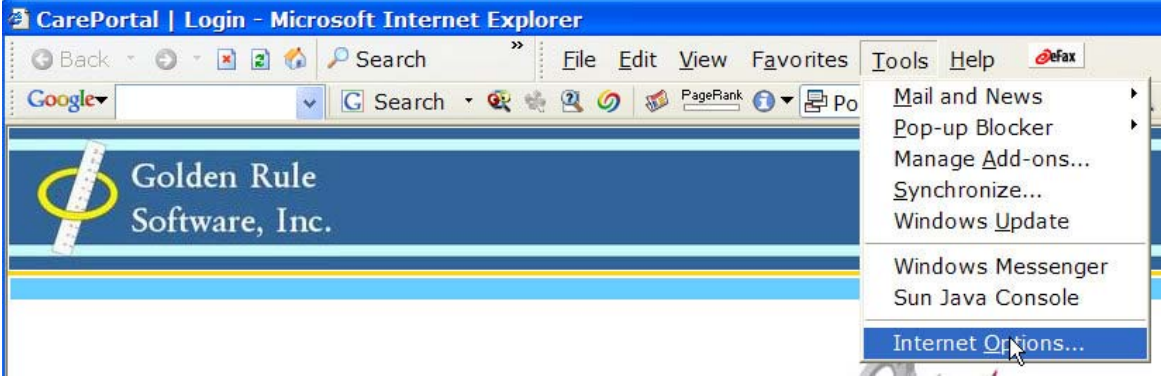
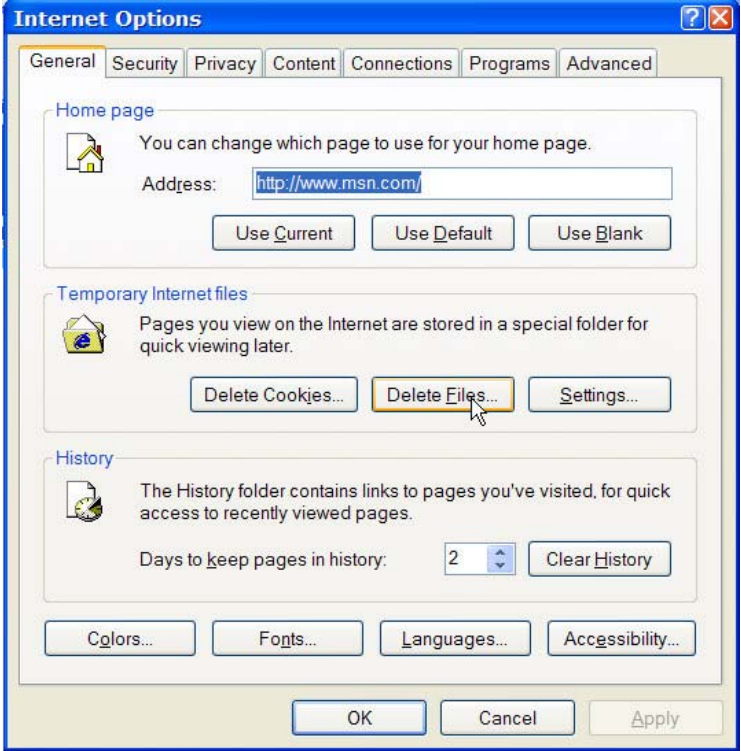
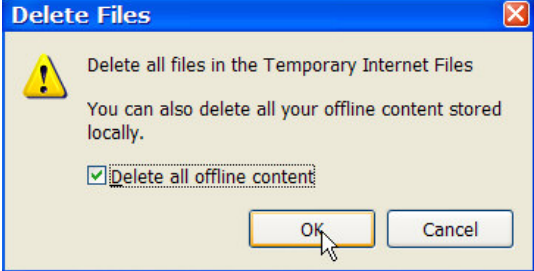
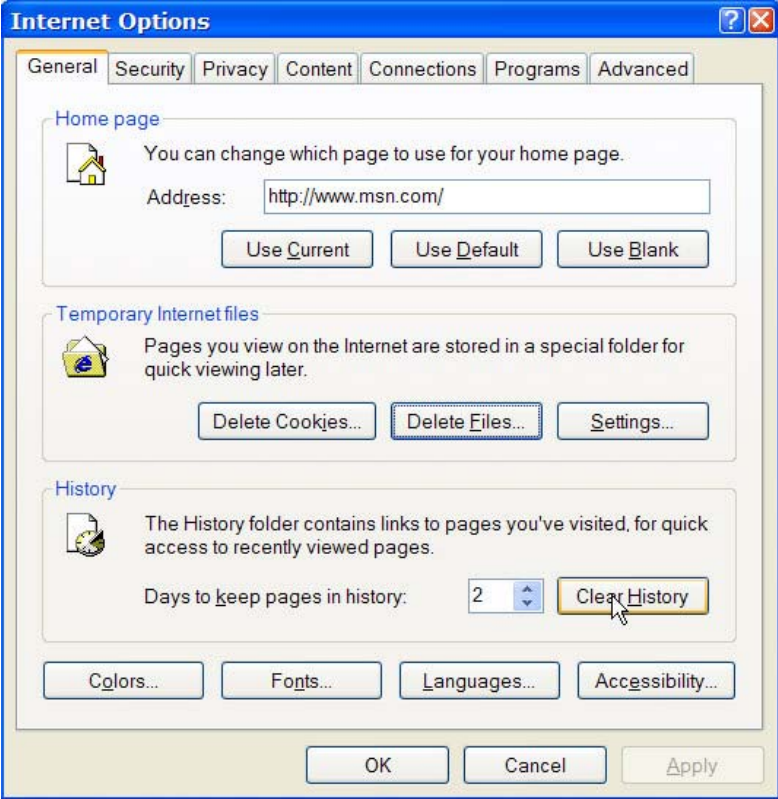


