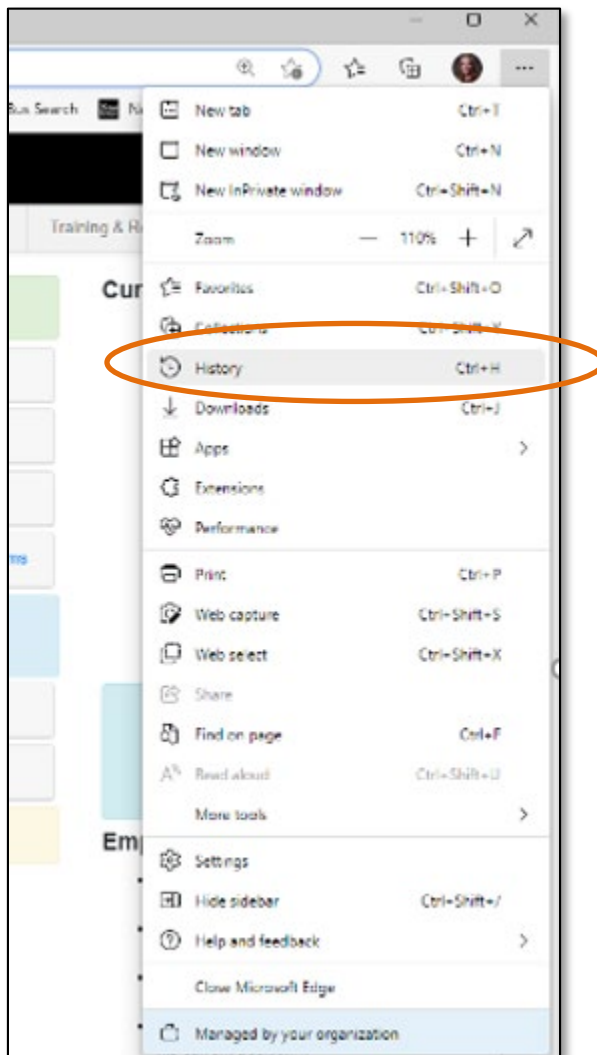Temporary internet files/browsing data, sometimes referred to as "cache", can take up space on your computer and interfere with EFIS running smoothly. If you are experiencing difficulties in submitting filings or staying connected to EFIS, clearing out the cache may help.

To clear the browsing data in Microsoft Edge (preferred browser for EFIS):

1) **Log out** of EFIS.
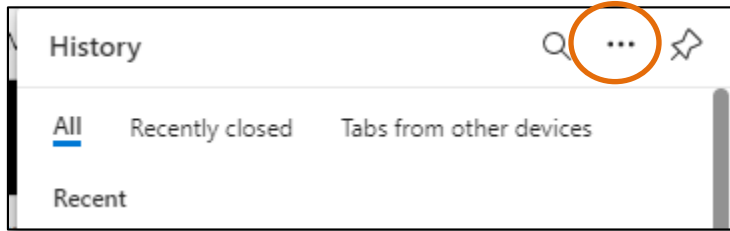2) Click on the kebab menu (three dots in the upper, right-hand corner) of the internet browser.
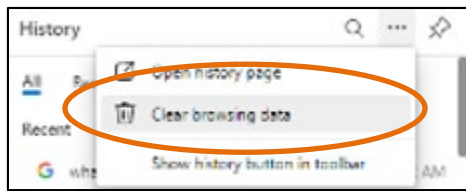

3) Select the '**History**' (Ctrl+H) option.

4) Click on kebab menu (three dots in the upper, right-hand corner) of the History screen.

5) Select the **Clear browsing data** option.

6) In the **Time Range** field, select 'All time' from the drop-down list.
7) Ensure the checkbox is checked before the **Browsing history**, **Download history**, **Cookies and other site data**, and **Cached images and files** as shown.
8) Click the **Clear now** button.
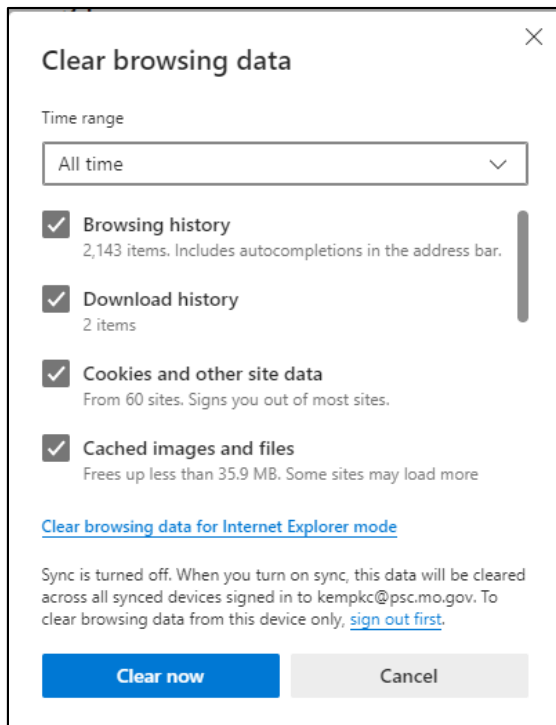
9) Log back into EFIS.

For additional assistance, please contact the Helpdesk: 866-365-0924 (toll-free) or 573-526-3648 or
helpdesk@psc.mo.gov