

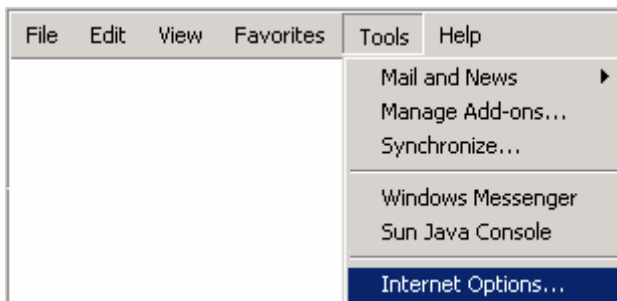
nyse.com Portfolio Update Instructions

If you are having issues related to your portfolio not updating, it is most likely caused by a computer “cookie” file that is no longer being recognized correctly. The portfolio plants a cookie file on your computer when you set up your portfolio so that it will recognize your computer when you come back again.

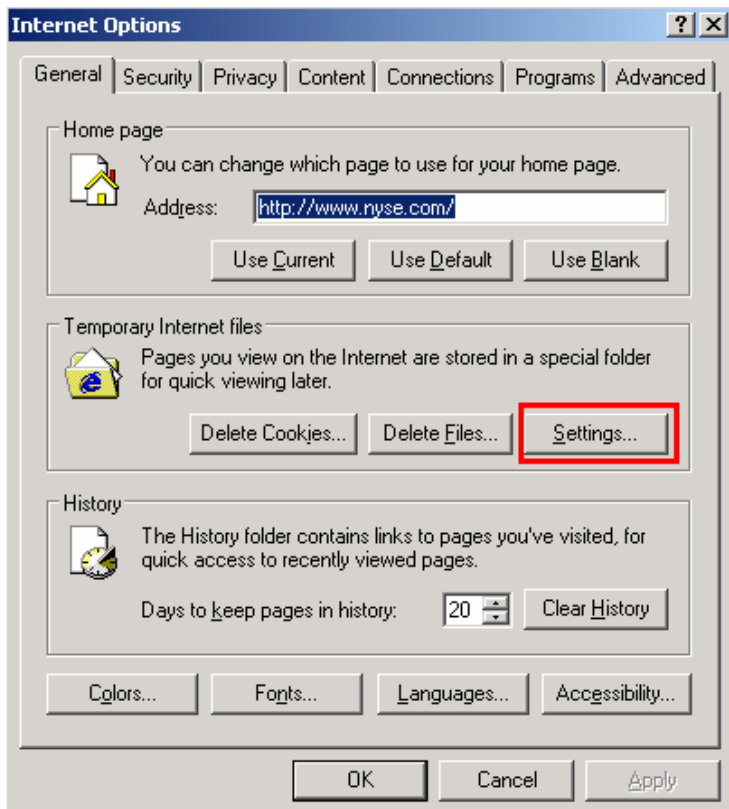
The solution for portfolios that suddenly stop updating is to delete the cookie, re-register for your portfolio and re-enter your portfolio stocks. Please note that your existing portfolio cannot be recovered. After doing this, the cookie should be read correctly again and you should not have to repeat this process.

Here is how to find and delete your cookie.

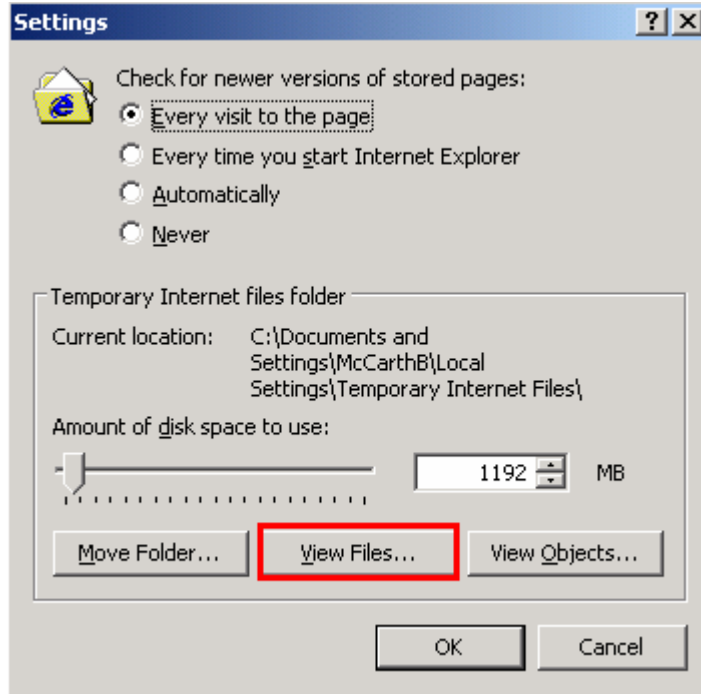
1. First, make note of what stocks are in your portfolio so you can enter them again.
2. Open up **Internet Explorer**, click on the **Tools** menu and choose **Internet Options**:



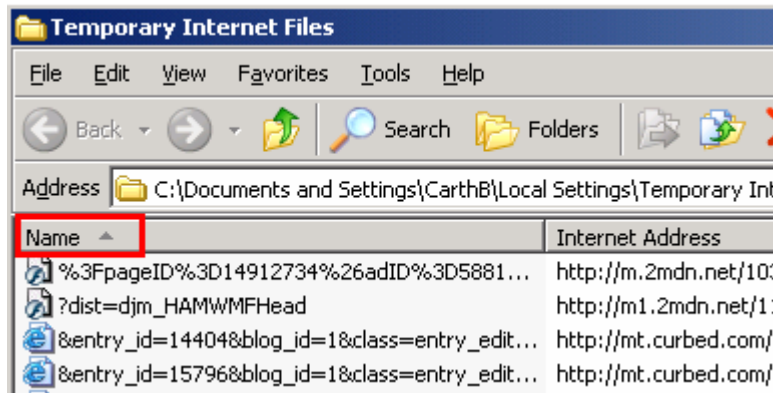
3. In the popup that appears, there is a section called **Temporary Internet Files**. Within that section, there is a button called **Settings**. Click on **Settings**.



4. Another popup will appear that has a button called **View Files**. Click **View Files**.



5. This will give you a long list of files. Click on the **Name** header to sort the files by Name alphabetically:



6. Scroll down the list until you reach the **C's** and look for files that begin with "**Cookie**"

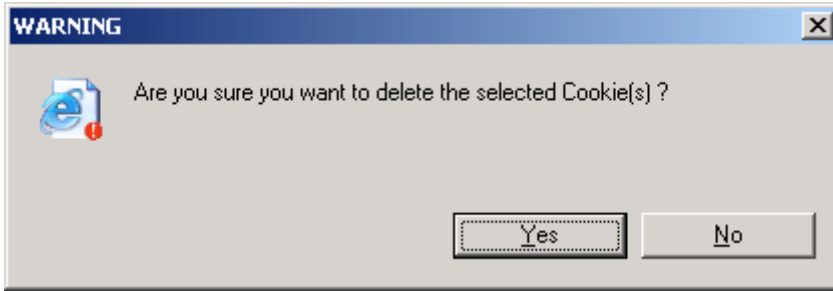
You will notice that all of the Cookie files follow this format:

Cookie: your computer login name @ website address

Look for the one that ends in **nyse.com**:

Cookie: _____@nyse.com

7. When you find it, select it with your cursor and hit **Delete** on your keyboard. You will get a warning message:



Click **Yes**.

8. Go back to nyse.com and hit the **Portfolio** button in the header. You will be prompted to register and re-enter your portfolio, after which it should remain in place and update correctly.