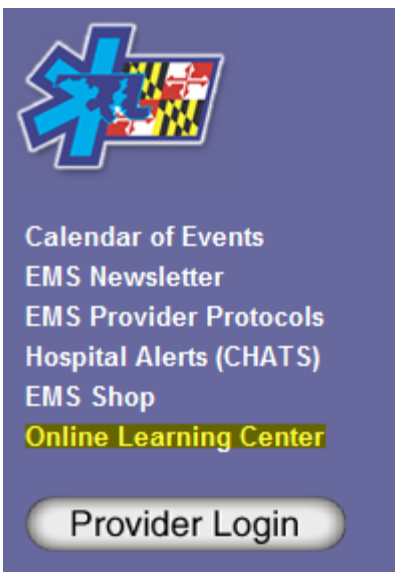


# Deleting Internet Cookies



## MIEMSS Online Learning Center

Spring 2009

## **Introduction**

As a result of a programming problem with our learning management service provider, MIEMSS is temporarily asking the EMS Providers of Maryland to follow certain steps to eliminate Internet "Cookies" **before and after** each training session. This simple action will ensure that providers will receive credit for the course work that they complete online from MIEMSS.

MIEMSS also recognizes that some providers may not understand how to eliminate the Internet "Cookie." To address this, we have constructed a series of step-by-step instructions. These instructions are available online at the MIEMSS Online Learning Center or by printing out this document.

This workbook is divided by the type and version of the internet search engine that is used. Once you determine which browser you are using, simply go to those particular directions and follow them step by step.

Remember: These steps should be followed BEFORE and AFTER each visit to the Online Learning Center's materials until further notice. Failure to follow these steps may result in your course attendance credit failing to appear in your continuing education records.

We hope that you will find this workbook useful.

Mr. Peter Fiackos, NREMT-P

EMS Education Manager

Office of Licensure and Certification

MIEMSS

[pfiackos@miemss.org](mailto:pfiackos@miemss.org)

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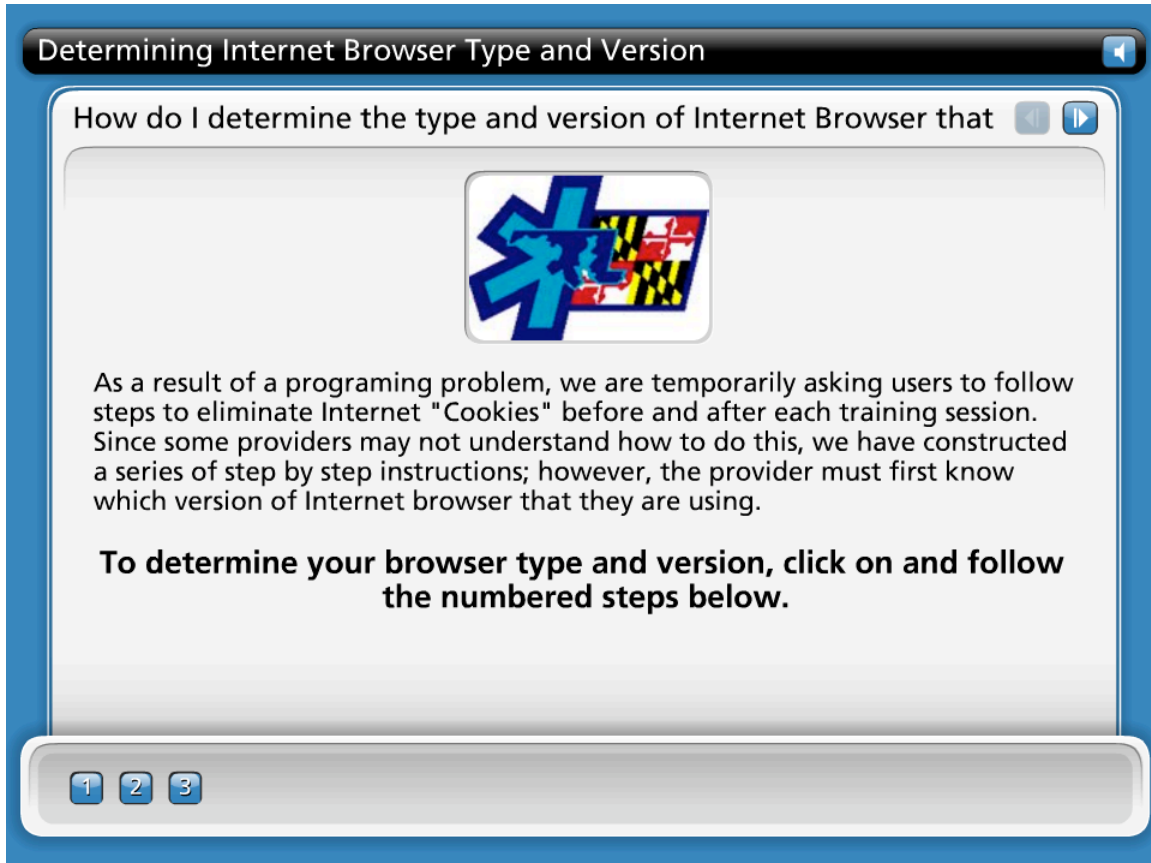
# Determining Internet Browser Type and Version



## Determining Internet Browser Type and Version


Items: 4 Steps (Including Introduction)

### How do I determine the type and version of Internet Browser that I am using?



The screenshot shows a training window with a blue border. The title bar reads "Determining Internet Browser Type and Version". The main content area has a light gray background and contains the following text:

How do I determine the type and version of Internet Browser that



As a result of a programming problem, we are temporarily asking users to follow steps to eliminate Internet "Cookies" before and after each training session. Since some providers may not understand how to do this, we have constructed a series of step by step instructions; however, the provider must first know which version of Internet browser that they are using.

**To determine your browser type and version, click on and follow the numbered steps below.**

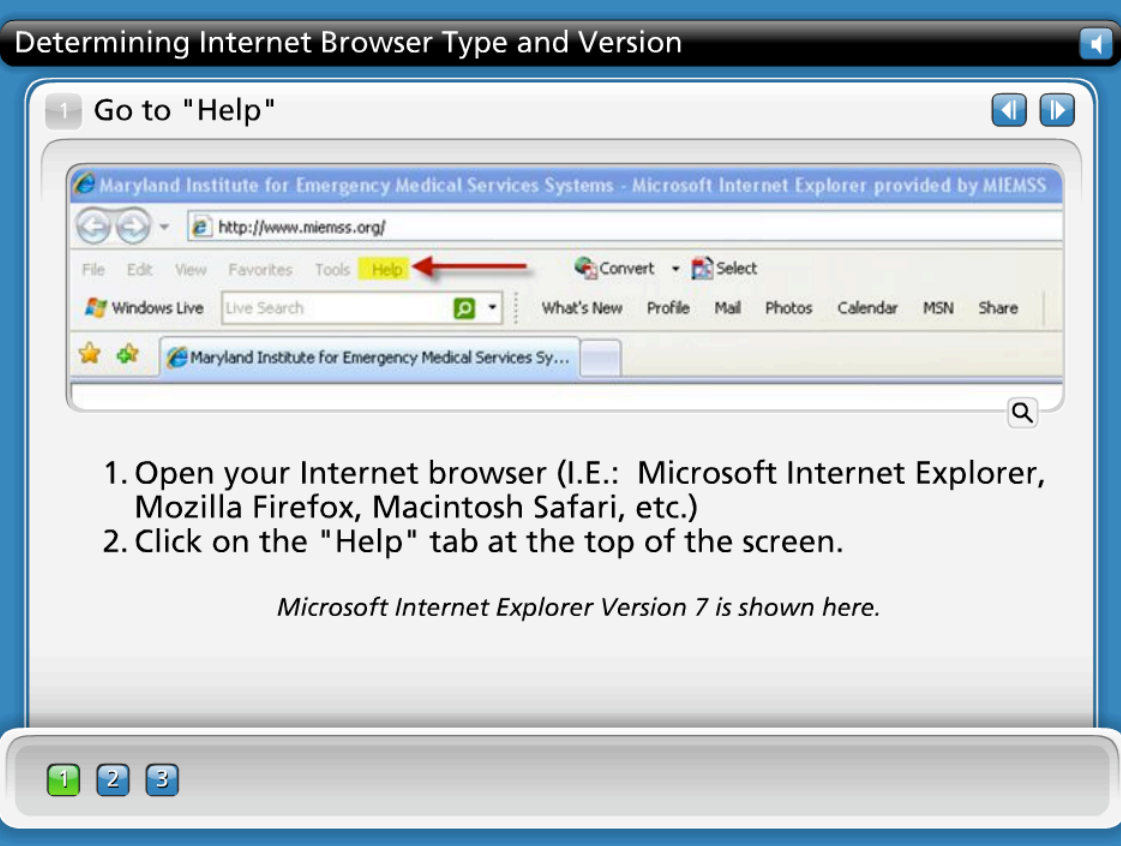
At the bottom of the window, there are three numbered buttons: 1, 2, and 3.

#### **Step Text**

As a result of a programming problem, we are temporarily asking users to follow steps to eliminate Internet "Cookies" before and after each training session. Since some providers may not understand how to do this, we have constructed a series of step-by-step instructions; however, providers must first know which version of Internet browser that they are using.

**To determine your browser type and version, click on and follow the numbered steps below.**

## Go to "Help"



The screenshot shows a Microsoft Internet Explorer 7 browser window. The title bar reads "Determining Internet Browser Type and Version". The browser's address bar shows "http://www.miemss.org/". The menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help", with the "Help" tab highlighted in yellow and a red arrow pointing to it. Below the menu bar is a search bar with "Live Search" and a "Convert" button. The main content area displays the text: "1. Open your Internet browser (I.E.: Microsoft Internet Explorer, Mozilla Firefox, Macintosh Safari, etc.)" and "2. Click on the 'Help' tab at the top of the screen." Below this text is the note: "Microsoft Internet Explorer Version 7 is shown here." The browser's status bar at the bottom shows three numbered tabs: 1, 2, and 3.

1. Open your Internet browser (I.E.: Microsoft Internet Explorer, Mozilla Firefox, Macintosh Safari, etc.)

2. Click on the "Help" tab at the top of the screen.

*Microsoft Internet Explorer Version 7 is shown here.*

### **Step Text**


1. Open your Internet browser (i.e.: Microsoft Internet Explorer, Mozilla Firefox, Macintosh Safari, etc.)
2. Click on the "Help" tab at the top of the screen.

