

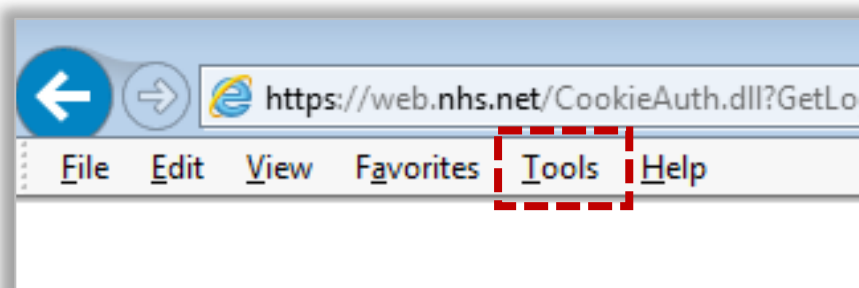
Clearing cookies and cached data from your browser

If you are experiencing any performance issues whilst using NHSmail, one of the first steps of troubleshooting is to clear cookies and cached data from your browser history. Steps to perform this task will differ depending on what browser you use to access Outlook Web App (OWA) at www.nhs.net

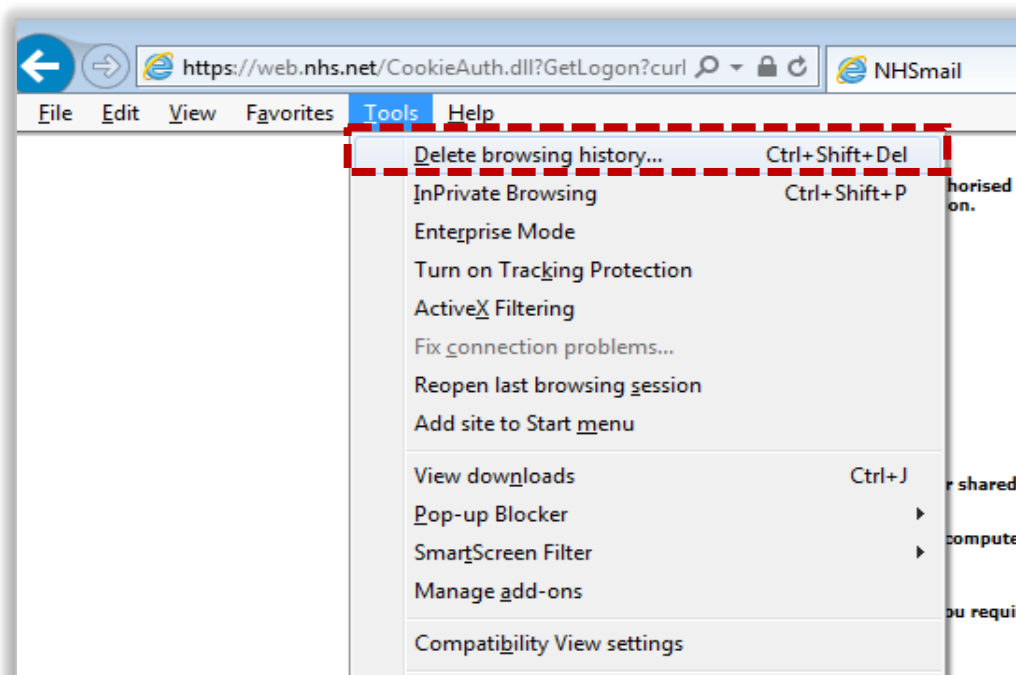
Internet Explorer (Tool Bar Menu)

If your Internet Explorer has a tool bar (older versions of Internet Explorer will by default have this view):

