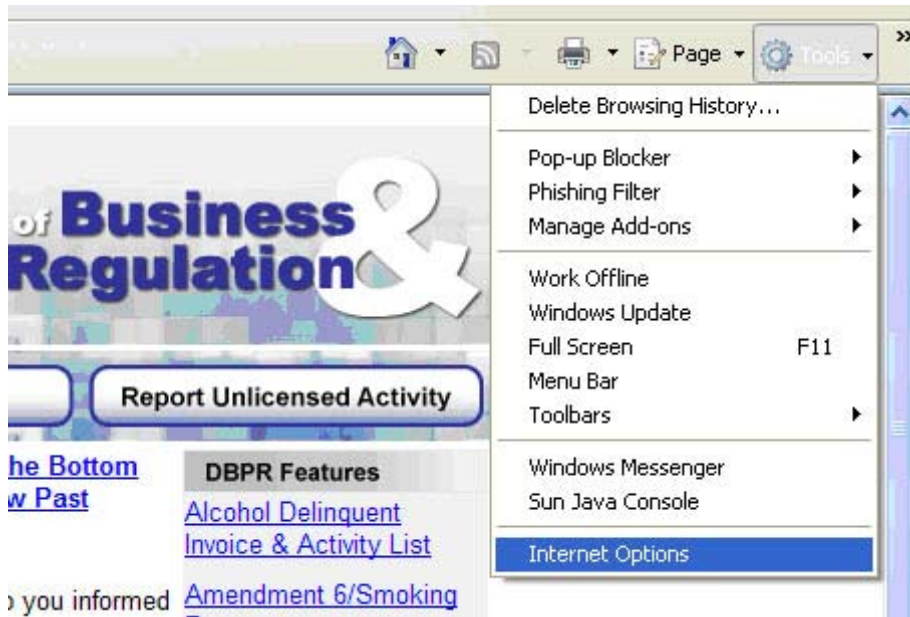


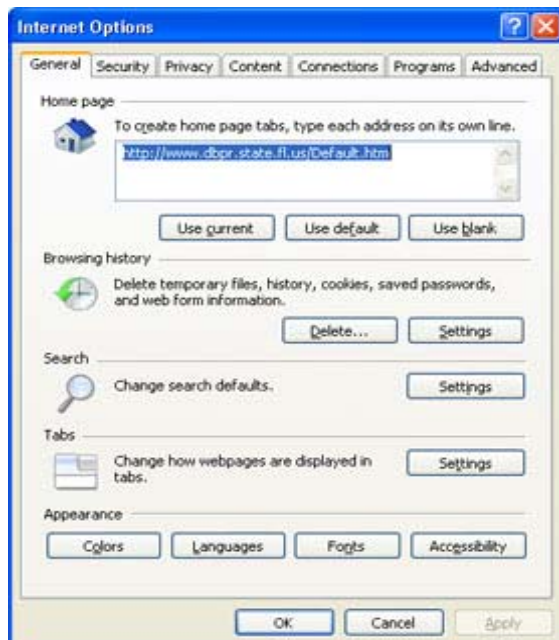
If You Have Difficulties opening a PDF from a Web page

PDF files that show up as blank or corrupt, or that freeze your browser, were likely damaged during the download process. In order to fix this, clear your browser's cache using the below instructions, close the browser and make another attempt. If you do not do this, any additional attempts may force your browser to view the cached (and damaged) version of the PDF file instead of downloading again from the web server.

If you are using Internet Explorer 7, from within your browser window, click Tools and select Internet Options.



On this window press the Delete button under Browsing History



On this window you will need to press Delete files, Delete cookies, & Delete history. Each process may take up to 5 minutes to complete, so please be patient. Once this is complete, close all browser windows and make another attempt.



If you are using an older version of Internet Explorer, from within your browser window, click Tools and select Internet Options.



On this window, press the “Delete Files” button. This may take up to 5 minutes to complete, so please be patient. Once this is complete, close all browser windows and make another attempt.

