Purpose: This procedure describes what you can do if your internet is running slow.

Below are several steps that may help improve your internet speed when it starts running slow or pages are not loading correctly, you can also refer to the “Clean up my Computer Guide”

Step 1  Open your Internet browser

Step 2  Click Tools and then internet options on the right hand side of your internet browser
**Step 3**  
Click on the Delete button in the middle section as below

![Internet Options dialog box](image)

**Step 4**  
Make sure all the boxes are ticked then click Delete
**Step 5**  
Wait a few moments while the files are deleted

**Step 6**  
Now click the Windows Start bar and click “Run”
Step 7  Type in `%temp%` and click OK

Step 8  Click Edit at the top of the screen and select all then click Delete.
Step 9  Click Yes to delete the files, ignore any messages about files that can't be deleted.