

If you are using Firefox to access ATS:

Click Tool/Clear Recent History

In the “Time range to clear” box, select “Everything”

Leave only “Browsing & Download History” and “Cache” selected. Click “Clear Now”



When it completes, close ALL Firefox windows. Reopen Firefox and try again.

If you are using Internet Explorer to access ATS:

Click Tools/Delete Browsing History



Click "Delete files..."
Click "Delete history..."
Click Close

Close all Internet Explorer windows and try again.