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Help Pages

Removal of Temporary Files on Your Computer:

Double click the My Computer icon,

>double click the C: drive

>double click the **Windows Folder** on Windows 95, 98, and ME

>double click **Documents and Settings** folder for Windows XP and 2000

Double Click on the folder you use, it may be admin, or all users, or the name of your profile and you will find a folder there called **Cookies**

Deleting Cookies

Double click the folder labeled Cookies.

Press the Ctrl key along with the A key to select all files in this folder. This action will highlight all the files.

Then look for a file that is named Index.dat.

Press the Ctrl key while you click with the left mouse button on the Index.dat file. This action will unselect the Index.dat file, because you **DON'T want to delete this file**.

Right mouse click on any of the highlighted files and select delete from the menu that pops up. It'll ask you if you are absolutely sure you want to do this...be brave and click "yes".

Deleting Temp Files

Now back out of the cookies folder and find Local Settings folder, double click to open. In this folder you will find a temp folder and a temporary internet files folder. Select the temp folder by double clicking on it.

If there is no Local Settings folder, you may have to change your view. Not everyone will have to do this step: Click on Tools>Folder Options>View Tab. Put a dot in front of Show Hidden files and folders, and remove the check in front of Hide extensions for known file types.

Follow the same instructions for deleting cookies, but you can delete **all the files** in this folder safely. When prompted, click on "yes" to all.

Back out of the temp folder and double click the temporary internet files folder.



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Deleting Temporary Internet Files

Follow the same instructions for deleting cookies, but you can delete **all the files** in this folder safely. When prompted, click on "yes" to all.

Close out of all folders, C: Drive and My Computer.

Now, go to Start>Find or Search>For Files or Folders or All Files and Folders Make sure you are looking for files in the C: Drive, then in the search bar type: *.tmp
And click on Find Now or Search.

When all the files are found, click Ctrl key with the A key on the first file to select all the files, then right mouse click on the first file (this action brings up a menu) and select Delete. This will remove all the files.

The next thing to type in the search bar is ~*.* and then click Find Now or Search.

When all the files are found, click Ctrl key with the A key on the first file to select all the files, then right mouse click on the first file (brings up menu) and select Delete. This will remove all the files. Now you can return to your desk top and right mouse click on the Recycle Bin, and select "empty recycle bin".

Now, for the files that won't delete during the procedure outlined above. You will get error messages while deleting temp and temporary internet files. You will have to skip over these files that won't delete by unselecting them. After you've deleted all you can in regular mode, restart your computer and while it's booting up, hit the escape key while you click the F8 key quickly and repeatedly until a black screen with white lettering comes up. Use the arrow keys to select safe mode and then hit the return key. Your normal operating screens will appear, yet they will be kind of ghostly images of what you are used to seeing.

Follow the directions for removing the temp and temporary internet files again. The files that wouldn't delete before will delete now. Then you can shut down your computer and next time it starts it will be in the regular mode again.



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