*Microsoft Internet Explorer Version 7 is shown here.*

## Click "About..."

Determining Internet Browser Type and Version

2 Click "Delete Cookies"



1. After clicking "Help," click your mouse on "About..."  
2. The information about the program and version will appear on the screen.

*Microsoft Internet Explorer Version 7 is shown here.*

1 2 3

### Step Text

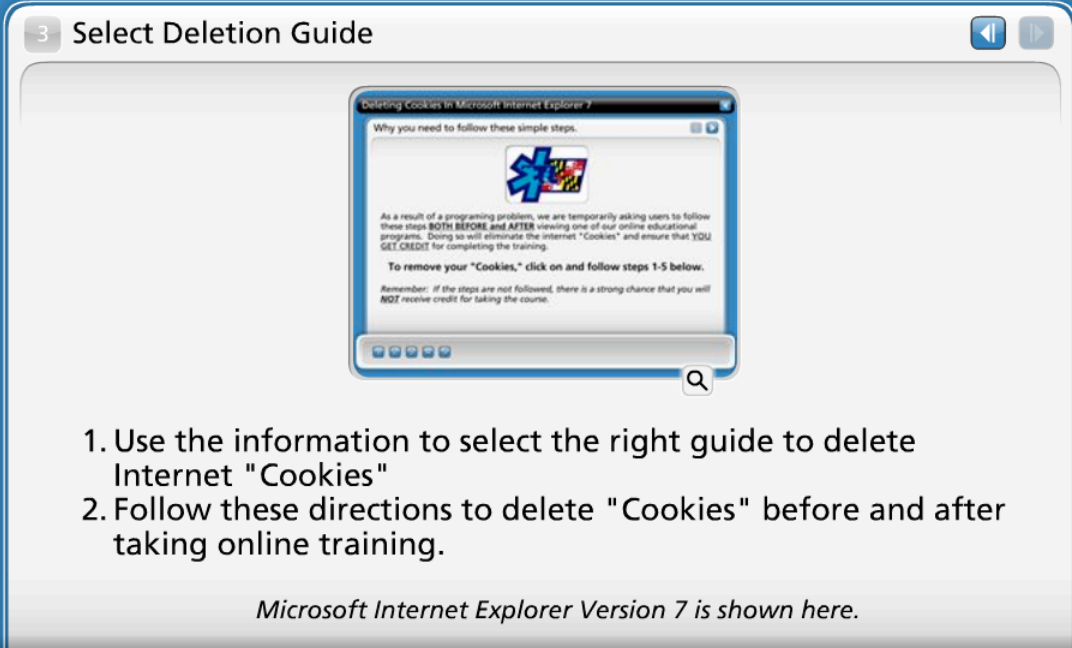
1. After clicking "Help," click your mouse on "About..."
2. The information about the program and version will appear on the screen.

*Microsoft Internet Explorer Version 7 is shown here.*

## Select Deletion Guide

Determining Internet Browser Type and Version

3 Select Deletion Guide



1. Use the information to select the right guide to delete Internet "Cookies"

2. Follow these directions to delete "Cookies" before and after taking online training.

*Microsoft Internet Explorer Version 7 is shown here.*

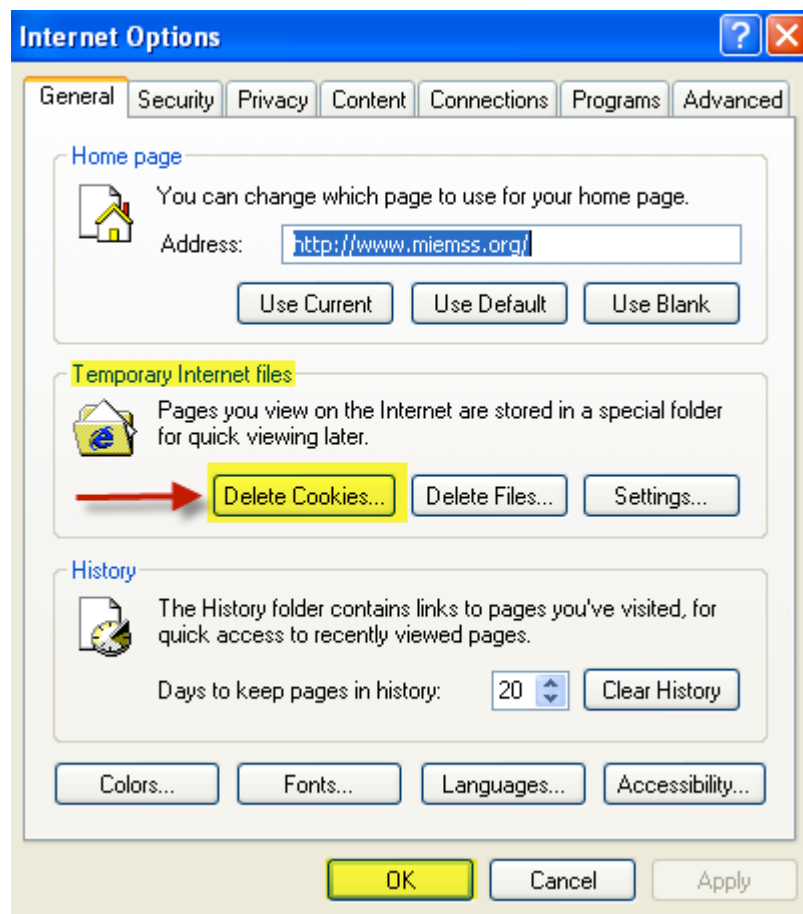
1 2 3

### Step Text

1. Use the information to select the right guide to delete Internet "Cookies."
2. Follow these directions to delete "Cookies" before and after taking online training.

*Microsoft Internet Explorer Version 7 is shown here.*

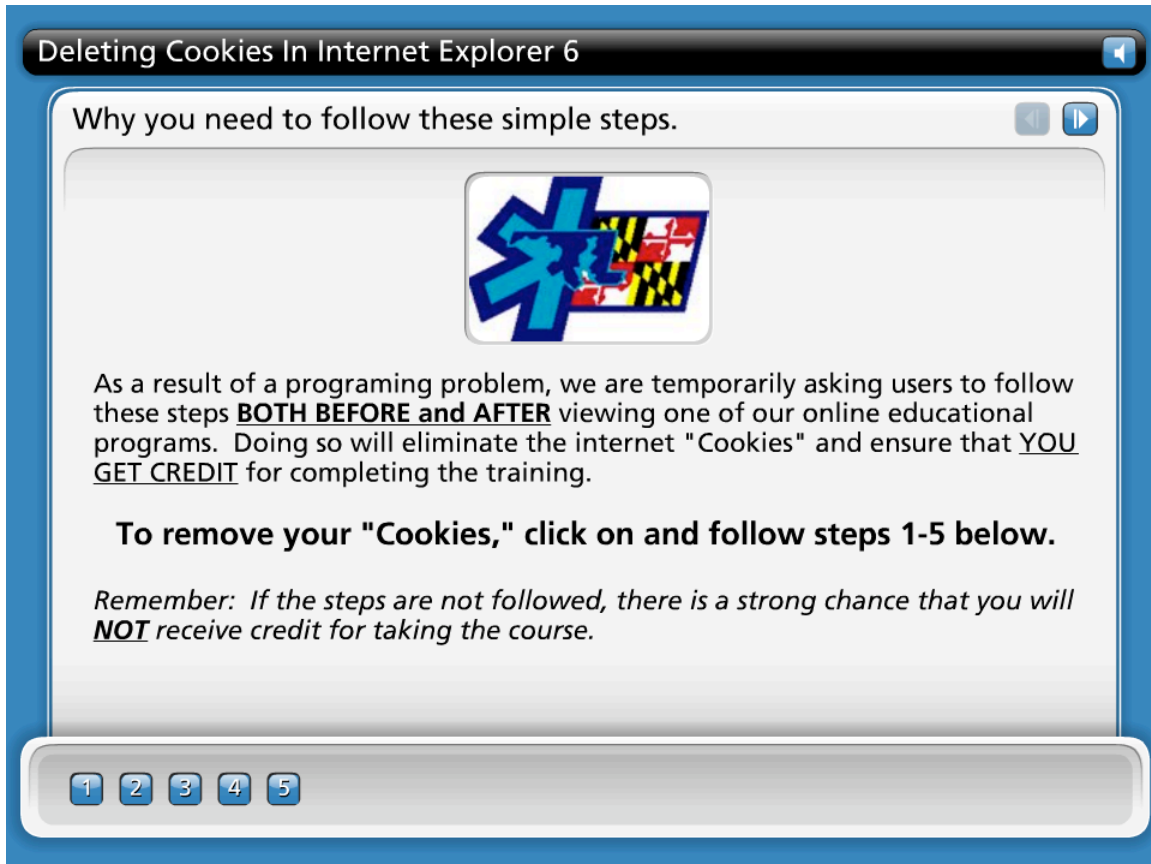
# Deleting Internet Cookies in Microsoft Internet Explorer Version 6



## Deleting Cookies In Internet Explorer 6


Items: 6 Steps (Including Introduction)

### Why you need to follow these simple steps.



Deleting Cookies In Internet Explorer 6

Why you need to follow these simple steps.



