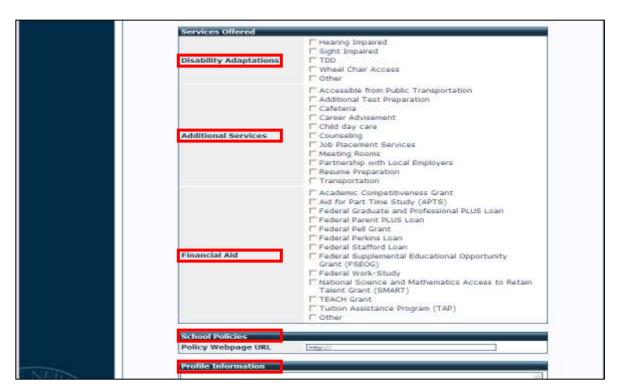
Part 2 of 6 – Provider Profile

Type of Organization/Services Offered

- Select the **Organization Type**, **Ownership**, and **Provider Type** from the drop-down box menus.
- Select the checkbox for any Accrediting Entities.

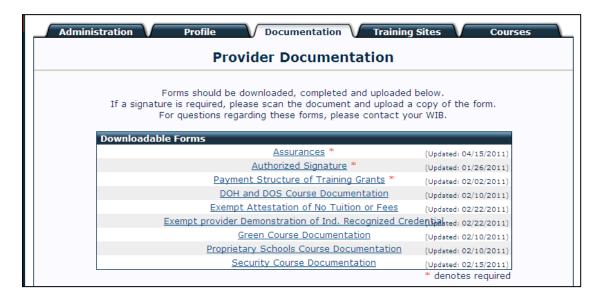


- Select checkboxes for any Disability Adaptations, Additional Services, or Financial Aid.
- Enter a **School Policy Webpage** URL, if available and a brief description in the **Profile Information** section.
- Press Save & Proceed.

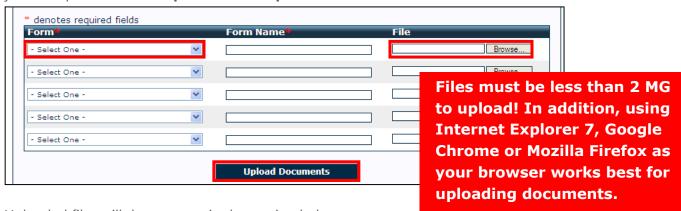


Part 3 of 6 – Provider Documentation

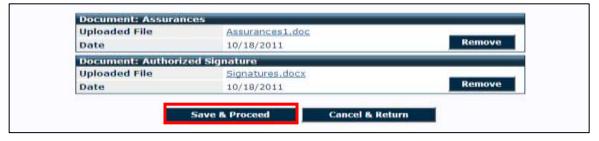
◆ The Documentation Tab has Downloadable Forms required or requested by the New York State Department of Labor and/or the WIB. All documents marked with a red asterisk (*) must be completed. Other documents, such as those shown below for New York City, may be required by your particular WIB. See Attachments for the Assurances and Authorized Signature forms.



- Click on the document link shown above, open the document, and print the form.
- Fill out the form completely, scan, and save to your computer. Upload by browsing for the file on your computer. Click on **Open** and then **Upload Documents**.



Uploaded files will then appear in the section below.



Press Save & Proceed.

PART 4 OF 6 – TRAINING SITES

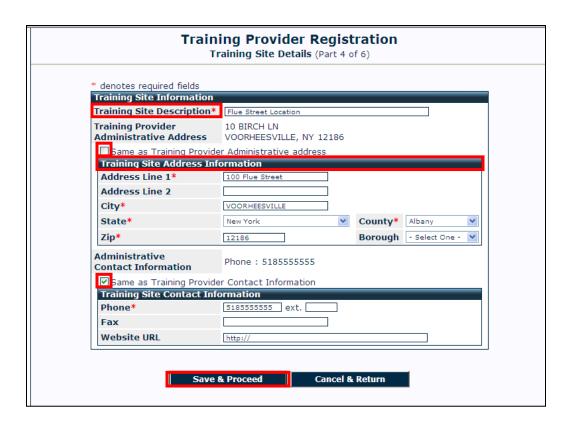
Training Site Details

To add training site information:

Click on Add Training Site.



