

# Are you having problems logging into the NPS web site from home?

When you click on the ID card, does the password field just blank out after you enter it? If so, try the instructions below.

## Internet Explorer:

### Delete Temporary Internet Files, Cookies and Saved Passwords

1. Open **Internet Explorer** and click on **Tools** and **Internet Options**.
2. On the **General** tab, under Temporary Inter Files,
3. click **Delete Cookies** click **OK** and click **Delete Files** click **OK**.
4. On the **Content** tab, click **AutoComplete** then click
5. **Clear Forms** and click **OK** then click **Clear Passwords and** Click **OK**.
6. **Click Ok twice.**
7. Exit Internet Explorer and then open it again and try to login..

## Firefox 1.x - Windows

1. Open Firefox and go to **Tools | Options**.
2. Click **Privacy**.
3. Click the tab **Clear Cookies**
4. Click the tab **Clear Cache**
5. Click the tab **Clear Saved Passwords**
6. Click **OK**.
7. Exit FireFox and then open it again and try to login.