

Deleting Quicklaw[®] for Microsoft[®] Office Cookie

Important Note about Changing Your Browser and Configurations

Deleting expired or corrupt cookies can resolve the occasional error that some of our customers experience when they sign into Quicklaw for Microsoft Office. Deleting the cookies also deletes your sign in information so that you can enter a new ID and password under Preferences. We recommend that you take the following steps to delete only the Quicklaw for Microsoft Office cookie. **Deleting all cookies can affect other websites to which you subscribe and regularly visit.**

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Quicklaw and Quicklaw for Microsoft Office Share Same Cookie on System

If you are signed in to Quicklaw in your Internet Explorer[®] browser, Quicklaw for Microsoft Office will use the same **User ID** and **Password** as your sign-in credentials for Quicklaw for Microsoft Office.

If you sign in to Quicklaw for Microsoft Office, you will automatically be signed in to Quicklaw when you open Quicklaw in your Internet Explorer browser.

Signing out of Quicklaw will also sign you out of Quicklaw for Microsoft Office.

Signing out of Quicklaw for Microsoft Office will also sign you out of Quicklaw.

If you delete the Quicklaw for Microsoft Office cookie and remember your sign-in credentials in your Quicklaw sign-in screen, you will need to sign in again to Quicklaw and select **Remember My Sign-In Information**.



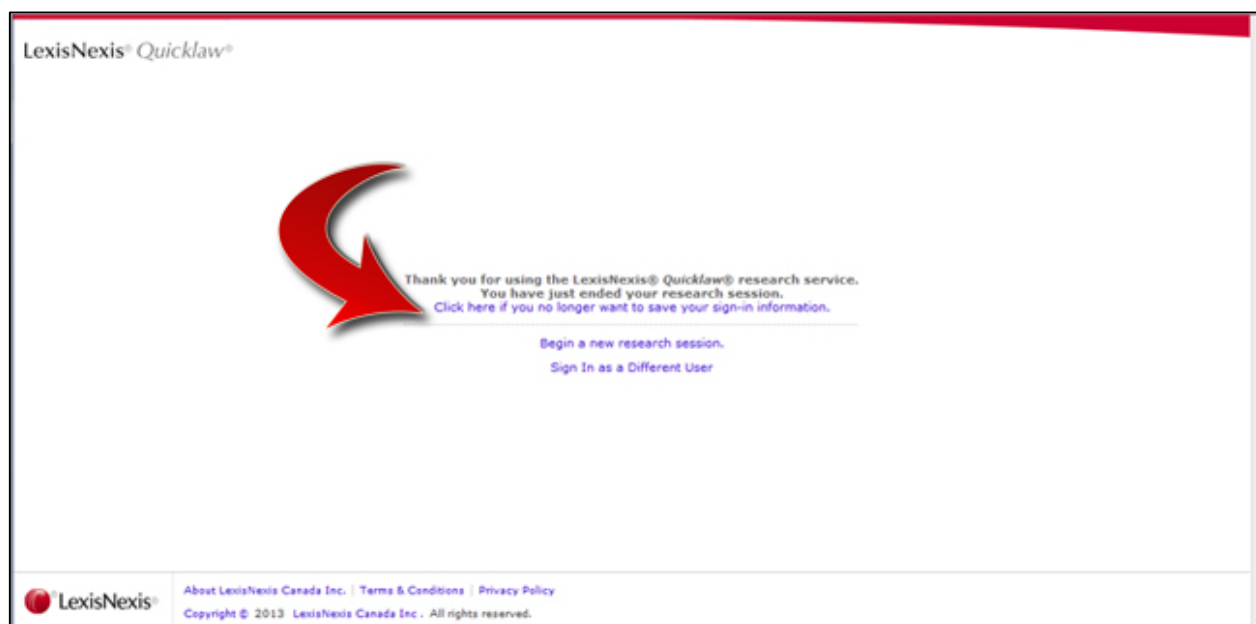
Quicklaw[®] for Microsoft[®] Office — Deleting Cookie

Deleting Cookie in Internet Explorer 7, 8 or 9

Use one of the following methods to delete the Quicklaw for Microsoft Office / Quicklaw cookie. Please call the Quicklaw for Microsoft Office Customer Support line at **1-800-387-0899** if you need help with deleting the cookie.

Method 1

1. Sign out of Quicklaw on your browser.
2. On the following Quicklaw sign-out screen, click **Click here if you no longer want to save your sign-in information** to delete the cookie.



