# Clear Your Browser Cache v1.9

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 Service Providers to do so before signing into the Near Me platform. The methods below delete history and cookies but preserve users' favourites, bookmarks and passwords. On entering the site again you will be prompted for camera and audio permissions. Please look out for and accept the prompts. The guide may be distributed to callers.

**For Edge on Windows:**
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.

**For Safari on MacOS (Apple desktops/laptops):**
Click History from the top menu.
Click Clear History in the drop-down.
Choose 'All History' in the Clear box.
Click Clear History.

**For Chrome on MacOS or Windows:**
Click on the three vertical dots at the top RHS of Chrome.
Click Clear browsing data in the drop down.
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 iPads or iPhones:**
Go to the device's Settings, tap Safari (or Apps then Safari) then scroll down to Clear History and Website Data. Select All history. You'll also see an additional option on whether to close all open tabs. That's up to you – I would.
Click the red Clear History button.
Once done, open Safari again.

**For Chrome on an Android mobile device:**
Tap the three vertical dots at the top RHS
Tap Clear browsing data
Change the Time Range from Last 15 minutes to All time
Tap More options and tick everything apart from Saved passwords
Tap Clear Data at the bottom RHS.