

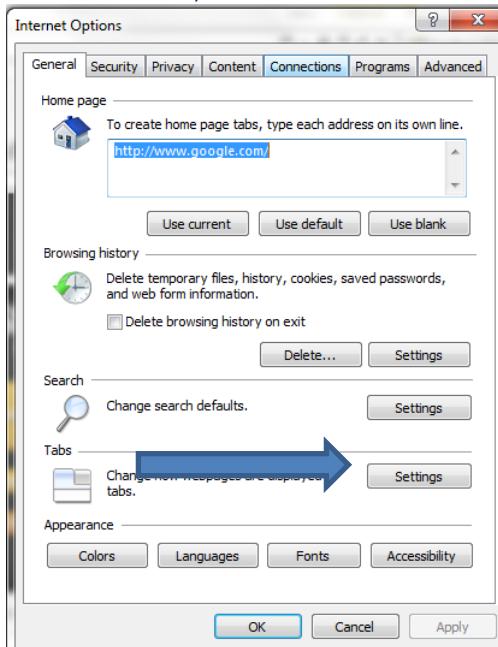
The instructions that follow are intended to assist agents in proper online course completion. This information combined with the instructions provided on our [TECH FAQs](#) page will resolve 99% of course errors. As a result, please follow these instructions carefully. Thank you!

1) ERASING CACHE MEMORY:

- a. If you have not done so yet, you should erase your internet browser history. This process will only remove the short-term internet history and is designed to eliminate an invalid course memory that might be disrupting your class completion or access to our website.
- b. Be sure to follow each of the instructions below and do not attempt to access the course again until you have completed each of these steps.
- c. Instructions for each of the common browsers are very similar to Internet Explorer. If you cannot figure it out based on the instructions below, we recommend you Google, "clearing cache memory in _____ browser" or simply try a different browser for your course work. (e.g. you were working in Chrome so now try Internet Explorer.)
 - i. Open Internet Explorer and click "Tools". If you are using the most recent version as recommended, you should find this as the last button to the right that looks like a "Gear" after the icon of the "Home" & "Star".

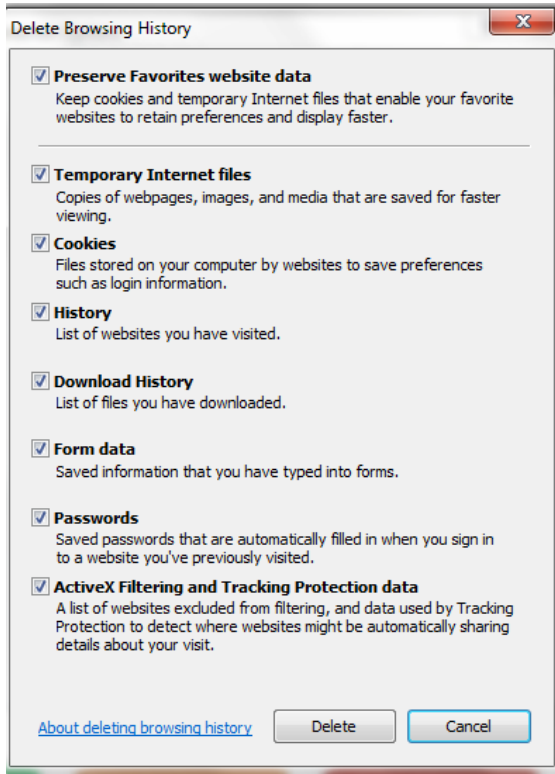


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 - ii. In the "Tools" menu, select "Internet Options" toward the bottom.
 - i. In the "General" tab, select "Delete" under "Browsing" history.



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- ii. Make sure all boxes are checked like below and press "Delete".



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- iii. Please wait until Internet Explorer responds stating your browsing history is now deleted.



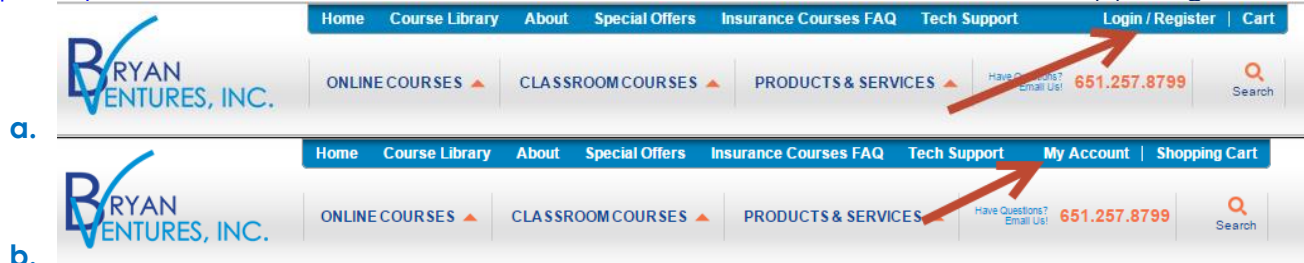
- 1.
- iv. Close Internet Explorer and all viewing window to the internet including each access panel.

b. You should then run a DISK CLEANUP.

- i. Press the start button. The DISK CLEANUP program is located in the ACCESSORIES program folder, click SYSTEM TOOLS and select DISK CLEANUP. Be sure all boxes are checked when you "clean" your disk.

c. Restart your computer.

- 2. Once your computer has restarted, attempt to access your course at our website: <http://bryanventures.com> and select LOG IN/REGISTER or MY ACCOUNT in the upper right corner.



www.bryanventures.com

Our business grows the most through referrals!

Please share our class offering with other insurance professionals in your office, community and agency network. Thank you!