

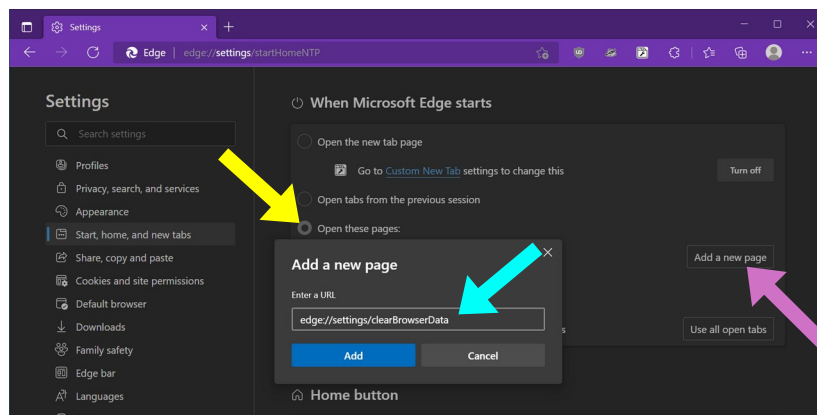
National Video
Conferencing
Service

Near Me: Edge Cache Clear At start, by bookmark or manually v.1.0

Clearing Edge's cache (browsing data) can help alleviate a number of issues experienced in video calls. It can also help prevent many issues from occurring in the first place, so we advise service providers to do so before signing into the platform. This is particularly important for Social Security Scotland providers who record the audio from their calls. Those recordings are initially stored within Edge's cache and call failures result in recordings being lost so it's worth minimising that possibility. Using the methods below preserves a provider's favourites, bookmarks and passwords. If cache is cleared while Edge tabs are open, any current logins, as well as camera or microphone permissions granted, will have to be re-entered too. That's intentional and is part of the cache clearance process.

Edge: change start page

If possible, you should change your browser's start page from your local intranet to <edge://settings/clearBrowserData>. Doing so is simple.



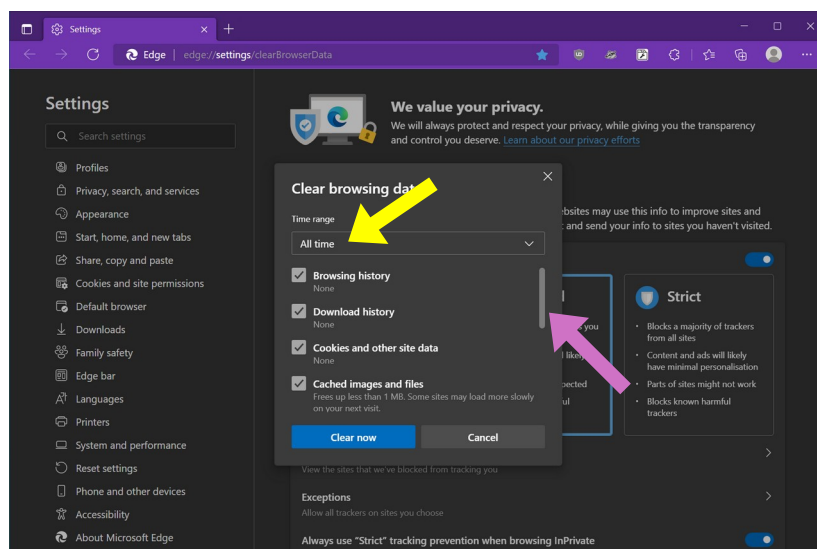
1. Open this link in Edge –
<edge://settings/startHomeNTP>

Select the Open these pages button
(yellow arrow)

Click Add a new page (pink arrow)

Enter <edge://settings/clearBrowserData>
into the pop-up (blue arrow)

Click the Add button



2. The next time you open Edge, you'll
see the Clear browsing data menu.

Change date range from 'Last hour' to
'All time' (yellow arrow).

