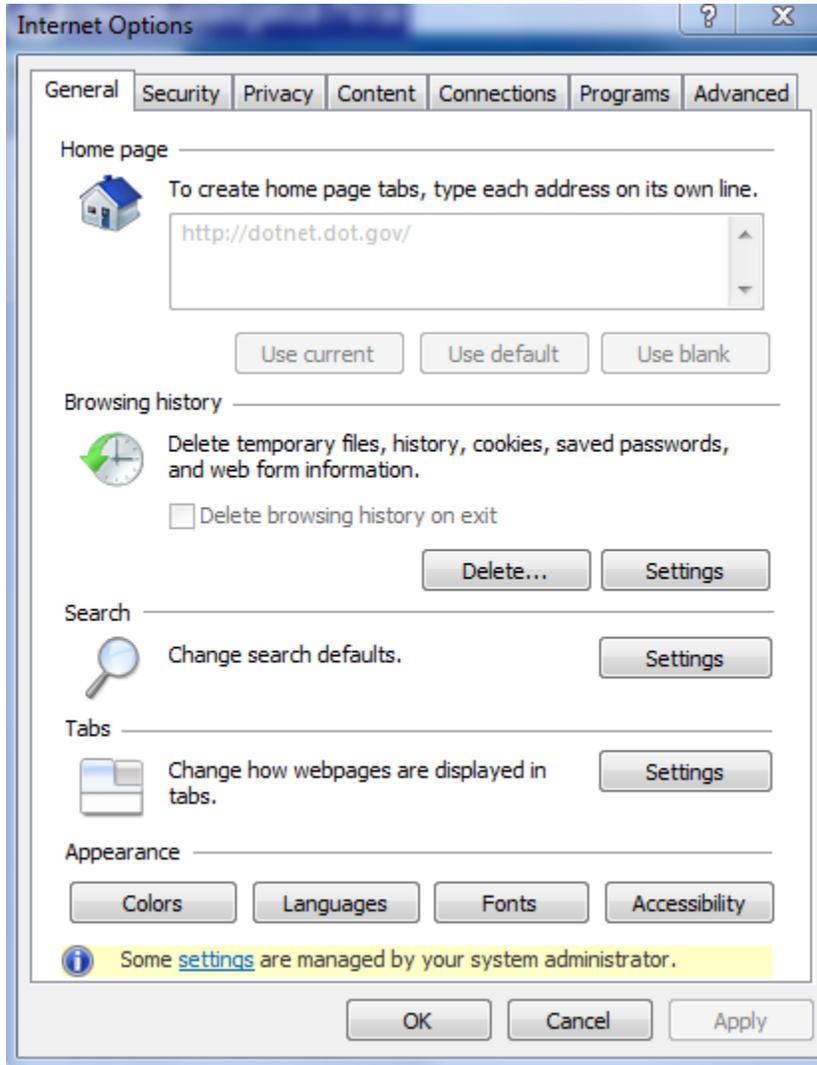
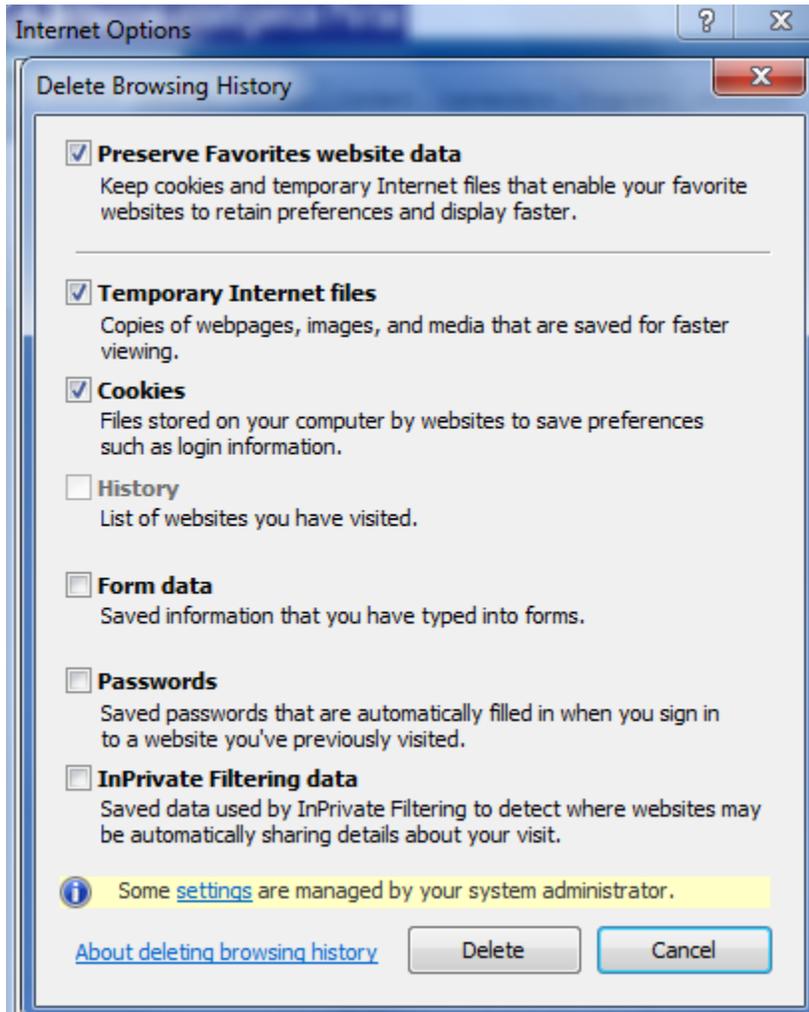