As a result of a programming problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-5 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

1 2 3 4 5

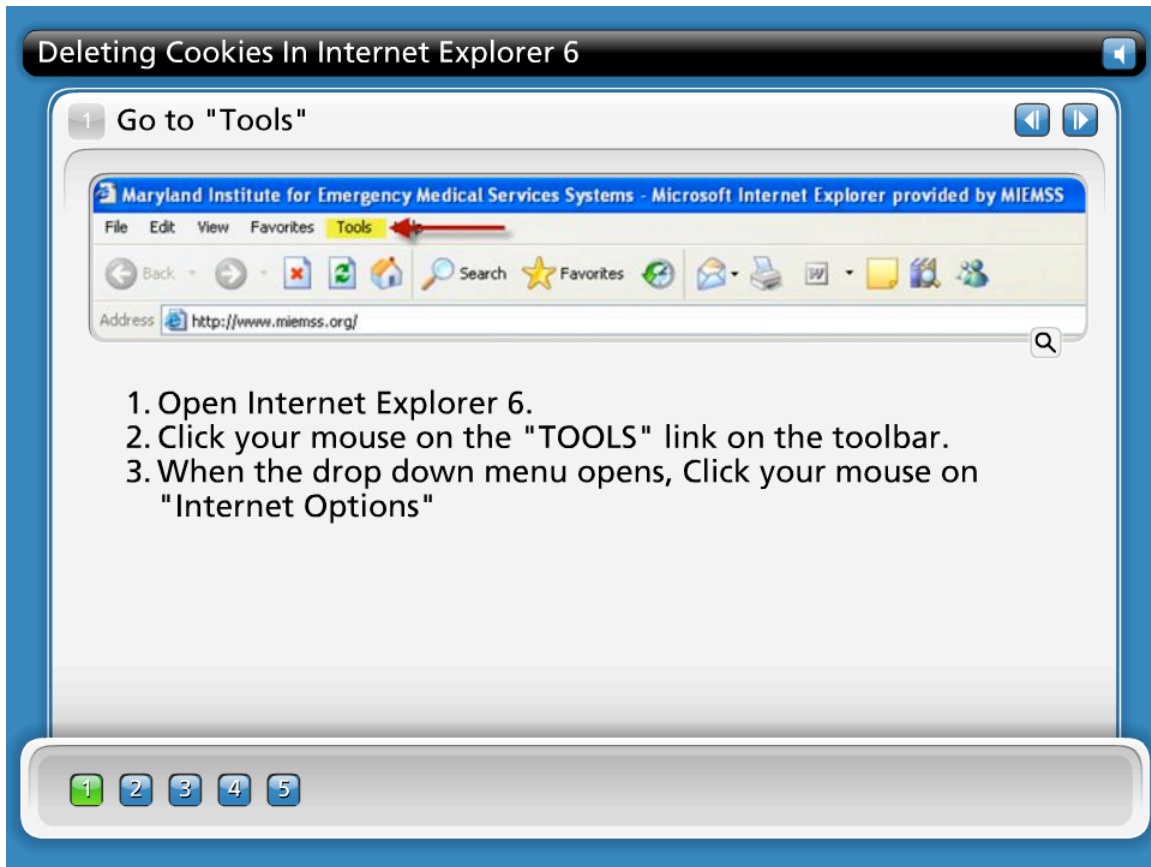
### Step Text

As a result of a programming problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-5 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

## Go to "Tools"



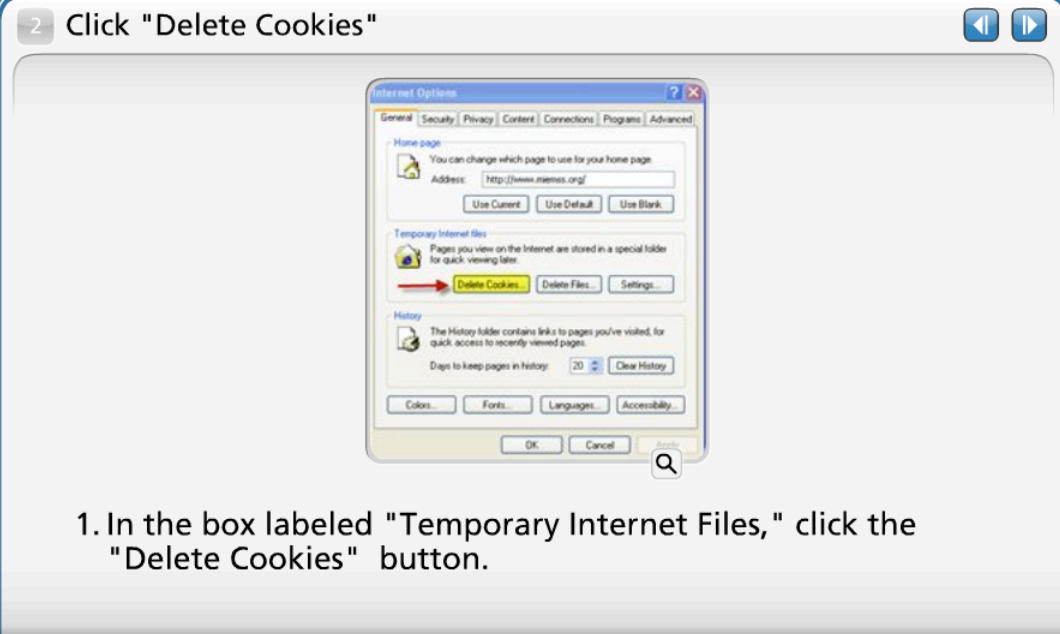
### **Step Text**

1. Open Internet Explorer 6.
2. Click your mouse on the "TOOLS" link on the toolbar.
3. When the drop down menu opens, click your mouse on "Internet Options."

## Click "Delete Cookies"

Deleting Cookies In Internet Explorer 6

2 Click "Delete Cookies"



The screenshot shows the 'Internet Options' dialog box in Internet Explorer 6. The 'Temporary Internet Files' section is selected, and the 'Delete Cookies' button is highlighted with a red arrow. The 'Home page' section shows the address 'http://www.miemss.org/'. The 'History' section shows 'Days to keep pages in history' set to 20. The 'Delete Cookies' button is highlighted with a red arrow.

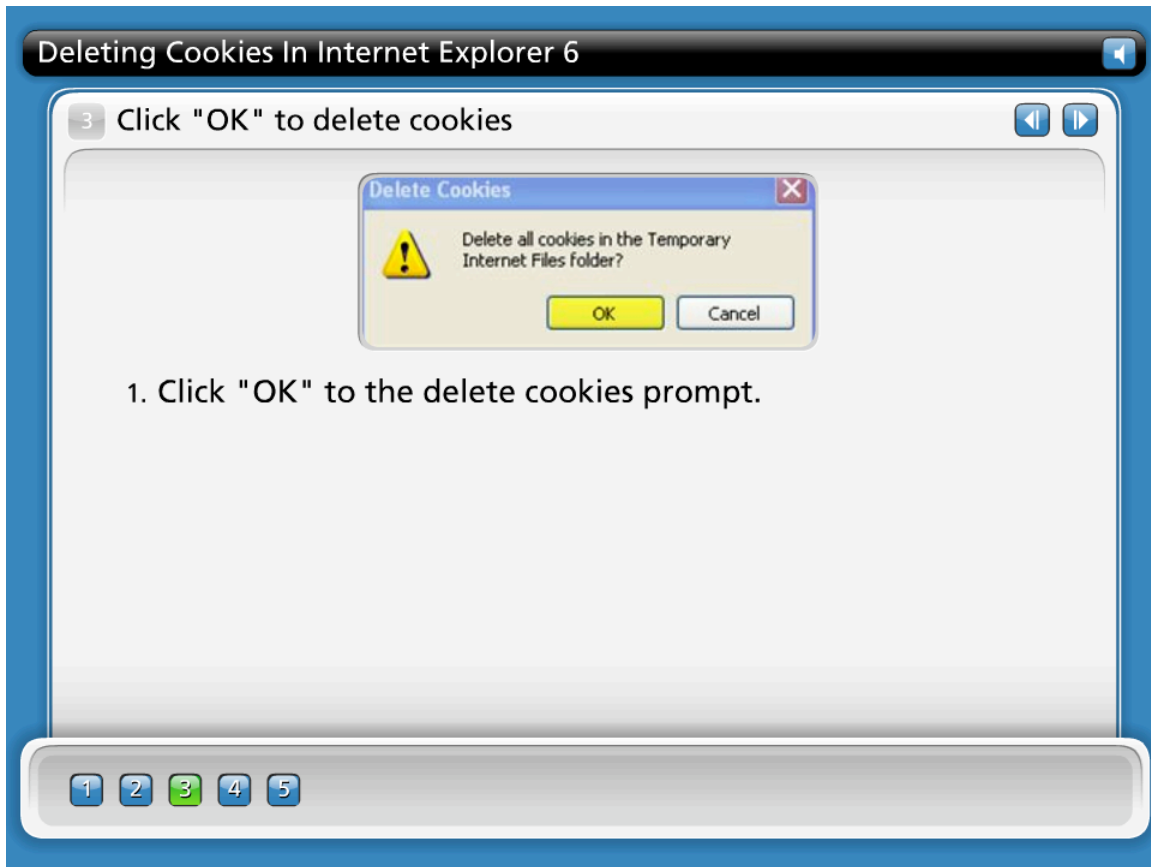
1. In the box labeled "Temporary Internet Files," click the "Delete Cookies" button.

1 2 3 4 5

### Step Text

1. In the box labeled "Temporary Internet Files," click the "Delete Cookies" button.

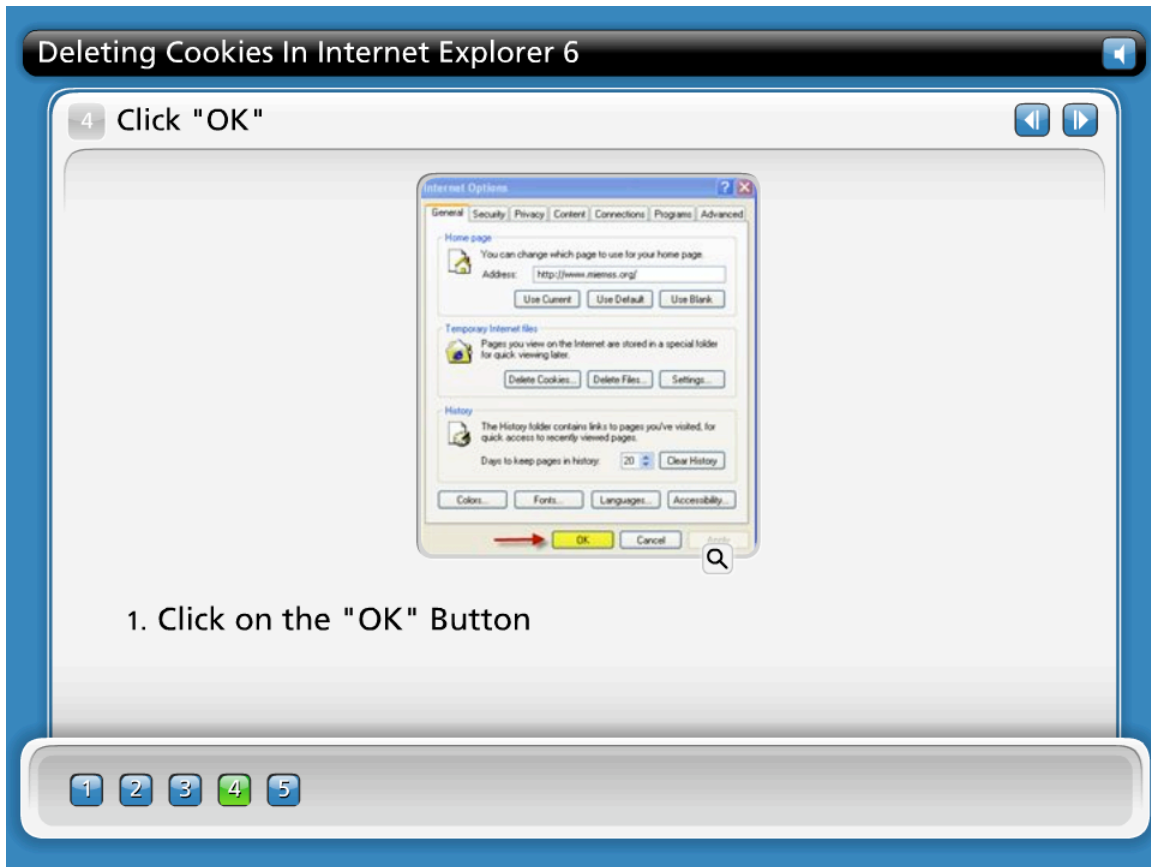
## Click "OK" to delete cookies



### **Step Text**

1. Click "OK" to the delete cookies prompt.

## Click "OK"



### Step Text

1. Click on the "OK" Button.

## View Course Content and Repeat "Cookie Deletion"

Deleting Cookies In Internet Explorer 6

5 View Course Content and Repeat "Cookie Deletion"

Maryland Medical Protocols For  
EMS Providers - Update 2009  
"Meet the Protocols"

