



Clear Browser Cache (version 1.3)

Clearing a browser's cache can help alleviate a number of issues experienced in video calls. It can also help prevent many problems in the first place, so we advise clinicians to do so before signing into the Attend Anywhere/Near Me platform. Using the methods below preserves a user's favourites, bookmarks and passwords.

For Chrome on MacOS or Windows:

Click on the three dots (traffic light like) at the top RHS of Chrome.

Go down to More Tools then select Clear Browser Data.

Select the Advanced tab and All for the time range. Tick all the boxes apart from passwords.

Then click the Clear Data button.

For Safari on MacOS (Apple desktops/laptops):

Click History from the top menu

Choose Clear History from the drop-down

Choose 'all history' in the Clear box

Click Clear History

For Safari on iOS (iPads/iPhones):

Go to the device's Settings then Safari then scroll down to Clear History and Website Data - tap that and accept. Then open Safari again.

For Chrome on an Android mobile device:

Tap the three dots at the top RHS

Tap History from the drop-down menu

Tap Clear Browsing data

Change Time Range to All time

Tap Advanced and tick everything apart from Saved passwords

Tap Clear Data

For Edge on Windows:

Click on the three dots at the top RHS of Edge

Click History

Click the three dots at the top of the History menu and choose Clear browsing data

Select 'All time' for the time range in the subsequent pop-up menu, then tick all boxes apart from passwords.

Click the blue Clear now button.

On entering the site again users will be prompted for camera and audio permissions. They should look out for and accept them.