1 Click on **Tools**



2 Select **Delete browsing history...** from the drop down menu

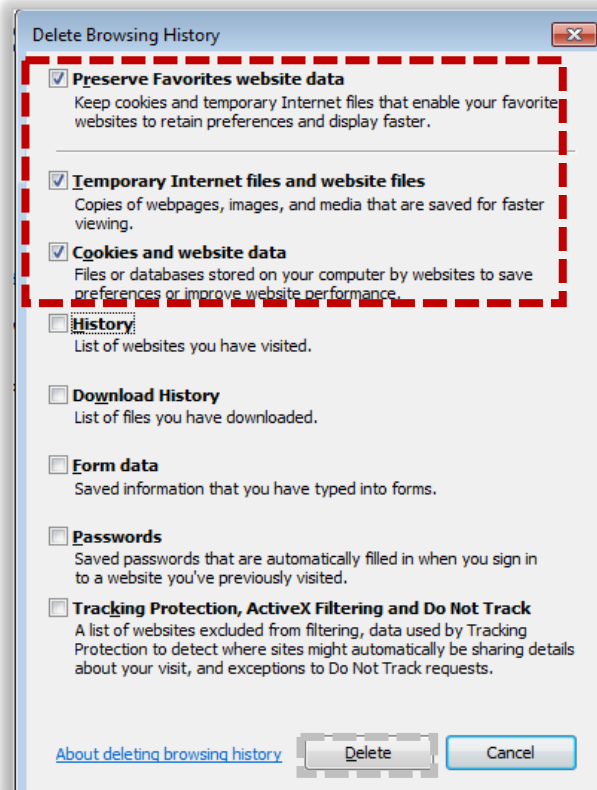


The Delete Browsing History screen will open

Clearing cookies and cached data from your browser

3

Check the tick box next to **Preserve Favourites website data**, **Temporary Internet file and website file** and **Cookies and website data**



4

Click **Delete**

Internet Explorer (No Tool Bar Menu)

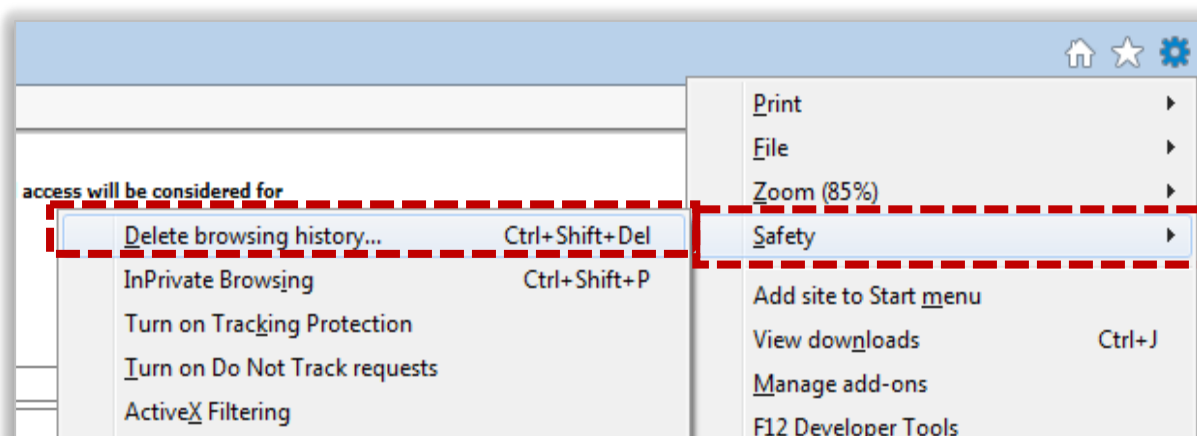
If your Internet Explorer has no tool bar (newer versions of Internet Explorer will by default have this view):

1

Click the **gear icon**  at the top right of the browser screen

2

Select **Safety** and then **Delete browsing history...** from the drop down menu