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 4 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*

1 2 3 4 5

### Step Text

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 4 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*


# Deleting Internet Cookies in Microsoft Internet Explorer Version 7



## Deleting Cookies In Microsoft Internet Explorer 7


Items: 6 Steps (Including Introduction)

### Why you need to follow these simple steps.



Deleting Cookies In Microsoft Internet Explorer 7

Why you need to follow these simple steps.



As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-5 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

1 2 3 4 5

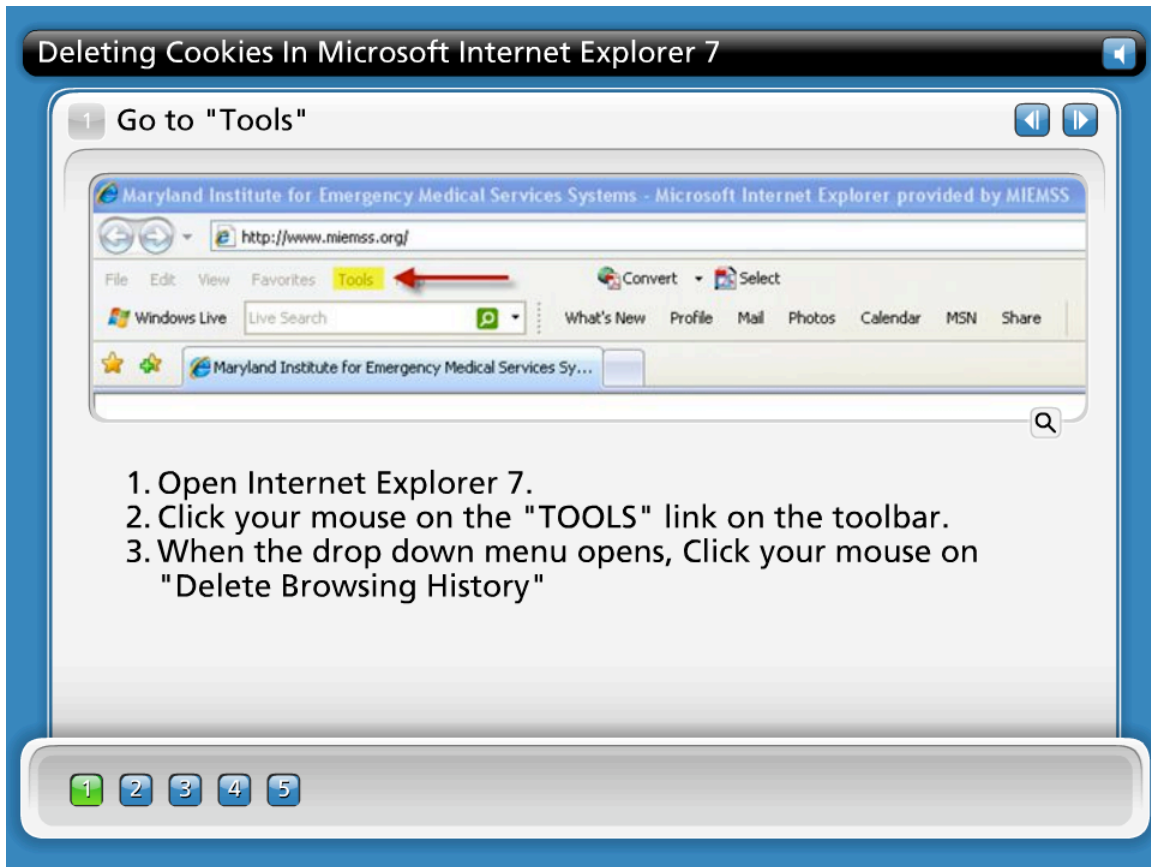
### Step Text

As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-5 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

## Go to "Tools"

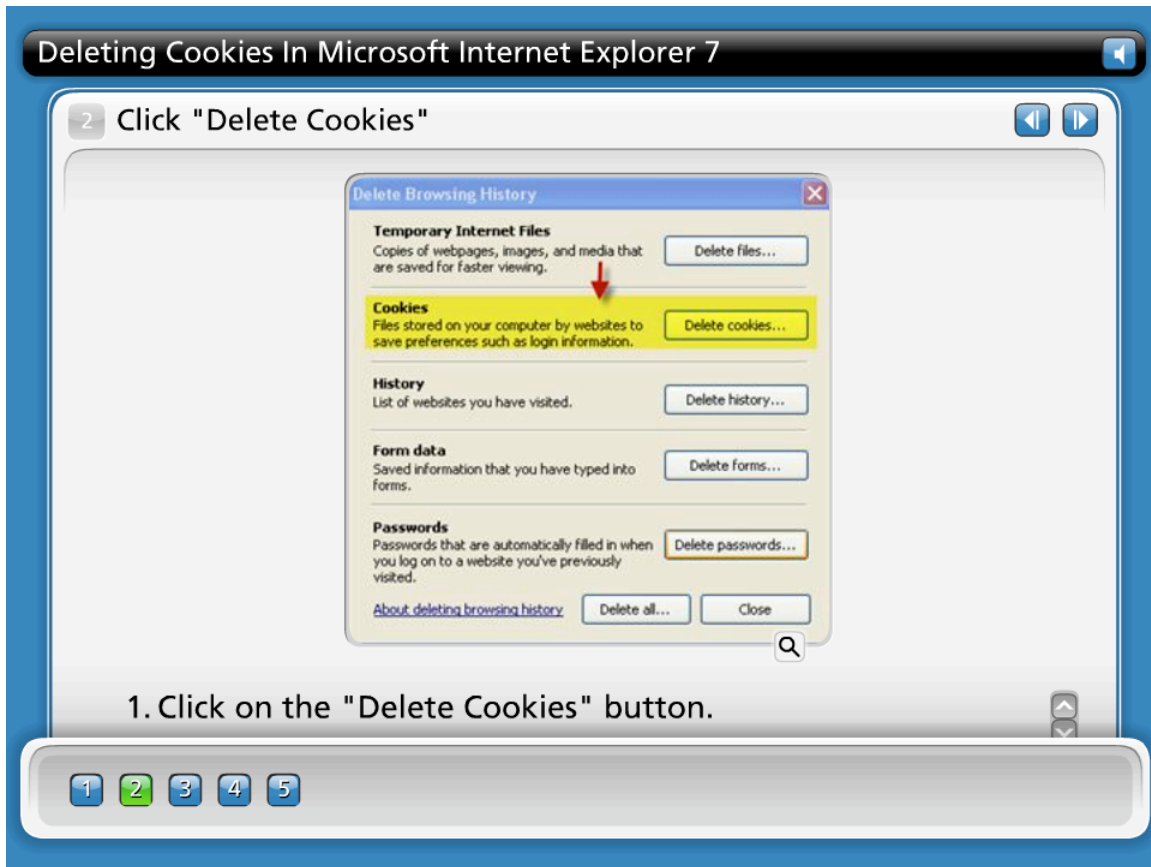


1. Open Internet Explorer 7.  
2. Click your mouse on the "TOOLS" link on the toolbar.  
3. When the drop down menu opens, Click your mouse on "Delete Browsing History"

### **Step Text**

1. Open Internet Explorer 7.
2. Click your mouse on the "TOOLS" link on the toolbar.
3. When the drop down menu opens, Click your mouse on "Delete Browsing History."