Method 2

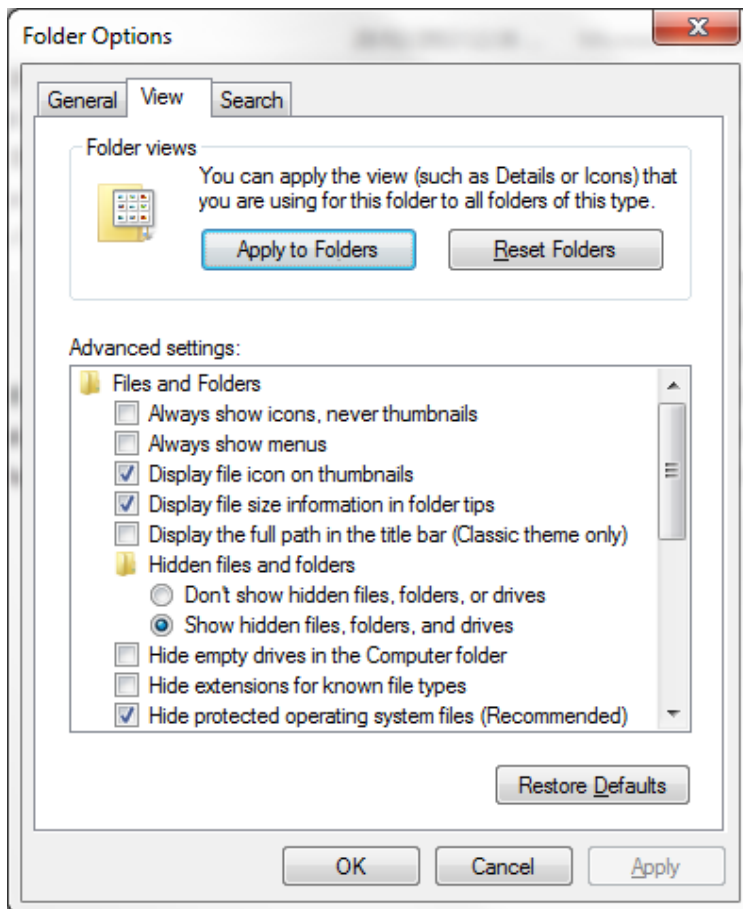
1. Click **Start** and, in the search/run box, type in:
C:\Users**Logged in User Name**\AppData\Roaming\Microsoft\Windows\Cookies
(Note: The “Logged in User Name” is the USERID of the current logged-in user.)
2. If you cannot see the **Cookies** folder, you will need to uncheck **Hide protected operating system files** in Windows[®] **Folder Options** window.
3. To unhide protected operating system files, browse to the “C:\Users**Logged in User Name**\AppData\Roaming\Microsoft\Windows” folder.
4. Click the **Tools** menu and then click **Folder Options**.



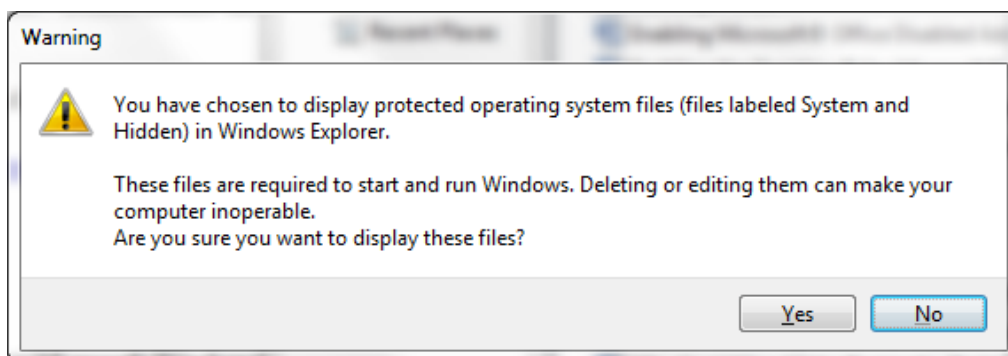
www.lexisnexis.ca/quicklaw-office | 1-800-255-5174

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5. Click the **View** tab.



6. Uncheck **Hide protected operating system files**.
7. If you get the following message, click **Yes**.



8. Click **OK** on the **Folder Options** window.
9. You should now see the **Cookies** folder inside the “C:\Users**Logged in User Name**\AppData\Roaming\Microsoft\Windows” folder.
10. Double-click to open the **Cookies** folder.
11. Look for the **LNTOKENREMEMEBER** cookie in the **Cookies** folder. The cookie file will have a name similar to **EDKWJIST.TXT**. Each time you delete the cookie, a new cookie file with a different name will be created. To locate the cookie file, look for the most recently updated cookie. Open the cookie to make sure it says **LNTOKENREMEMEBER** at the beginning of the cookie.
12. Once you have located the correct cookie, close the opened cookie file.
13. Delete the cookie file.
14. At this point, you can go back to the **Folder Options** window and, in the **View** tab, put a check mark beside **Hide protected operating system files**.
15. Close Windows Explorer.
16. Close and reopen your browser.

Method 3

For additional help, visit the following Microsoft[®] Windows[®] Support site, which shows you how to delete all cookies.

<http://windows.microsoft.com/en-ca/windows-vista/delete-your-internet-cookies>

Note: Deleting all cookies can affect other websites to which you subscribe and regularly visit.