Internet Explorer – Clear Website Data

Description

The Internet Explorer (IE) cache temporarily stores images, scripts, and other parts of websites you visit in order to speed up your browsing experience.

Resolution

To resolve this issue, please do the following:

1. In IE, click the menu button and choose "Internet Options" – see Figure 1

Figure 1 – Internet Explorer Menu
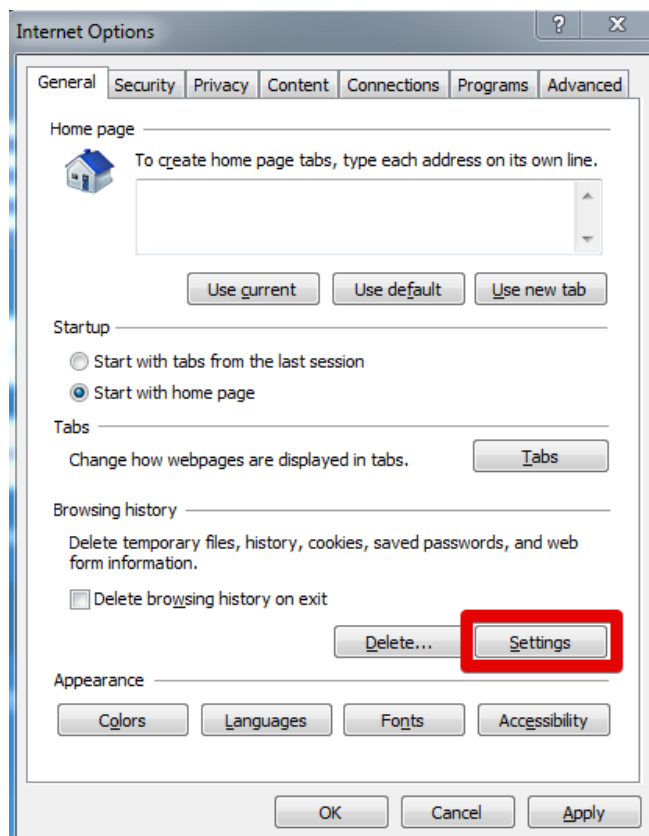
2. Select "Settings" – see Figure 2

Figure 2 – Internet Options

3. Click the "Caches and databases" tab – see Figure 3
4. From the list that appears, select a site name that matches any of the following:
    - reiformslive.com.au
    - reiformsnow.com.au
    - realform.net.au
    - dynamicforms.com.au
5. Click the "Delete" Button
6. Repeat for any other matching site
7. Click "OK"

NB: *If "OK" is not clicked, IE will not delete the entries correctly and the above steps must be repeated.*
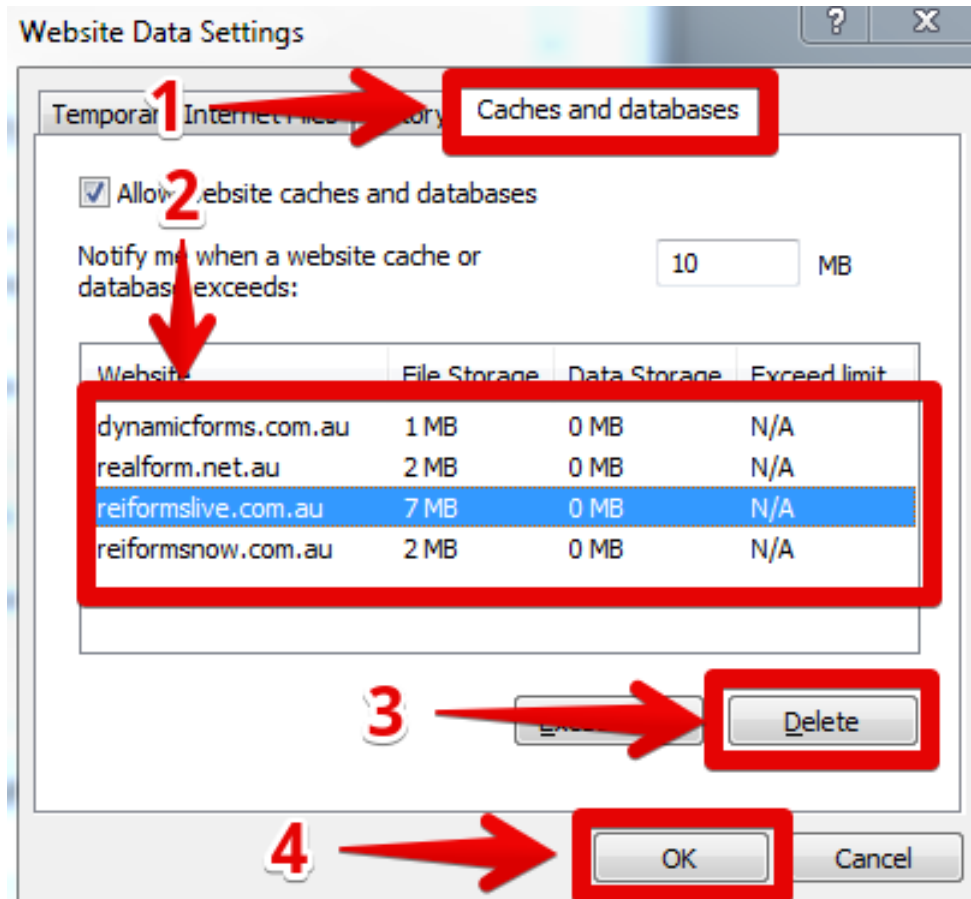

Figure 3 – Website Data Settings

NB: *In this example, all four sites should be removed.*

You can now reopen Internet Explorer and open your usual REI Forms Live site.

If issues persist, please contact the support team for your state, listed at https://help.reiformslive.com.au/#support