## Click "Delete Cookies"



### **Step Text**

1. Click on the "Delete Cookies" button.

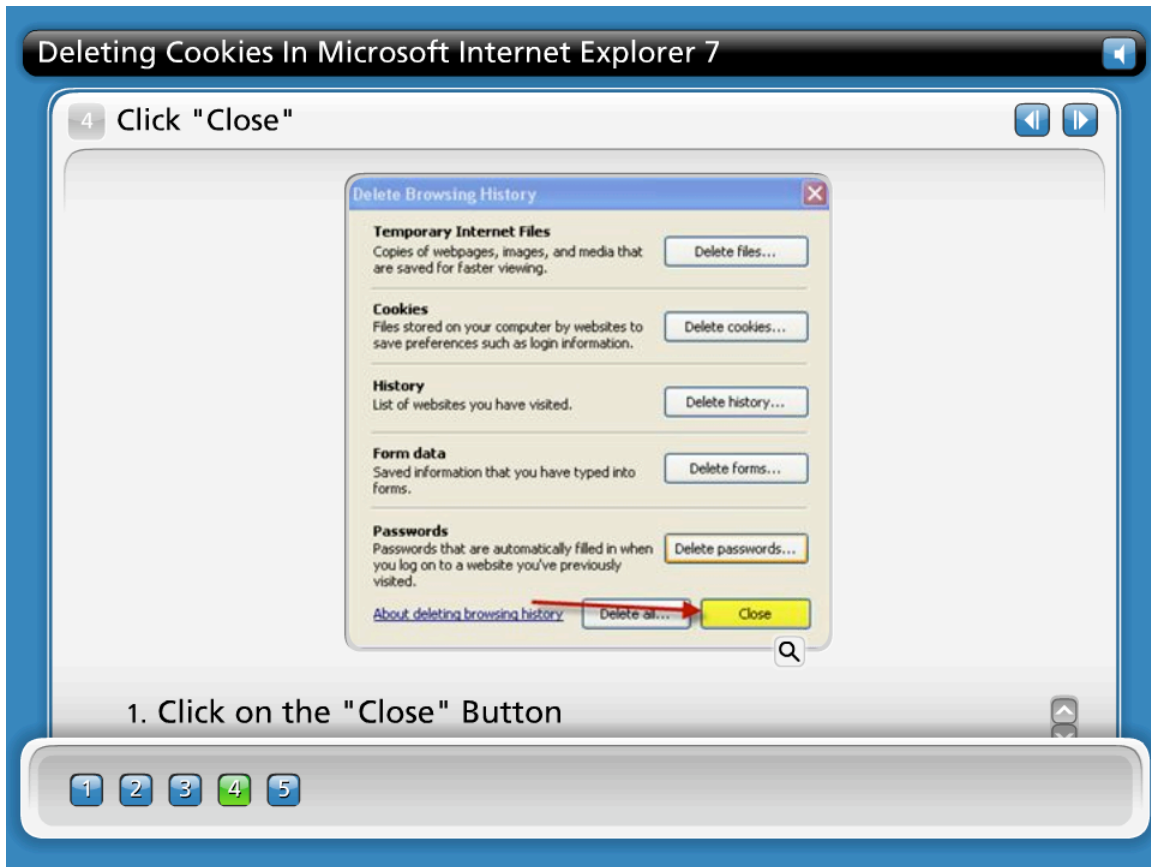
## Click "Yes" to delete cookies



### **Step Text**

1. Click "Yes" to the delete cookies prompt.

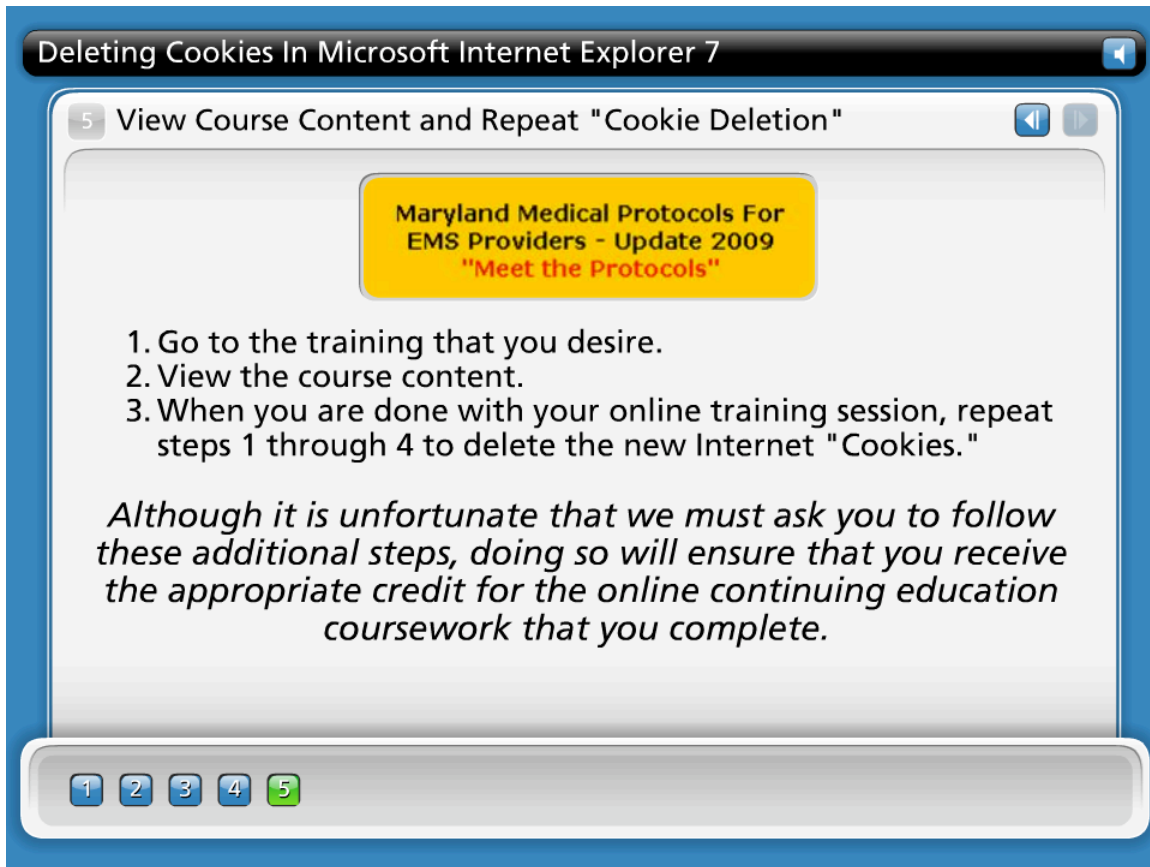
## Click "Close"



### Step Text

1. Click on the "Close" Button.

## View Course Content and Repeat "Cookie Deletion"



The screenshot shows a web browser window titled "Deleting Cookies In Microsoft Internet Explorer 7". Inside the browser, there is a tab titled "5 View Course Content and Repeat 'Cookie Deletion'". The page content includes a yellow box with the text "Maryland Medical Protocols For EMS Providers - Update 2009" and "Meet the Protocols" in red. Below this, there is a numbered list of three steps: 1. Go to the training that you desire. 2. View the course content. 3. When you are done with your online training session, repeat steps 1 through 4 to delete the new Internet "Cookies." Below the list is a paragraph of italicized text: "Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete." At the bottom of the browser window, there is a navigation bar with five numbered buttons (1-5), where button 5 is highlighted in green.

### Step Text

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 4 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*

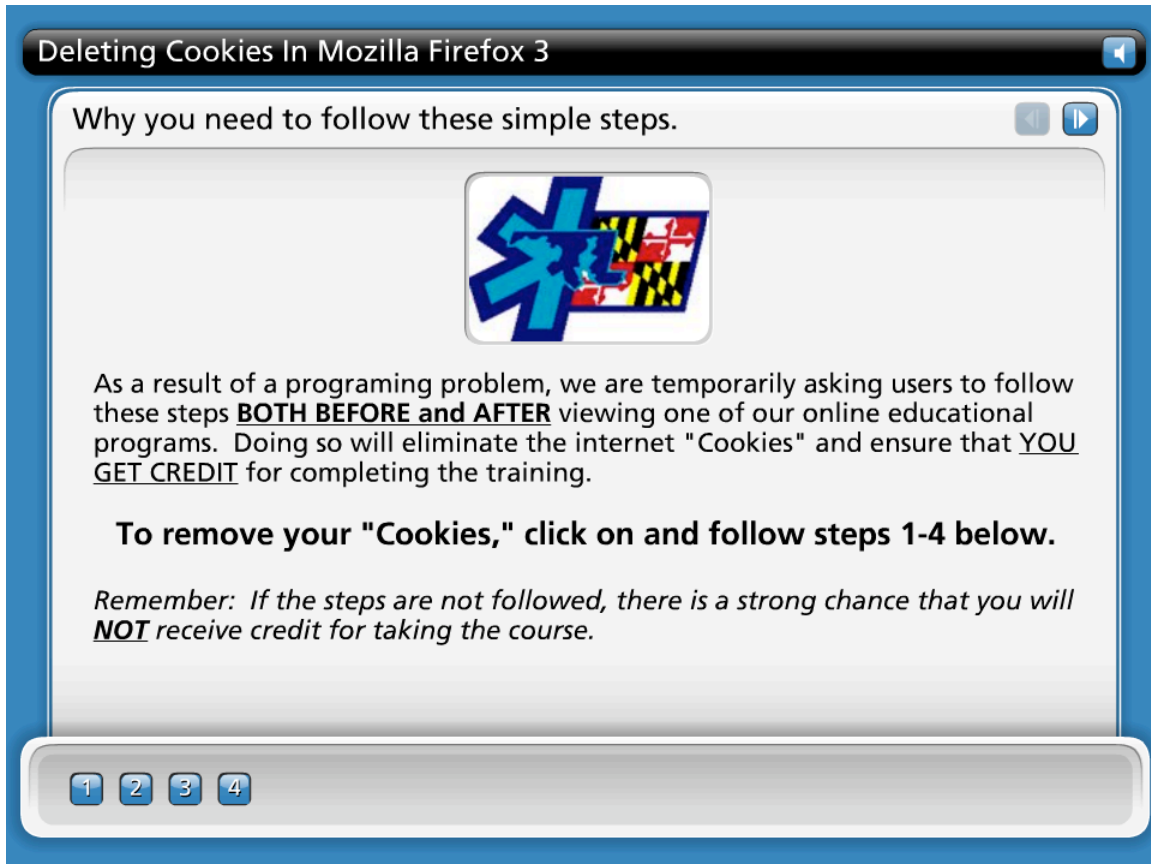
# Deleting Internet Cookies in Mozilla Firefox



## Deleting Cookies In Mozilla Firefox 3


Items: 5 Steps (Including Introduction)

### Why you need to follow these simple steps.



Deleting Cookies In Mozilla Firefox 3

Why you need to follow these simple steps.



