

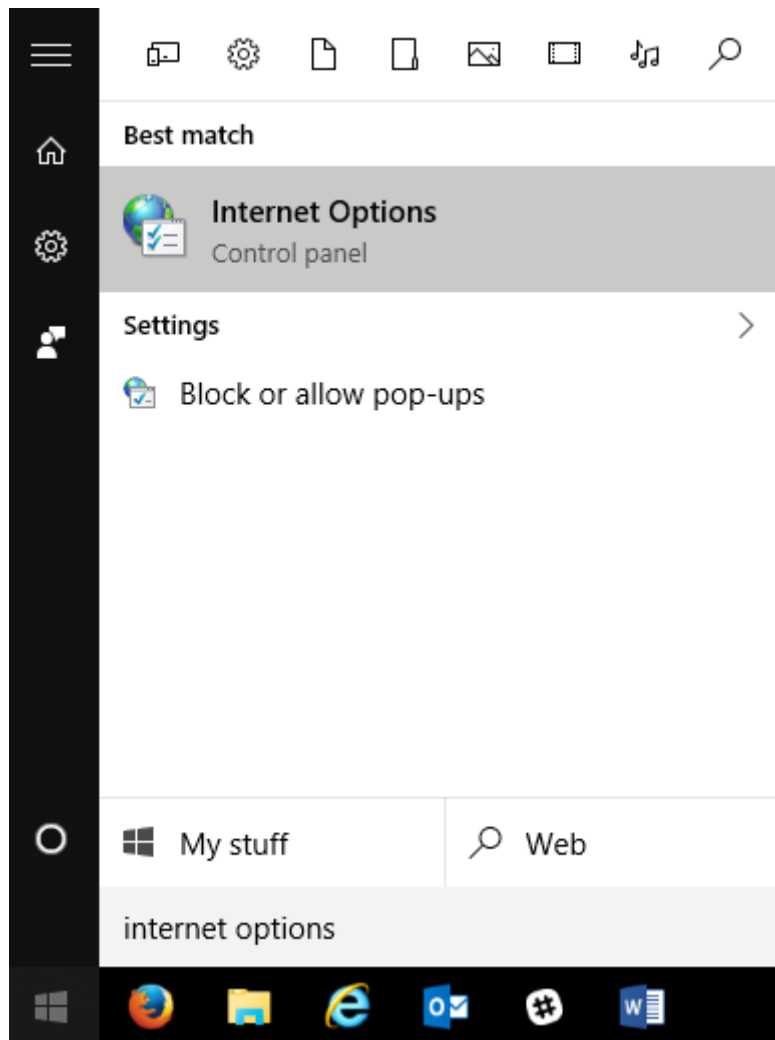
Resetting Internet Explorer

Provided by:

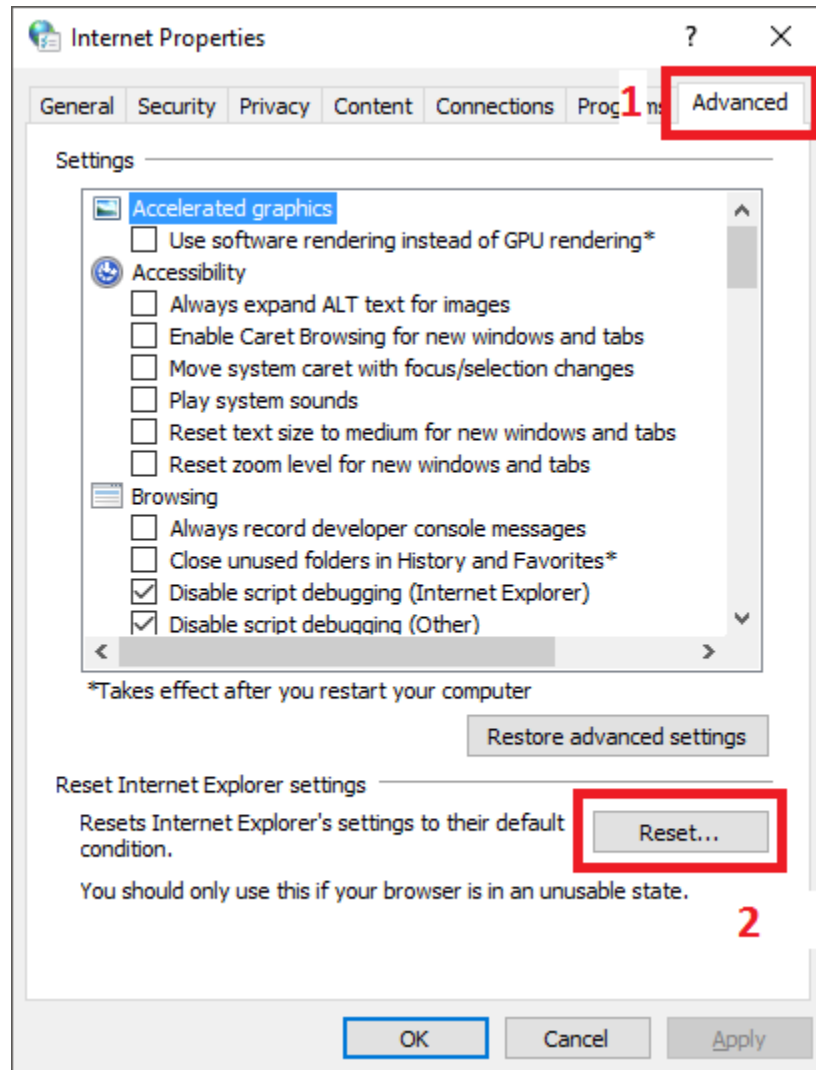


If there are problems being experienced with Internet Explorer (IE), many times a reset will resolve them. Do keep in mind that any necessary custom settings in place will have to be re-created after the reset. Images in this guide are from a Windows 10 computer and will vary from other versions of Windows.

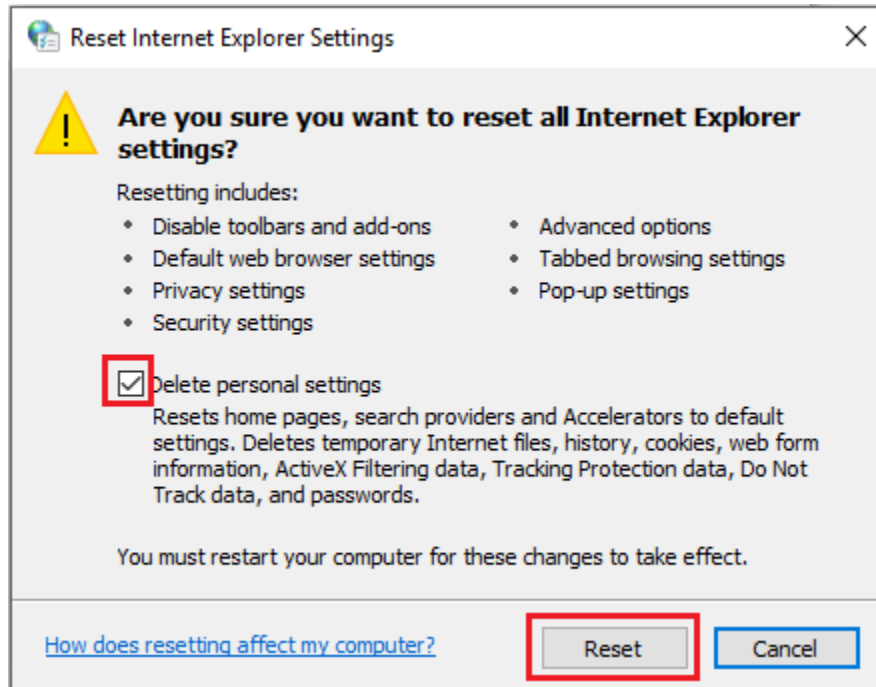
1. With IE closed, click Start and perform a search for "Internet Options." In Windows 8, this will appear under the 'settings' submenu.



2. On the window that opens, select the Advanced tab, then press the Reset button at the bottom.



3. Mark the box next to “Delete personal settings” then press reset. Reboot computer if prompted.



4. IE should now work properly. Be sure to restore any settings, such as homepage, as and if needed.

If you have any questions or require assistance, submit a ticket with SmartPath via client portal, email, or calling 270-205-4709.