- Fill in a **Training Site Description**. If you only have one location, enter your school's name here. **This description should be relatively short; it will be viewed on the ETPL.**
- Fill out **Training Site Address Information** and **Training Site Contact Information**, or check the box to copy from Training Site Description.
- Press Save & Proceed.

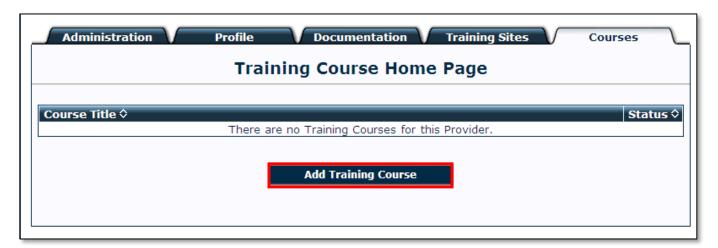


Part 5 of 6 - Training Course Details

• From the **Provider Home Page**, click **Training Course Details** link. You can also navigate through the application by clicking on the tabs shown in the second box below.



Click on Add Training Course.



For your initial application, you can only enter one course with one corresponding offering. After your primary WIB approves, you will be able to add additional courses and offerings.

 Fill in Course Information, including the Course Title, Course Skill Level, Program Type, Course Admission, Course Length, Internet Information, and Course Status.

You must change the Course Status to 'Active' to send to WIB for approval.

- Complete the Course
 Description and Course
 Curriculum. Please
 proofread your information.
- Fill in **Course Prerequisites** if applicable (not shown).

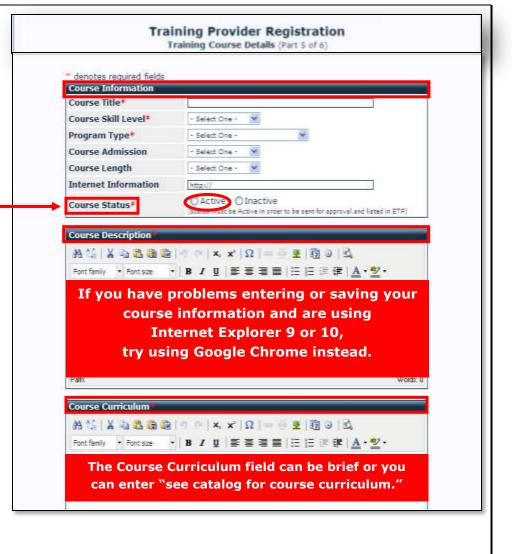
Costs Section

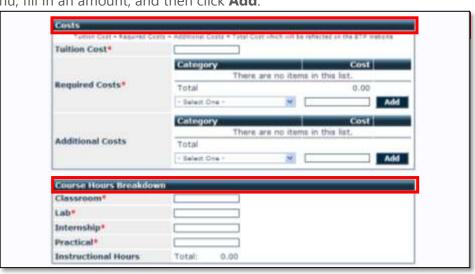
- Costs Enter Tuition Cost, which is tuition cost only.
- To add Required Costs and Additional Costs, select a category from the dropdown menu, fill in an amount, and then click Add.

Required Costs include items that are required to complete the course such as books, lab fees, materials, etc.

If there are no Required Costs, select 'None' from the dropdown list, enter '0' and click on Add.

Additional Costs are costs not required to take the course, but customer may have to pay, i.e., uniform, tools, etc.





Course Hours Breakdown – Classroom field must be more than 0 hours. If there are no Lab,
 Internship, or Practical costs, enter a 0.

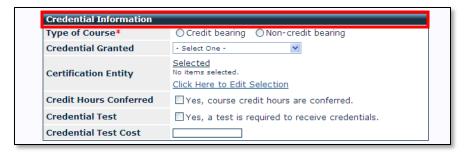
- Add Credential Information.
 Contact us if the appropriate
 Certification Entity is not listed.
- Enter Career Classifications by selecting <u>Click Here to Edit</u>
 Selection
- A list of instructional programs will appear. Select one or more course descriptions and click on Save Selection.
- The Corresponding Occupational Tracks will enter automatically after saving.

Course Level Approval Documents

- Fill in **License Information**, if applicable.
- To upload a copy of the license, click
 Browse, select document from your computer, and press Open.
- Click Upload.