As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-4 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

1 2 3 4

### Step Text

As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-4 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

## Go to "Tools"



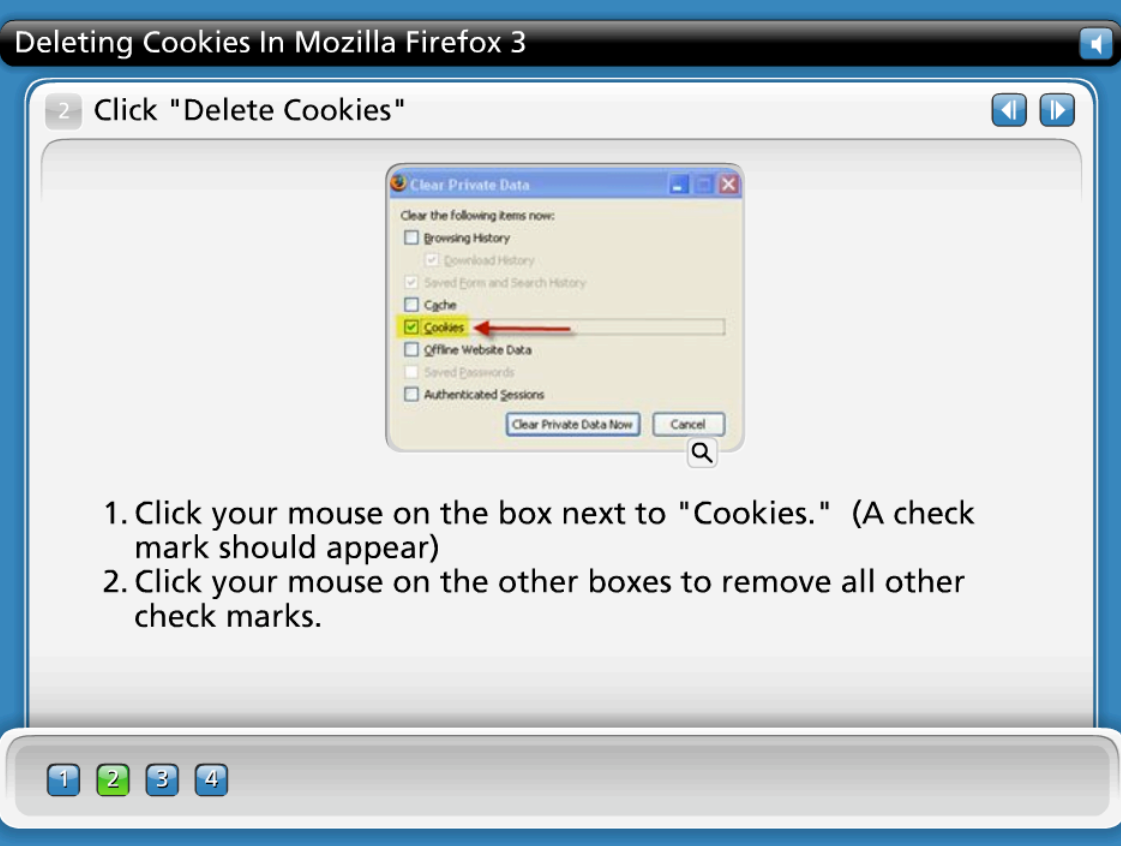
The screenshot shows a Mozilla Firefox 3 browser window titled "Deleting Cookies In Mozilla Firefox 3". The address bar displays "http://www.miemss.org/". The menu bar includes "File", "Edit", "View", "History", "Bookmarks", and "Tools". A red arrow points to the "Tools" menu. Below the browser window, a list of steps is provided: 1. Open Firefox. 2. Click your mouse on the "TOOLS" link on the toolbar. 3. A menu will appear. Click your mouse on "Clear Private Data."

1. Open Firefox.
2. Click your mouse on the "TOOLS" link on the toolbar.
3. A menu will appear. Click your mouse on "Clear Private Data."

### **Step Text**

1. Open Firefox.
2. Click your mouse on the "TOOLS" link on the toolbar.
3. A menu will appear. Click your mouse on "Clear Private Data."

## Click "Delete Cookies"



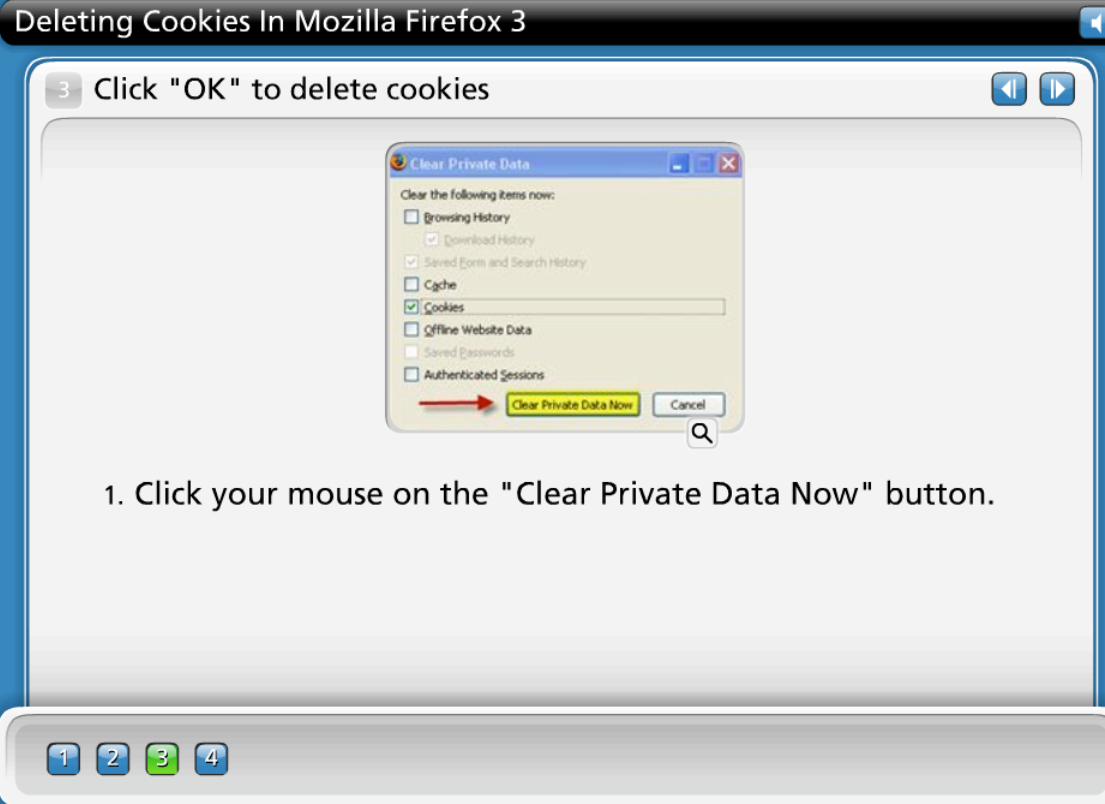
The screenshot shows a window titled "Deleting Cookies In Mozilla Firefox 3" with a sub-header "2 Click 'Delete Cookies'". Inside the window is a "Clear Private Data" dialog box. The dialog box lists several items to be cleared, with checkboxes next to each. The "Cookies" checkbox is checked and highlighted in yellow, with a red arrow pointing to it. Other items include Browsing History, Download History, Saved Form and Search History, Cache, Offline Website Data, Saved Passwords, and Authenticated Sessions. At the bottom of the dialog box are "Clear Private Data Now" and "Cancel" buttons. Below the dialog box, there are two numbered instructions: "1. Click your mouse on the box next to 'Cookies.'" and "2. Click your mouse on the other boxes to remove all other check marks." At the bottom of the window, there are four numbered buttons: 1, 2, 3, and 4. Button 2 is highlighted in green.

1. Click your mouse on the box next to "Cookies." (A check mark should appear)
2. Click your mouse on the other boxes to remove all other check marks.

### **Step Text**

1. Click your mouse on the box next to "Cookies." (A check mark should appear.)
2. Click your mouse on the other boxes to remove all other check marks.

## Click "OK" to delete cookies



Deleting Cookies In Mozilla Firefox 3

3 Click "OK" to delete cookies

Clear Private Data

Clear the following items now:

- Browsing History
- Download History
- Saved Form and Search History
- Cache
- Cookies
- Offline Website Data
- Saved Passwords
- Authenticated Sessions

Clear Private Data Now Cancel

1. Click your mouse on the "Clear Private Data Now" button.

1 2 3 4

### **Step Text**

1. Click your mouse on the "Clear Private Data Now" button.

## View Course Content and Repeat "Cookie Deletion"

Deleting Cookies In Mozilla Firefox 3

4 View Course Content and Repeat "Cookie Deletion"

Maryland Medical Protocols For  
EMS Providers - Update 2009  
"Meet the Protocols"

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 3 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*

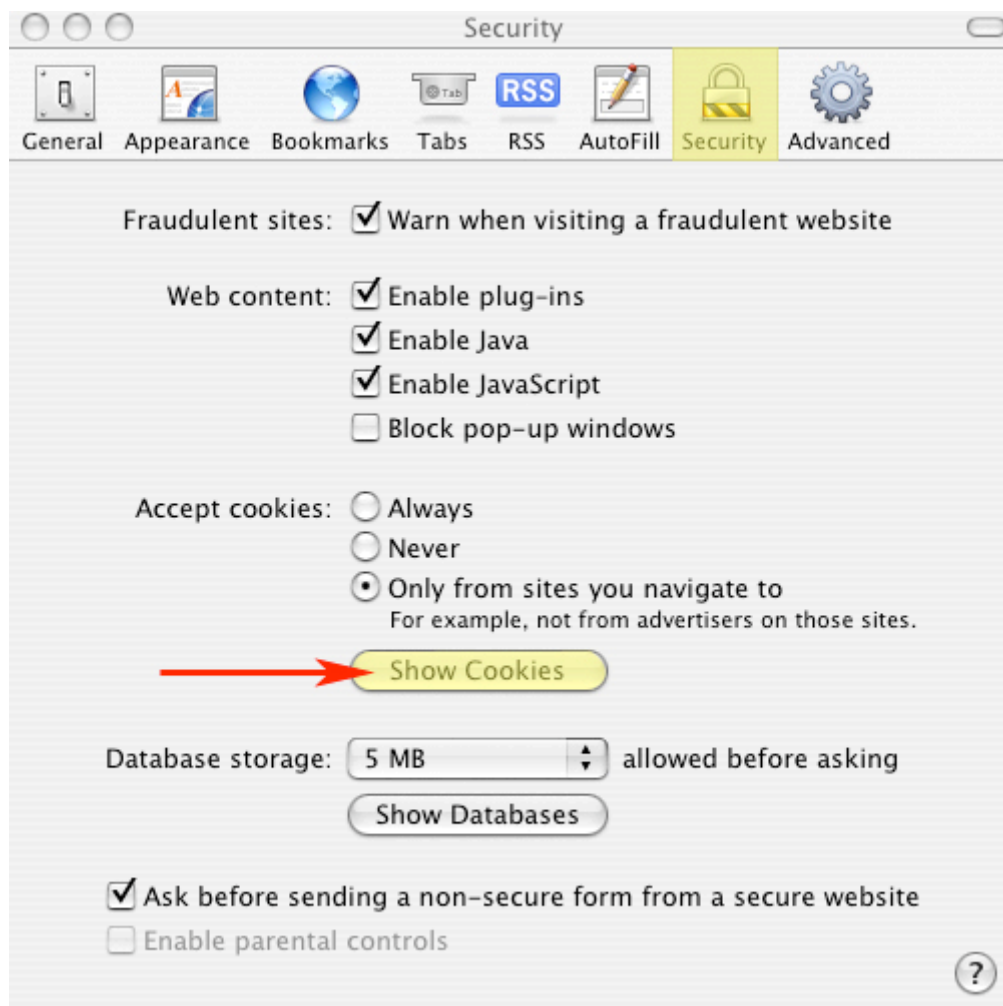
1 2 3 4

### Step Text

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 3 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*

# Deleting Internet Cookies in Macintosh Safari



## Deleting Cookies In Macintosh Safari

Items: 5 Steps (Including Introduction)

### Why you need to follow these simple steps.



Deleting Cookies In Macintosh Safari

Why you need to follow these simple steps.