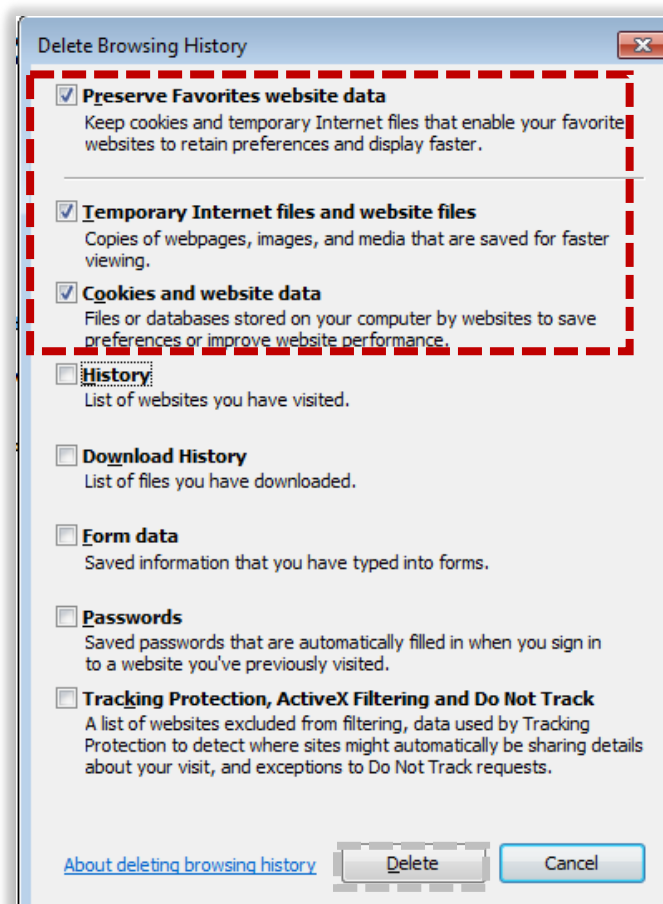


This can also be achieved by holding down **Ctrl**, **Shift** and **Delete** on your keyboard
The **Delete Browsing History** screen will open

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3

Select the tick box next to **Preserve Favourites website data**, **Temporary Internet file and website file** and **Cookies and website data**



4

Click **Delete**

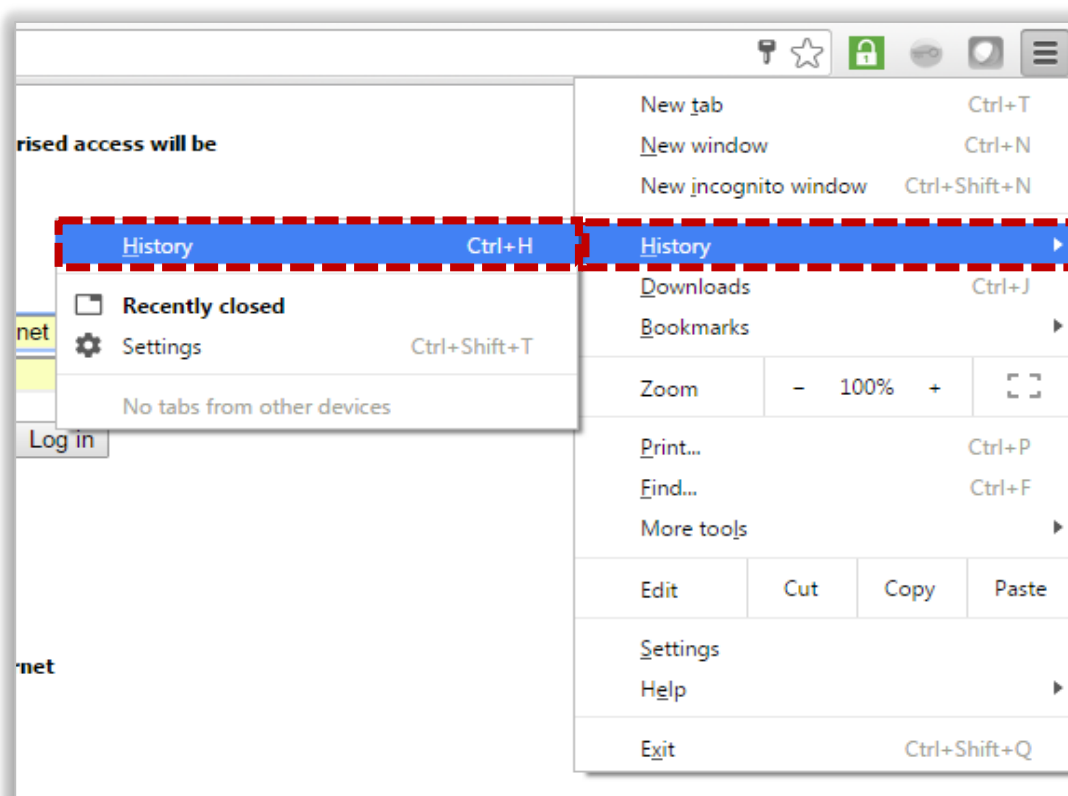
Now all your cookies and cached data from your Internet Explorer browser will be deleted

