Clearing your cache and deleting temporary internet files and cookies.

If you are encountering issues within the RealMed Application, the first step you should take is to clear the cache and delete cookies. This may correct the problem without further action being necessary.

1. You will need to close the RealMed Application.

2. Open a new window in Internet Explorer, click Tools. If you don't see the menu, press Alt on your keyboard to show menus.

3. Select Internet Options, at the bottom of the drop-down menu
4. Select Delete from Browsing History.

5. Next we will select the items to clear.
   a. Uncheck the Preserve Favorites website data.
   b. Select the checkbox next to "Temporary Internet Files, Cookies and History.
   c. Select Delete
6. It can take several minutes for the cache history to be deleted. Once the files have been deleted, click Ok.

7. Close Internet Explorer.

8. Reopen the RealMed Application. You should now have the latest files.

9. If you have any questions, please contact . . .

   RealMed Customer Service at (877) 927-8000