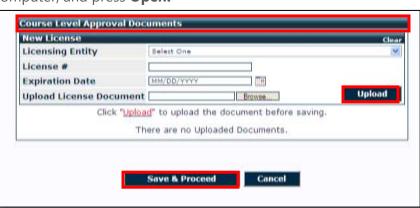
Please note your WIB may require you to upload course documents here that are not a license. Enter 9999 in the License # Field and Enter 12/31/2015 for the Expiration Date.

Click on Save & Proceed. You will get the following message:









Every course must have an active offering. You must add or edit a course offering.

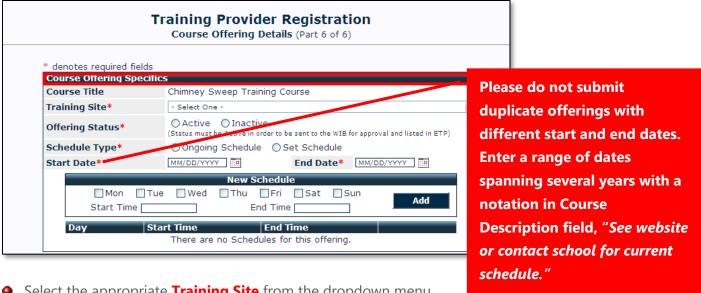
Click on Add New
 Offering (or if you have offerings listed, click on the underlined number to update).



Part 6 of 6 - Course Offering Details

NOTE: Clicking on Save & Proceed will send the application to your primary WIB for approval. Make sure that your application is complete before saving this page.

Course Offering Specifics



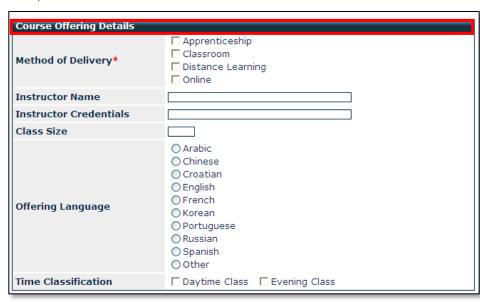
- Select the appropriate **Training Site** from the dropdown menu.
- Offering Status Select Active.

You must change the Offering Status to Active to send to the WIB for approval.

- Fill in Schedule Type, the Start Date and End Date. Start and end dates do not have to be exact; a range of dates can be entered.
- Add New Schedule if available, and click Add.

Course Offering Details

- Select Method of Delivery.
- Enter:
 - -Instructor Name
 - -Instructor
 - Credentials
 - -Class Size
 - -Offering Language
 - -Time Classification



Press Save & Submit.

This completes the registration process! You will be brought back to the **Training Provider Home Page** and should see the following announcement:

Your Registration has been completed, awaiting Approval by the appropriate WIB.

You may select a section below to edit your saved information.*

*At this time, please do not edit your saved information.

If the WIB requires additional information, they will let you know.

You will be unable to submit additional courses until your initial application is approved.

You will be notified by email if your registration has been approved or if your WIB requires additional information.

Important Notice!

Your Registration has been Completed, awaiting Approval by the appropriate WIB. You may select a section below to edit your saved information.

- Training Provider Information
 - o Administration Completed
 - o <u>Profile</u> Completed
 - o <u>Documentation</u> Completed
- <u>Training Site Details</u> Completed
- Training Course Details Completed
- Course Offering Details Completed

LOGGING OUT OF THE ETPL

IMPORTANT! Follow the steps below to correctly log off the ETPL application if using Internet Explorer:



SUBSEQUENT ELIGIBILITY

The Workforce Investment Act (WIA) requires an annual re-determination of ITA program eligibility through a Subsequent Eligibility process. Training providers must report performance information for offerings that have reached their subsequent eligibility due date; LWIBs and their staff must use this information as part of their subsequent eligibility review process. As a final step in the local review process, LWIB decisions regarding subsequent eligibility must be viewable on the ETPL website.

Instructions/Actions for Training Providers

Training Providers will be notified via automatic e-mail from the ETPL application (12 months after an offering was approved) that the period of eligibility is due. Training providers should visit the ETPL website and log on with their username and password to submit the performance and outcome information for the offering within 30 days. **Failure to do so will result in the removal of the offering from the ETPL.** The performance and outcome information will be reviewed by the WIB for approval under a period of Subsequent Eligibility. Training Providers will be notified of the result of this review within 60 days.