Clearing cookies and cached data from your browser

Chrome

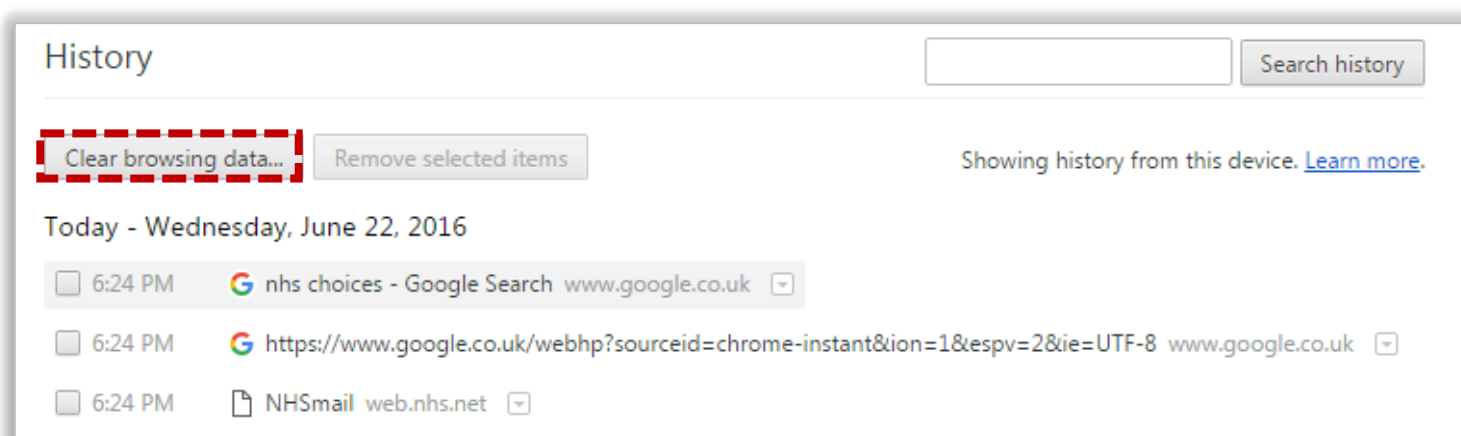
1 Click the **settings list icon**  in the top right of the screen

2 Select **History** and then **History** from the drop down menu



This can also be achieved by holding down Ctrl and letter H on your keyboard
Chrome\\:History screen will open