As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.

**To remove your "Cookies," click on and follow steps 1-4 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

1 2 3 4

### Step Text

As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.


**To remove your "Cookies," click on and follow steps 1-4 below.**

*Remember: If the steps are not followed, there is a strong chance that you will **NOT** receive credit for taking the course.*

## Go to "Safari"

Deleting Cookies In Macintosh Safari

1 Go to "Safari"



1. Open program.  
2. Click your mouse on the "Safari" link on the toolbar.  
3. A drop-down menu will appear. Select "Preferences."

1 2 3 4

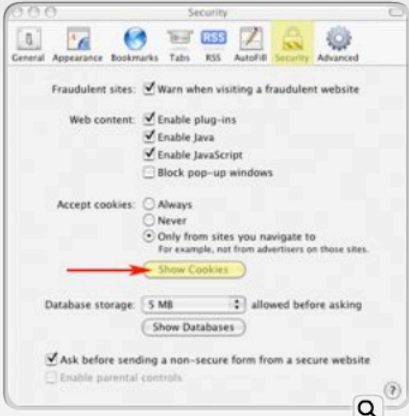
### **Step Text**

1. Open program.
2. Click your mouse on the "Safari" link on the toolbar.
3. A drop-down menu will appear. Select "Preferences."

## Select "Show Cookies"

Deleting Cookies In Macintosh Safari

2 Select "Show Cookies"



The screenshot shows the Safari Security preferences window. The 'Security' tab is selected. Under the 'Accept cookies' section, the 'Show Cookies' button is highlighted with a red arrow. The 'Accept cookies' options are: Always (unselected), Never (unselected), and Only from sites you navigate to (selected). Below this, the 'Show Cookies' button is highlighted with a red arrow. The 'Database storage' is set to 5 MB, and the 'Show Databases' button is visible. The 'Ask before sending a non-secure form from a secure website' checkbox is checked, and the 'Enable parental controls' checkbox is unchecked.

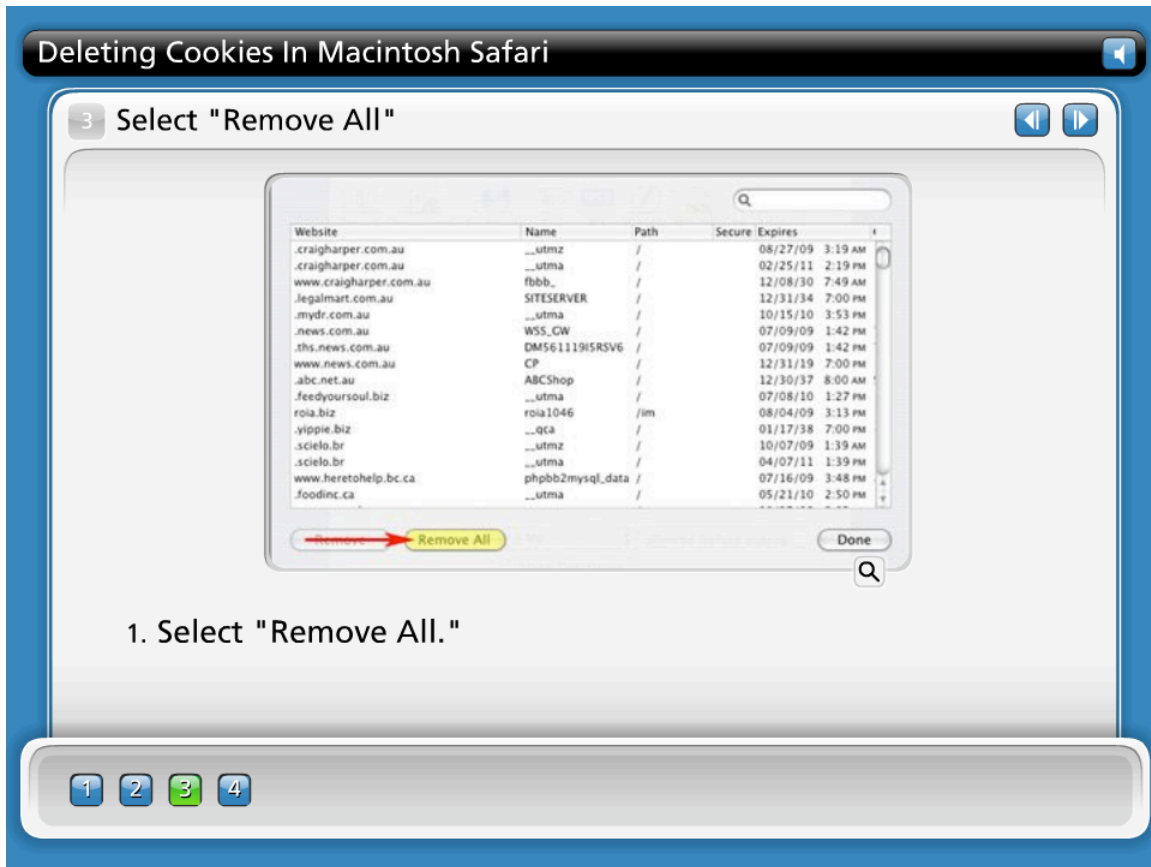
1. Choose the security tab.
2. Select "Show Cookies."

1 2 3 4

### **Step Text**

1. Choose the security tab.
2. Select "Show Cookies."

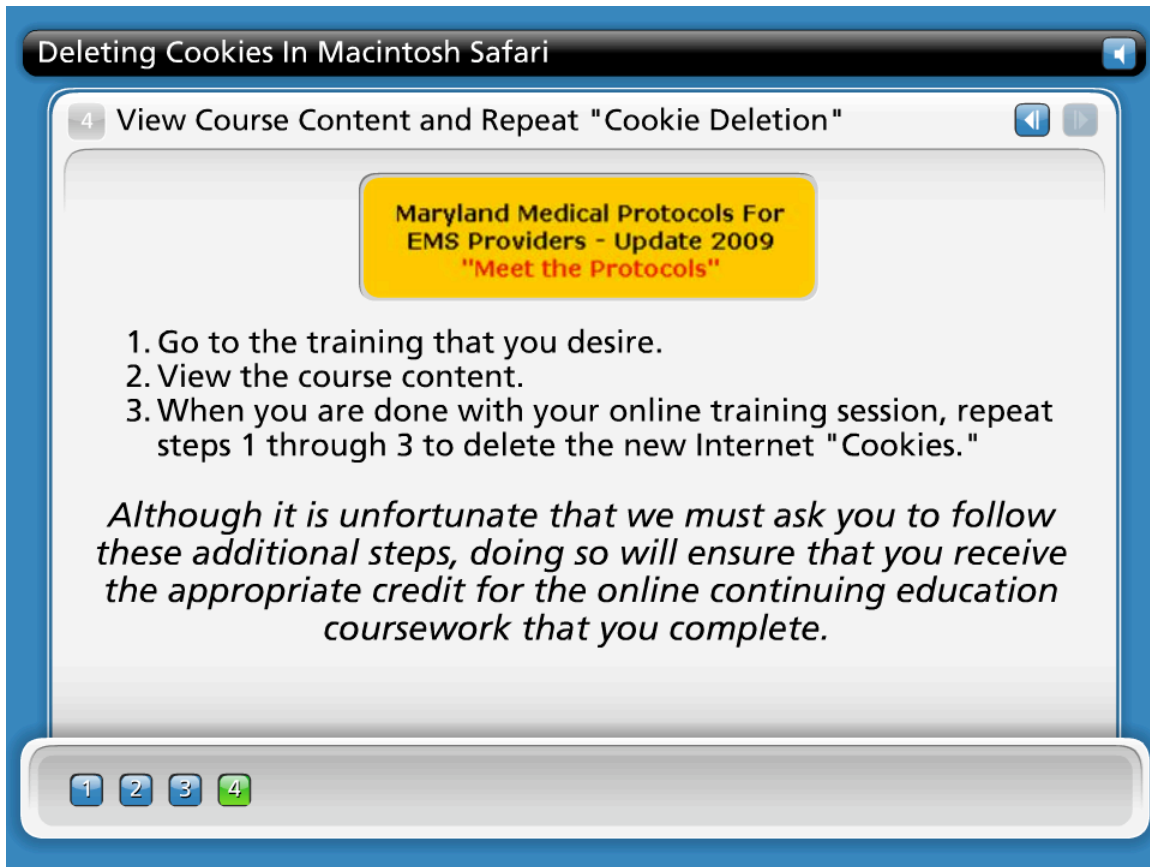
## Select "Remove All"



### Step Text

1. Select "Remove All."

## View Course Content and Repeat "Cookie Deletion"



### Step Text

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 3 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*

# Deleting Internet Cookies in

# Google Chrome

http://tools.google.com/ch... x

http://tools.google.com/chrome/intl/en-US/welcome.html#

Google Chrome

Welcome to Google Chrome [Help](#)

What makes Google Chrome different

[One box for everything](#)

[New Tab page](#)

**Application shortcuts**

[View all features](#)