Note: Training providers should maintain up-to-date information on the ETPL website at all times. Phone numbers, contact names and email addresses, offering costs, etc., must be kept current. Information regarding compliance with the appropriate oversight agency or entity (i.e., Department of State, Division of Criminal Justice, etc.) must be reviewed and updated by providers at the time of subsequent eligibility. A valid license (or continuous operation letter) must be current.

- 1. From the **Training Provider Home Page**, click on **Courses**.
- 2. Select the appropriate course.
- 3. Scroll down to the **List of Offerings**.
- 4. Click on **Evaluate** on the right-hand side to enter subsequent eligibility information.



5. If WIA-funded students were enrolled in the offering, providers must choose 'Yes' from the dropdown and complete columns A and B. If there were no WIA-funded students enrolled, provider completes column B only.

Do not enter symbols (i.e., \$, %, etc.) in the fields.

| Course Offering Evaluation | | | | | |
|--|-------------------------|-----------------------------------|------------|---------|--|
| | | | | | |
| Performance Evaluation | | | | | |
| Offering ID | 9999 | _ | | | |
| Course Title | | | | | |
| Offering Start Date | 02/22/2012 | Offering End Date | 04/19/2012 | | |
| Evaluation Date | 03/12/2012 | | | | |
| Do you have WIA funded students | - 🔻 | | | | |
| enrolled in the offering?* | If Yes, please complete | column A and B. If No, please com | | | |
| Number of students appelled in the off | aria a | | A: WIA | B: All* | |
| Number of students enrolled in the offering | | | | | |
| Number of students that completed the offering | | | | | |
| Number of students who did not complete the offering | | | | | |
| Number of students who did not complete the course that withdrew failing Number of students who did not complete the course that withdrew passing | | | | | |
| Number of students who did not complete the course that withdrew passing Number of students who did not complete the course that received an incomplete | | | | | |
| Number of students that obtained a companies of skill attainment after comp | redential, licensure, | ' | | | |
| Number of students placed in unsubsic offering | - | ollowing completion of this | | | |
| Average monthly wage of the student | placed in unsubsidi | zed employment | | | |
| Number of jobseekers who enrolled in employment for the most recent evalu | | ere successfully placed in | | | |
| Percentage of jobseekers who enrolled jobs upon completion for the most rec | | , , | | | |
| List the top three employers of past g | raduates of the trai | ining program* | | | |
| Sav | e & Submit | Cancel & Return | | | |

6. Click on **Save & Submit** to send **Course Offering Evaluation** to WIB for review.

ATTACHMENTS

The following attachments are included for your use.

- Acronyms
- Section 5001 of the Education Law
- WIA Eligible Training Provider Certification Assurances Form
- Authorized Signature Form
- Frequently Asked Questions

ACRONYMS

Below is a list of commonly used acronyms regarding the ETPL:

| Abbreviation | Meaning | |
|--------------|--|--|
| BPSS | Bureau of Proprietary School Supervision | |
| CIP | Classification of Instructional Programs | |
| DUNS | Data Universal Numbering System | |
| ETPL | Eligible Training Provider List | |
| FEIN | Federal Employer Identification Number | |
| ITA | Individual Training Account | |
| ITG | Individual Training Grant | |
| LWIA | Local Workforce Investment Area | |
| LWIB | Local Workforce Investment Board | |
| NYSDOL | New York State Department of Labor | |
| NYSDS | New York State Directory Service | |
| NYSED | New York State Education Department | |
| SOC | Standard Occupational Classification | |
| WIA | Workforce Investment Act | |
| WIB | Workforce Investment Board | |

SECTION 5001 OF THE EDUCATION LAW

<u>Licensed Private Schools and Registered Business Schools / Computer Training</u> Facilities

§ 5001. Licensed private career schools.

