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 To find the version, in Internet Explorer, click **Help**, and then click **About Internet Explorer**. If you don't see the **Help** menu, press **Alt** to show the menus.

1. Enabling JavaScript:

Internet Explorer 6.0+

1. Click the **Tools** menu.
2. Select **Internet Options**.
3. Click the **Security** tab.
4. Click the **Custom Level** button.
5. Scroll down until you see the 'Scripting' section. Select the 'Enable' radio button for 'Active Scripting.'
6. Click the **OK** button.
7. If you see a confirmation window, click the **Yes** button.

2. Enabling Cookies

To enable cookies in Internet Explorer 7 or 8:

1. Click **Start > Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Double-click the **Internet Options** icon.
3. Click the **Privacy** tab.
4. Click the **Advanced** button.
5. Select the option 'Override automatic cookie handling' under the Cookies section in the Advanced Privacy Settings window.
6. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
7. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
8. In the Internet Options window, click **OK** to exit.

To enable cookies in Internet Explorer 6:

1. Click **Start > Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Click the **Advanced** button.
3. Select the option 'Override Automatic Cookie Handling.'
4. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
5. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
6. In the Internet Options window, click **OK** to exit.

3. Clearing Cache

If you're still having difficulties with the registration, try clearing the browser cache

1) **Cache**. First try clearing the browser cache for the version you're using:

Internet Explorer 8.x

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Select **Delete Browsing History**.
3. Select the checkbox for **Temporary Internet Files**.
4. Click the **Delete** button.
5. Once the files have been deleted, click **Okay**.

Note: It can take several minutes for the cache history to be deleted.

Internet Explorer 7.x

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Select **Delete Browsing History**.
3. Click the **Delete files** button.
4. Click the **Yes** button in the confirmation window.
5. Click the **Close** button.

Note: It can take several minutes for the cache history to be deleted.

Internet Explorer 6.x

1. Click the **Tools** menu.
2. Select **Internet Options**.
3. Click the **General** tab.
4. Click the **Delete Files** button.
5. Click the **OK** button in the confirmation window.
6. Click the **OK** button to close the 'Internet Options' window.

Note: It can take several minutes for the cache history to be deleted.

2) **Cookies**. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

Important! While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.

Internet Explorer 8.x

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.

2. Select **Delete Browsing History**.
3. Select the checkbox for **Cookies**.
4. Click the **Delete** button.
5. Once your cookies have been deleted, click **Okay**.

[Internet Explorer 7.x](#)

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Click the **Delete cookies** button.
3. Click the **Yes** button in the confirmation window.
4. Click the **Close** button.

[Internet Explorer 6.x](#)

1. Click the **Tools** menu.
2. Select **Internet Options**.
3. Click the **General** tab.
4. Click the **Delete Cookies** button.
5. Click the **OK** button in the confirmation window.
6. Click the **OK** button to close the 'Internet Options' window.