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# Near Me: Edge Cache Clear At Start, By Favourite or Manually v1.1

Clearing a browser's cache can help alleviate, and often prevent, a number of issues experienced in video calls. We advise Service Providers to clear their browser cache before signing into Near Me.

The methods below delete history and cookies but preserve a user's favourites, bookmarks and passwords. If the cache is cleared while Edge tabs are open, any current logins, as well as camera or microphone permissions, will have to be re-entered too. That is intentional and is part of the process.

#### Change your start page

If the option is available to you, you may want to change your browser's start page from your local board's intranet to <u>edge://settings/clearBrowserData</u>. Doing so is simple.





Select Open theses pages [yellow arrow].

Click Add a new page [pink arrow] and 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.

### Create a bookmark that clears the cache

It's easy to create a bookmark in the Edge's Favourites toolbar, allowing you to clear 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 folder below that should be set to 'Favourites bar'.

Click Done.



2. You should now see 'Clear Cache' on your Favourites bar. If you have other favourites, it can be dragged to the far left of the bar.

Any time it is clicked, the Clear browsing data window will open. The first time you see 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 Clear Cache bookmark, all you have to do is click the Clear now button.

## **Clear cache manually**

If you need to clear Edge's cache at any point and don't have a bookmark to use...

Click on the three horizontal dots at the top RHS of Edge.

Click History.

Click the dustbin icon you'll see at the top right of the history sidebar.

Select 'All time' for the time range in the 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.

If you're encountering problems with an ongoing call, before you try a cache clear, you may wish to try a <u>basic tab refresh</u>. On Windows, clicking your keyboard's CTRL+R keys at the same time should do it.