Instructions to clear history in Microsoft Internet Explorer

Action / Instruction	Screen Shot
1. Prior to logging into CarePortal™, select TOOLS / INTERNET OPTIONS	 A screenshot of the Microsoft Internet Explorer browser window. The title bar reads "CarePortal Login - Microsoft Internet Explorer". The address bar shows "Google" and "Search". The main content area displays a banner for "Golden Rule Software, Inc." with a logo. The "Tools" menu is open, showing options like "Mail and News", "Pop-up Blocker", "Manage Add-ons...", "Synchronize...", "Windows Update", "Windows Messenger", "Sun Java Console", and "Internet Options...". A mouse cursor is pointing at "Internet Options...".
2. In Temporary Internet Files section, click [Delete Files]	 A screenshot of the "Internet Options" dialog box. The "General" tab is selected. The "Home page" section shows the address "http://www.msn.com/". The "Temporary Internet files" section is highlighted, showing the text "Pages you view on the Internet are stored in a special folder for quick viewing later." and buttons for "Delete Cookies...", "Delete Files...", and "Settings...". The "Delete Files..." button is highlighted with a yellow box and a mouse cursor. The "History" section shows "Days to keep pages in history" set to 2 and a "Clear History" button. At the bottom, there are buttons for "Colors...", "Fonts...", "Languages...", "Accessibility...", "OK", "Cancel", and "Apply".

Action / Instruction	Screen Shot
3. In Delete Files message box, check 'Delete all offline content' then click [OK]	
4. In History section, click [Clear History]	

Action / Instruction	Screen Shot
5. In Internet Options message box, click [Yes]	 <p>The screenshot shows a dialog box titled "Internet Options" with a blue header bar. The main area is light beige and contains a question mark icon on the left, followed by the text "Are you sure you want Windows to delete your history of visited Web sites?". At the bottom, there are two buttons: "Yes" and "No". A mouse cursor is pointing at the "Yes" button.</p>