- 1. Schools required to be licensed. No private school which charges tuition or fees related to instruction and which is not exempted hereunder shall be operated by any person or persons, firm, corporation, or private organization for the purpose of teaching or giving instruction in any subject or subjects, unless it is licensed by the department. As used in this article:
 - a. "licensed private career school" or "licensed private school" shall mean any entity offering to instruct or teach any subject by any plan or method including written, visual or audio-visual methods, and shall include any institution licensed or registered as a registered business school or computer training facility on the effective date of the chapter of the laws of two thousand twelve which amended this subdivision. Following such effective date, there shall be no distinction between institutions previously defined as "registered business schools" or "computer training facilities" and other licensed private schools, and any reference in law to a registered business school or computer training facility shall be deemed a reference to a licensed private career school. Institutions holding a valid business school registration on such effective date, including computer-training facilities, shall have such registrations replaced by the commissioner, at no cost, with licenses valid until the expiration date listed on such previous registration; and
 - b. "certified English as a second language school" or "certified ESL school" shall mean a language school conducted for-profit which provides instruction in English as a second language and which accepts no public funds and is certified pursuant to paragraph f of subdivision four of this section.
- 2. Exempt schools. The following schools are exempted from the licensing requirement of this section:
 - a. institutions authorized to confer degrees in this state;
 - b. schools providing kindergarten, nursery, elementary or secondary education, except schools conducted for profit which provide instruction in English as a second language or preparation for high school equivalency examinations to out-of-school youth or adults;
 - c. schools operated by governmental agencies or authorities;
 - d. schools which engage exclusively in training of students with disabilities as defined in section forty-four hundred one of this chapter;

- e. schools conducted on a not-for-profit basis by firms or organizations for the training of their own employees only, provided that such instruction is offered at no charge to such employees, or by a fraternal society or benevolent order for its members or their immediate relatives only;
- f. schools which provide instruction in the following subjects only: religion, dancing, music, painting, drawing, sculpture, poetry, dramatic art, languages, reading comprehension, mathematics, recreation, yoga, martial arts, pilates and athletics, including the training of students to teach such subjects, provided, however, that schools conducted for the purpose of training personal trainers shall be excluded from this exemption and shall be required to obtain licensure;
- g. schools in which the course of instruction is licensed, registered or approved under any other section of this chapter or by any other department or agency of the state;
- h. schools which provide instruction designed solely for giving flight training and/or related ground school instruction;
- schools in which instruction designed solely to prepare applicants for admission to professional licensing examinations administered by the department pursuant to title eight of this chapter, and applicants for examination for admission to the practice of law;
- schools which offer continuing education courses exclusively for individuals licensed by the department pursuant to title eight of this chapter and for individuals admitted to the practice of law;
- k. schools which provide instruction given exclusively to employees of a person or organization which has contracted with another person or organization to provide such instruction at no cost to the employees;
- conferences, trade shows, workshops, seminars, institutes or courses of study offered and sponsored either jointly or individually by recognized trade, business or professional organizations for the benefit of their membership;
- m. schools that limit their total conferences, trade shows, workshops, seminars, institutes or other course offerings to no more than twice in one calendar year with each of those offerings for no more than five days;

WIA ELIGIBLE TRAINING PROVIDER CERTIFICATION ASSURANCES FORM

As a condition of financial assistance from the New York State Department of Labor under Title I of WIA, the contractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- A. Section 188 of the Workforce Investment Act of 1998, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United states or participation in any WIA Title I-financially assisted program or activity;
- B. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
- C. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities:
- D. The Age Discrimination Act of 1975, amended, which prohibits discrimination on the basis of age; and
- E. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

| Please tell us the name (if any) of any Federal Agency that conducted a civil rights compliance in the past two years. | ance review or complaint |
|---|--|
| Please give us information about any administrative enforcement actions or lawsuits that any protected basis and that were filed against your organization in the past two years. The include the names of the parties, the forum in which each case was filed, the relevant case additional information that may be necessary. | nis information should |
| | |
| | |
| The Contractor also assures that it will comply with 29 CFR 37 and all other regulations in listed above. This assurance applies to the contractor's operation of the WIA Title I-financiactivity, and to all agreements entered into to carry out the WIA Title I-financially assisted Contractor understands that the United States has the right to seek judicial enforcement of | cially assisted program or programs. The |
| Provider Name | |
| Authorized Signature | Date |
| | |

| rtified by: | | | | |
|----------------------------------|--|------|--|--|
| | | | | |
| Signature of Authorized Official | | Date | | |
| Typed/Printed Name of Signatory | | | | |
| Signatory's Official Title | | | | |
| Provider Name | | | | |
| FEIN | | | | |
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Username and Password Requirements/Browser Issues

What are the User Id and password requirements?

User IDs must be at least 4 characters, can be up to 10, and must be unique. If your selection is not available, you will be prompted to select a different one.