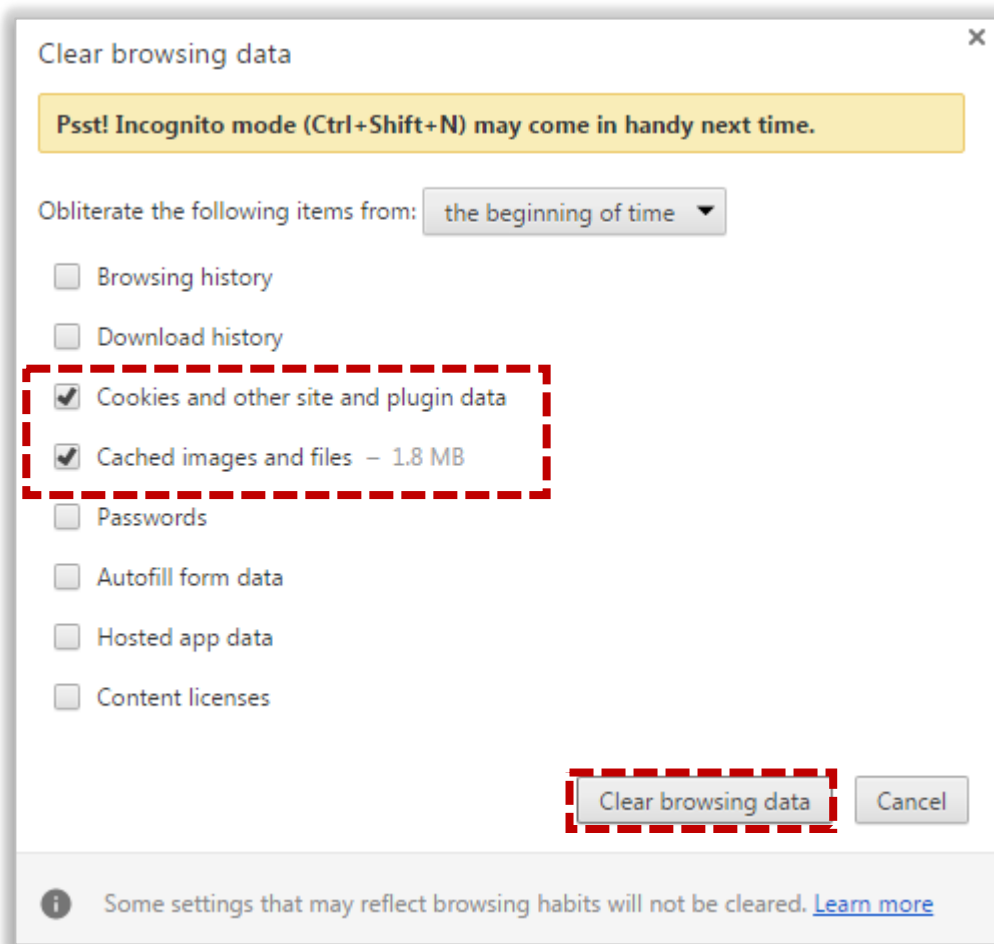
3 Click **Clear browsing data...**



Clearing cookies and cached data from your browser

4

Select the tick box next to **Cookies and other site and plugin data** and **Cached images and files**



Ensure 'the beginning of time' is selected in the drop down menu at the top of the page


5

Click **Clear browsing data**

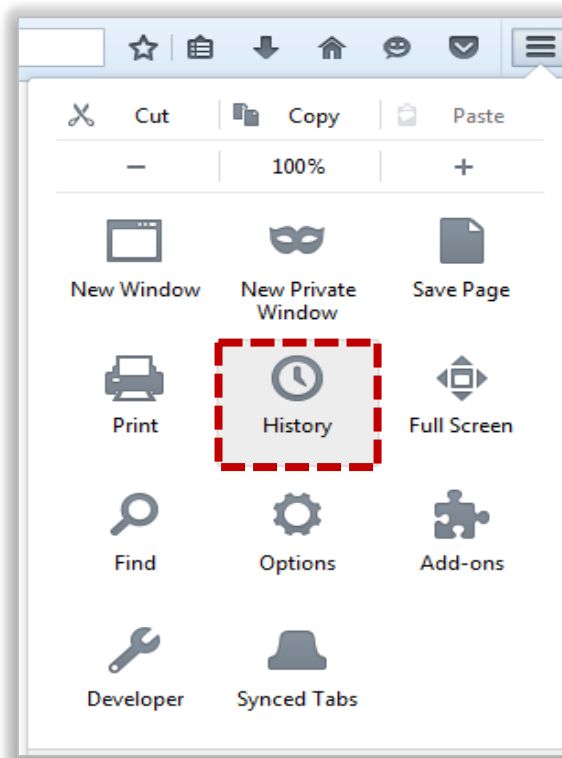
Now all your cookies and cached data from your Chrome browser will be deleted