Start Internet Explorer

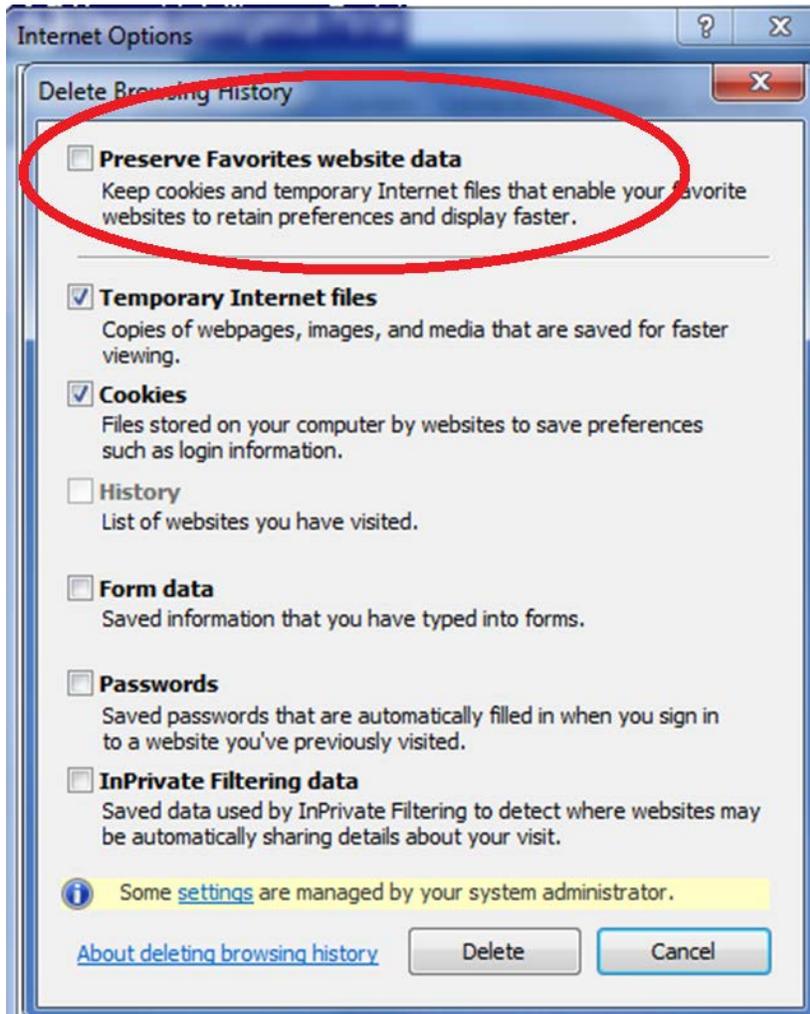
1) Click on Tools and select Internet Options, you should see this screen:



a) Click on the Delete Button, you should see this screen:



2) You need to uncheck the Preserve Favorites website data check box



a) Click on Delete

3) Now close all your browser session and restart IE.

4) Navigate to HIP verify that your access has been restored.