Your password must meet these requirements:

- 3. minimum of 8 characters;
- 4. must contain 1 letter; and
- 5. must contain 1 number.

User ids and passwords are case sensitive. An example of a valid username is abctrain. An example of a valid password is 123abc456.

How do I clear a saved password in my browser?

Saving a password in your browser might save you time but also may lead to potential issues logging in, as well as being less secure. If you are having trouble logging in, this may be a cause of your problem. You can turn off the Auto-Complete function with the following steps:

Windows:

Internet Explorer 7 or 8:

To disable the AutoComplete feature:

- 1. Click **Tools** menu
 - Press Alt-T if you don't see a menu
- 2. Click Internet Options
- 3. Click **Advanced** tab
- 4. Uncheck **Use inline AutoComplete** checkbox under *Browsing*
- 5. Click **OK**

To clear the password field:

- 1. Click **Tools** menu
 - Press Alt-T if you don't see a menu
- 2. Click Internet Options
- 3. Click General tab
- 4. Click **Delete** button under *Browsing History*
- 5. Click **Delete Passwords** button under Passwords, in the *Delete Browsing History* window
- 6. Click Yes, in the Delete Passwords alert box,
- 7. Click **Close** in Delete Browsing History window, and **OK** on the Internet Options window.

To disable the save password feature:

- 1. Click **Tools** menu
 - Press Alt-T if you don't see a menu
- 2. Click Internet Options
- 3. Click Content tab
- 4. Click **Settings** button under the *AutoComplete*
- 5. Uncheck both the **User names and passwords on forms** and **Prompt me to save passwords** checkboxes on the AutoComplete Settings window
- 6. Click **OK**
- 7. Click **OK**

Firefox 2.x - 3.x:

- 1. Click Tools
- 2. Click Options
- 3. Click **Security** tab
- 4. Uncheck **Remember password for sites** under *Passwords*
- 5. Click Privacy tab
- 6. Click Clear Now... under Private Data
- 7. Check Saved Form and Search History
 - Check Saved Passwords (if applicable)
- 8. Click Clear Private Data Now
- 9. Click OK

Mac:

Firefox 2.x - 3.x:

- 1. Click Firefox
- 2. Click Preferences
- 3. Click **Security** tab
- 4. Uncheck **Remember password for sites** under *Passwords*
- 5. Click *Privacy* tab
- 6. Click Clear Now... under Private Data
- 7. Check Saved Form and Search History
 - Check Saved Passwords (if applicable)
- 8. Click Clear Private Data Now

I entered information but now cannot see it after logging on. Why did this happen?

This is a key indicator that the browser is pulling a cached page.

Each time you access a web page your web browser caches (stores) it (and related files such as images and scripts) to your computer's hard drive. This cache enables the web browsers to display frequently visited web pages faster, as the browser does not have to request the page from a remote web site. Over time, the web browser should go look to see if there are any updates to the web page you are visiting rather than pulling the old version from cache.

If this doesn't happen, you should periodically clear the cache to allow your browser to function more efficiently and retrieve updated current information from the remote web site.

Instructions for Clearing a Web Browser's cache:

Mac OS X

Firefox 2.x - 3.x:

- 1. Click **Firefox** menu.
- 2. Click Preferences.
- 3. Click Advanced icon.
- 4. Click **Network** tab.
- 5. Under Offline Storage, Click Clear Now.

Windows

Firefox 2.x:

- 1. Click **Tools** menu.
- 2. Click Clear Private Data.
- 3. Check Cache checkbox.
- 4. Click Clear Private Data Now.

Firefox 3.x:

- 1. Click **Tools** menu.
- 2. Select **Options**.
- 3. Select the **Advanced** panel.
- 4. Under Offline Storage, Click Clear Now.
- 5. Click **OK**.

Internet Explorer 7:

- 1. Click **Tools** menu.
- 2. Click Internet Options
- 3. Click **Delete** under *Browsing History*
- 4. Click Delete Files
- 5. Click Close
- 6. Click OK

Internet Explorer 8:

- 1. Click **Tools** menu.
- 2. Click Internet Options
- 3. Click **Delete** under *Browsing History*
- 4. Uncheck Preserve Favorites website data
- 5. Check **Temporary Internet Files**
- 6. Click **Delete**
- 7. Click OK