Clearing cookies and cached data from your browser

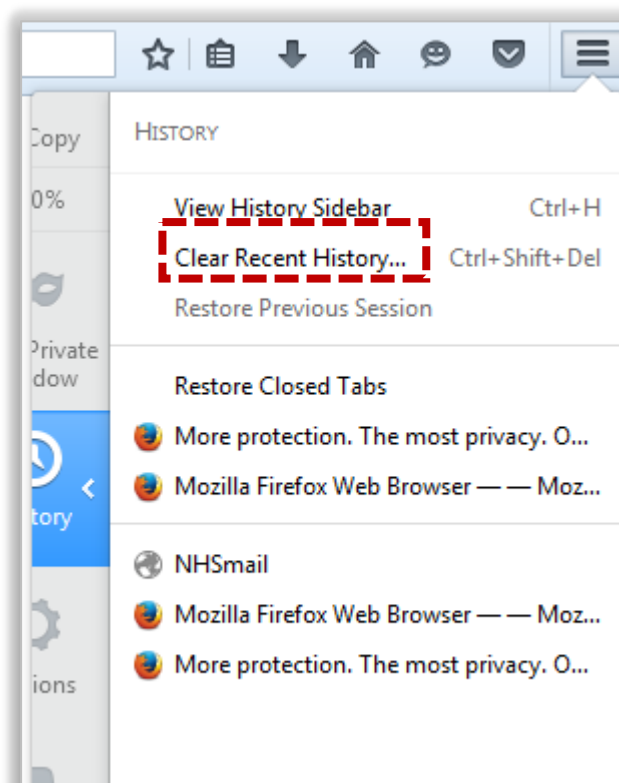
Firefox

1 Click the **settings list icon**  in the top right of the screen

2 Select **History**

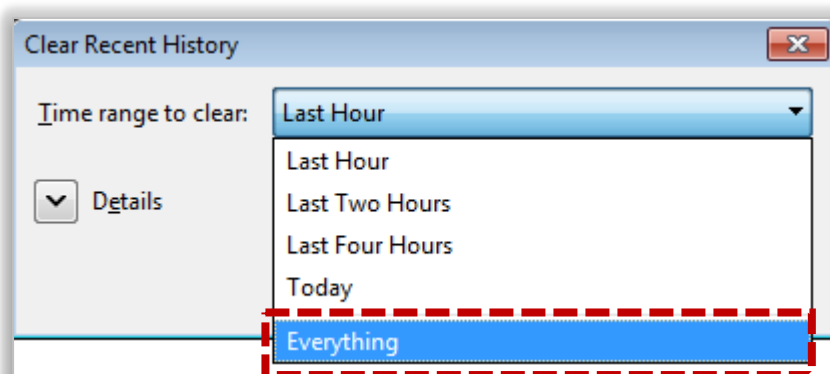


3 Click **Clear Recent History...**

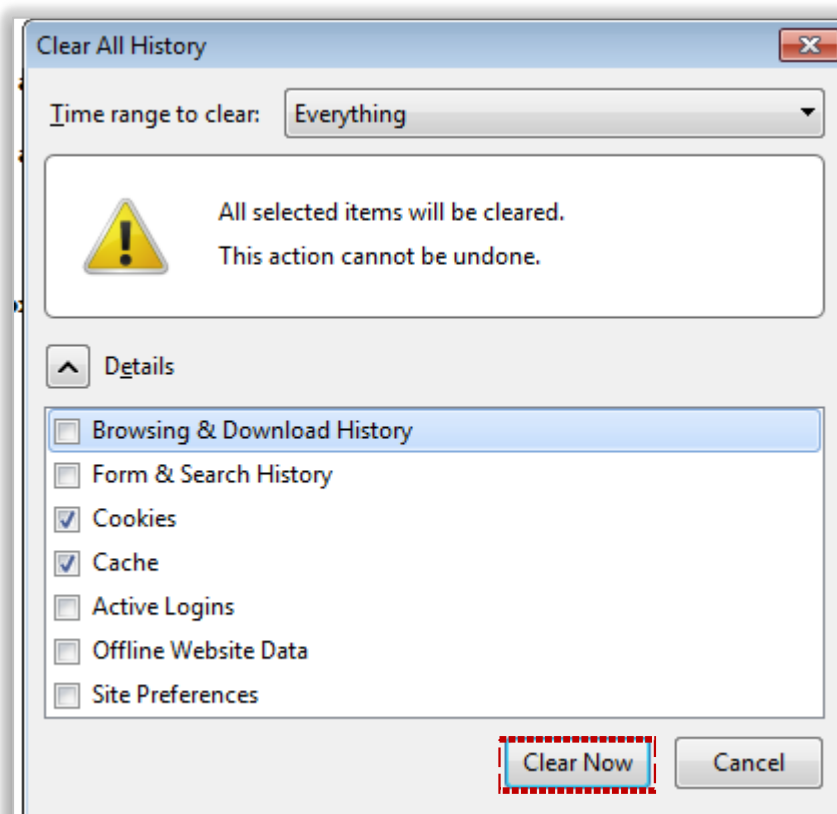


Clearing cookies and cached data from your browser

4 Select **Everything** from the drop down menu