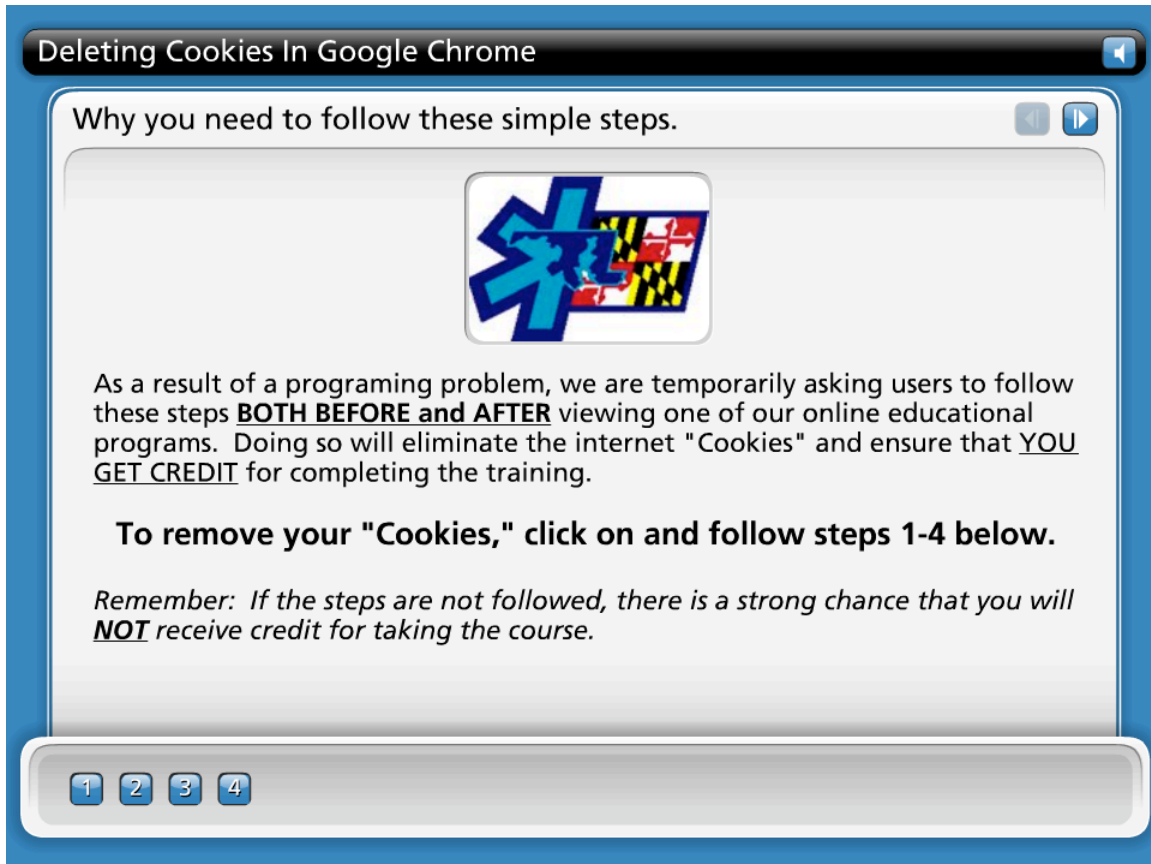
Get desktop shortcuts to launch your favorite web applications.  
Create a shortcut from a site from the menu. [Learn more.](#)

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## Deleting Cookies In Google Chrome

Items: 5 Steps (Including Introduction)

### Why you need to follow these simple steps.



The screenshot shows a browser window with a blue title bar containing the text "Deleting Cookies In Google Chrome". The main content area has a white background and a blue border. At the top of the content area, it says "Why you need to follow these simple steps." followed by a blue star icon with a Maryland state flag pattern. Below the icon, the text reads: "As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training." This is followed by a bold instruction: "To remove your "Cookies," click on and follow steps 1-4 below." and a reminder: "Remember: If the steps are not followed, there is a strong chance that you will NOT receive credit for taking the course." At the bottom of the content area, there are four numbered buttons (1, 2, 3, 4) in a grey bar.

### Step Text

As a result of a programing problem, we are temporarily asking users to follow these steps **BOTH BEFORE and AFTER** viewing one of our online educational programs. Doing so will eliminate the internet "Cookies" and ensure that YOU GET CREDIT for completing the training.


**To remove your "Cookies," click on and follow steps 1-4 below.**

*Remember: If the steps are not followed, there is a strong chance that you will NOT receive credit for taking the course.*

## Go to tools icon

Deleting Cookies In Google Chrome

1 Go to tools icon



The screenshot shows a Google Chrome browser window with the Google homepage. A red arrow points to the tools icon (wrench) in the top right corner of the browser window. The tools icon is highlighted with a yellow background. The browser window title is "Deleting Cookies In Google Chrome".

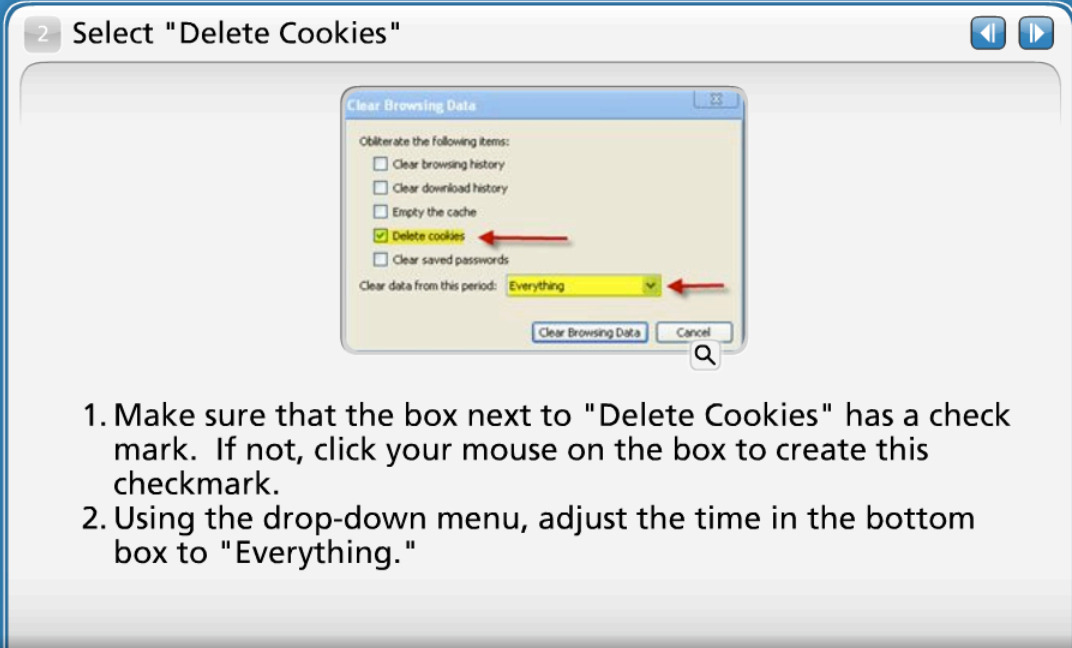
1. Open program.
2. Click your mouse on the tools icon (shape of a wrench).
3. Then select "Clear Browsing Data."

1 2 3 4

### **Step Text**

1. Open program.
2. Click your mouse on the tools icon (shape of a wrench).
3. Then select "Clear Browsing Data."

## Select "Delete Cookies"



2 Select "Delete Cookies"

1. Make sure that the box next to "Delete Cookies" has a check mark. If not, click your mouse on the box to create this checkmark.

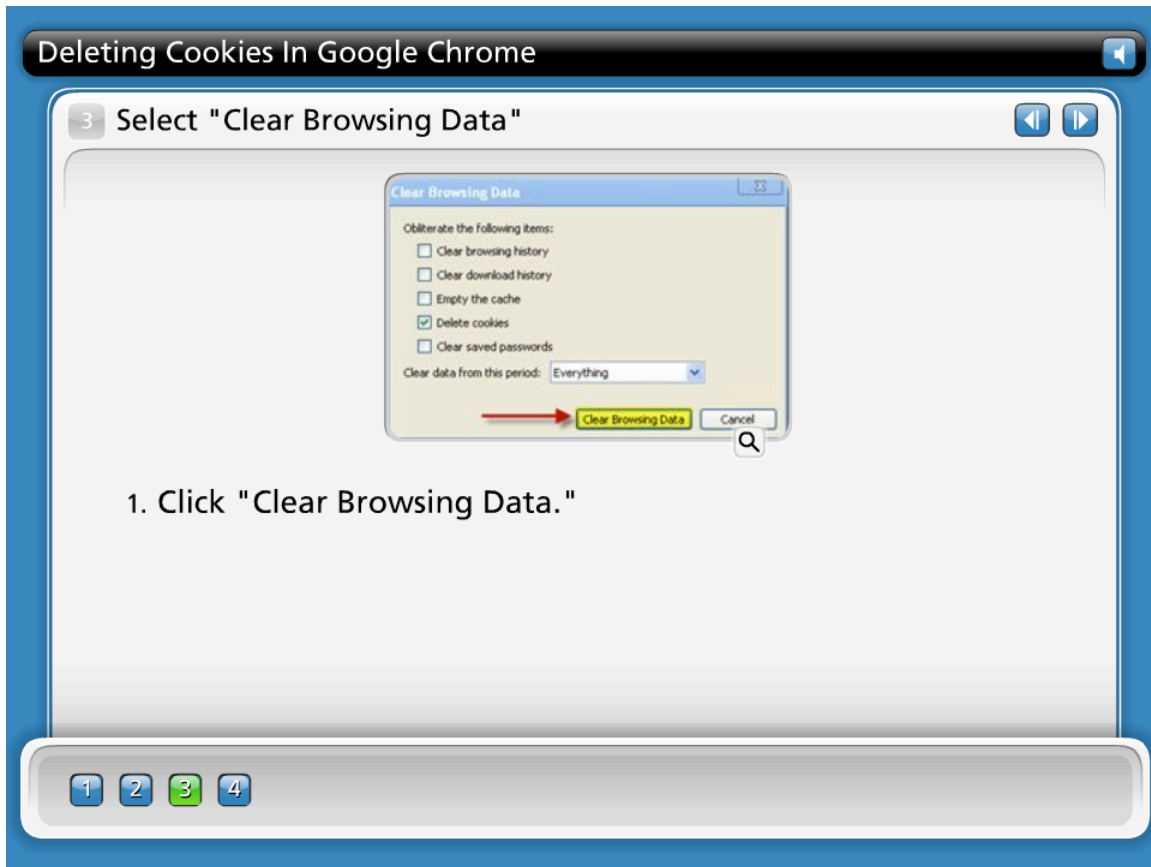
2. Using the drop-down menu, adjust the time in the bottom box to "Everything."

1 2 3 4

### Step Text

1. Make sure that the box next to "Delete Cookies" has a check mark. If not, click your mouse on the box to create this checkmark.
2. Using the drop-down menu, adjust the time in the bottom box to "Everything."

## Select "Clear Browsing Data"



1. Click "Clear Browsing Data."

### **Step Text**

1. Click "Clear Browsing Data."

## View Course Content and Repeat "Cookie Deletion"

Deleting Cookies In Google Chrome

4 View Course Content and Repeat "Cookie Deletion"

Maryland Medical Protocols For  
EMS Providers - Update 2009  
"Meet the Protocols"

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 3 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*

1 2 3 4

### Step Text

1. Go to the training that you desire.
2. View the course content.
3. When you are done with your online training session, repeat steps 1 through 3 to delete the new Internet "Cookies."

*Although it is unfortunate that we must ask you to follow these additional steps, doing so will ensure that you receive the appropriate credit for the online continuing education coursework that you complete.*