



Clear Browser Cache v1.6

Clearing a browser's cache can help alleviate a number of issues experienced in video calls. It can also help prevent many problems from occurring in the first place, so we advise clinicians to do so before signing into the Near Me platform. The methods below preserve a user's favourites, bookmarks and passwords. On entering the site again users will be prompted for camera and audio permissions. They should look out for and accept them.

For Chrome on Windows or MacOS:

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 Edge on Windows:

Click on the three dots at the top RHS of Edge

Click History

Click the three horizontal 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.

[Some staff may find some options greyed out. With Edge open, pressing the keyboard buttons CTRL+SHIFT+DELETE together will jump the first three steps, allowing the tick boxes to be accessed.]

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, tap Safari then scroll down to Clear History and Website Data. Tap and..

iOS15 and Earlier - Accept. You'll also see a message on closing all tabs. That's up to you. We would.

iOS16 and Later - Timeframe and Close all tabs... It's up to you. We would suggest "All history" and "Close All Tabs".

All iOS - Once done, 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