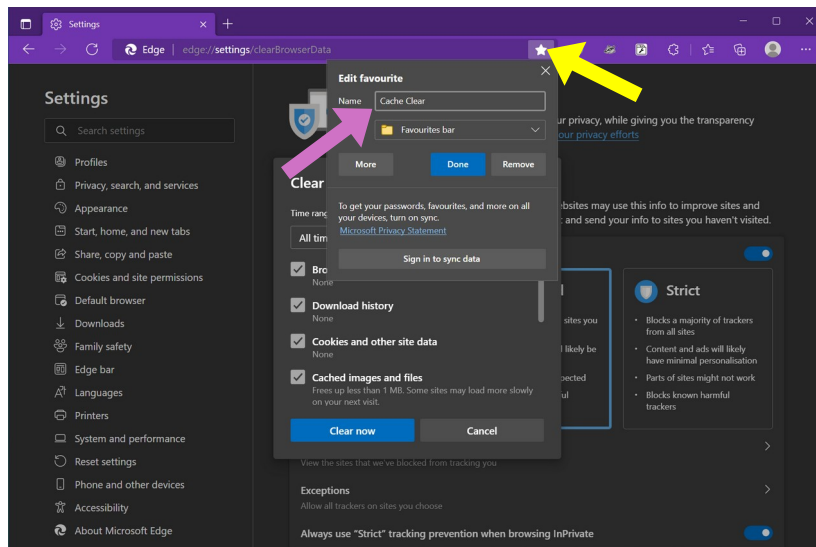
Scroll down (pink arrow) and tick all
boxes except passwords.

Click the blue Clear now button

Those settings should persist between
Edge sessions. The next time you
restart the browser, all you have to do is
click the Clear now button.

Edge: create bookmark for clearing cache

The following shows how to create a bookmark in the Edge's Favourites toolbar. It can be used to clear browser cache at any time.

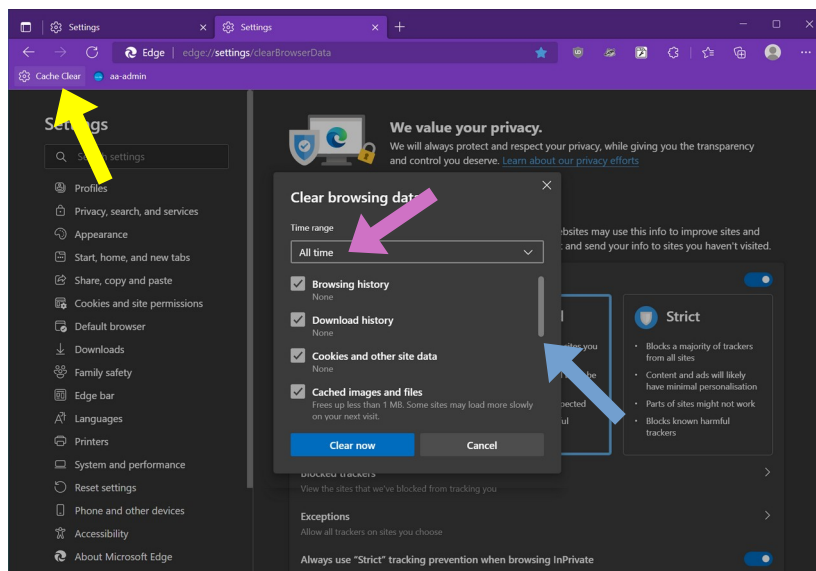


1. Open this link in Edge – <edge://settings/clearBrowserData>

Bookmark the page by clicking on your address bar's star icon (yellow arrow).

Change the name from Setting to Cache Clear (pink arrow). The line below should be set to 'Favourites bar'.

Click Done.



2. You should now see 'Clear Cache' on your Favourites bar (yellow arrow). Any time it is clicked, the Clear browsing data window will open.

The first time you use it, change Time range from 'Last hour' to 'All time' (pink arrow).

Scroll down (blue arrow) and tick all boxes except passwords.

Click the blue Clear now button

Those settings should persist between Edge sessions. The next time you click the bookmark, all you have to do is click the Clear now button.

Edge: manual cache clear

If you need to clear Edge's cache at any point and don't have a bookmark to use, click on the three dots at the top right hand corner 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.

We've also have a guide you can [send your callers](#), should you think a cache clear may help their call and a simple click or tap of their Refresh button doesn't. It covers all supported OSs and browsers.

NVCS help-desk: Near Me information, advice and problem solving
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