

## COIN Slowness after July 11, 2011 and HR Direct Slowness after August 5, 2011

If COIN and/or Hr Direct have been giving you slowness problems since the dates above, try following the steps below. Running these steps once will help both COIN and HR Direct.

<p><b>Firefox 3.6.x/4/5</b></p>	<ol style="list-style-type: none"> <li>1. Tools</li> <li>2. Clear Recent History...</li> <li>3. Check everything except Site Preferences</li> <li>4. Clear Now</li> <li>5. Close all browser windows</li> <li>6. Open up and login again</li> </ol> <p><b>NOTE:</b>With Windows 7 AND Firefox 4 or 5, replace Step 1 by choosing Firefox ▾ then History &gt; and return to Step 2.</p>	
<p><b>IE7</b></p>	<ol style="list-style-type: none"> <li>1. Tools</li> <li>2. Delete Browsing history</li> <li>3. Delete Temporary Internet files</li> <li>4. Delete Cookies</li> <li>5. Delete History</li> <li>6. Close all browser windows</li> <li>7. Open up and login again.</li> </ol>	
<p><b>IE8</b></p>	<ol style="list-style-type: none"> <li>1. Safety</li> <li>2. Delete Browsing History</li> <li>3. Check the boxes for <b>Temporary Internet files, Cookies, and History</b></li> <li>4. Uncheck the "Preserve Favorites website data" box and the remaining boxes</li> <li>5. Click Delete</li> <li>6. Close all browser windows</li> <li>7. Open up and login again</li> </ol>	
<p><b>Safari</b></p>	<ol style="list-style-type: none"> <li>1. Click  near the top right</li> <li>2. Click the Reset Safari option.</li> <li>3. Verify the <b>Clear History, Empty the cache, Remove all Cookies</b> checkboxes are selected</li> <li>4. Click the Reset button</li> <li>5. Close all browser windows</li> <li>6. Open up and login again</li> </ol>	