5 Select the tick box next to **Cookies** and **Cache** from the drop down menu and click **Clear Now**



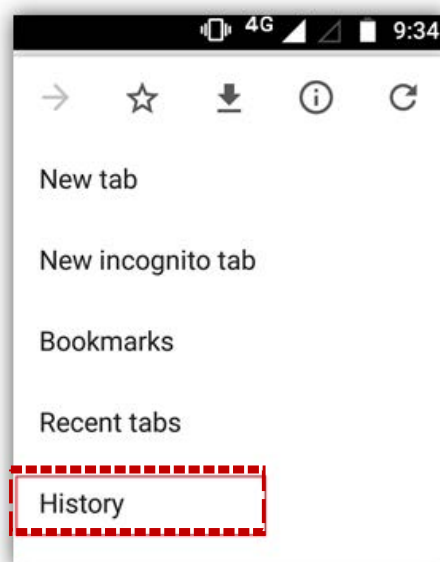
Now all your cookies and cached data from your Firefox browser will be deleted

Clearing cookies and cached data from your Mobile browser

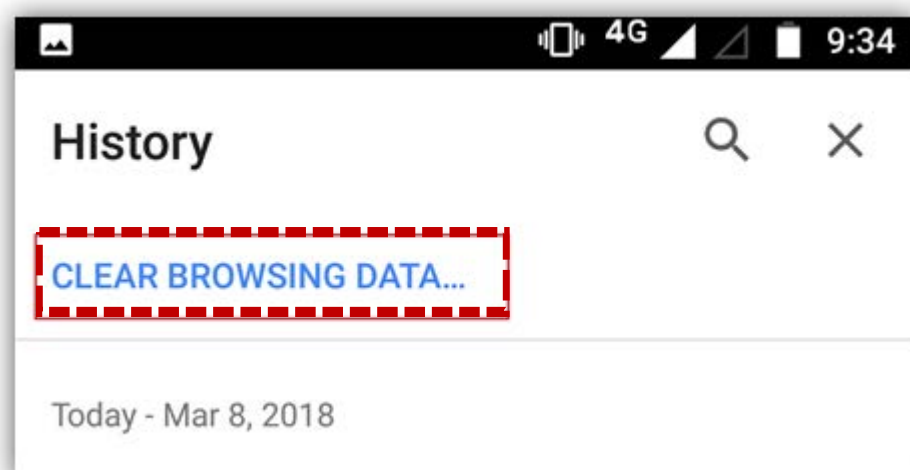
Chrome for Android

To clear cookies and cached data from your Chrome browser history :

1 Tap Chrome menu > **History**



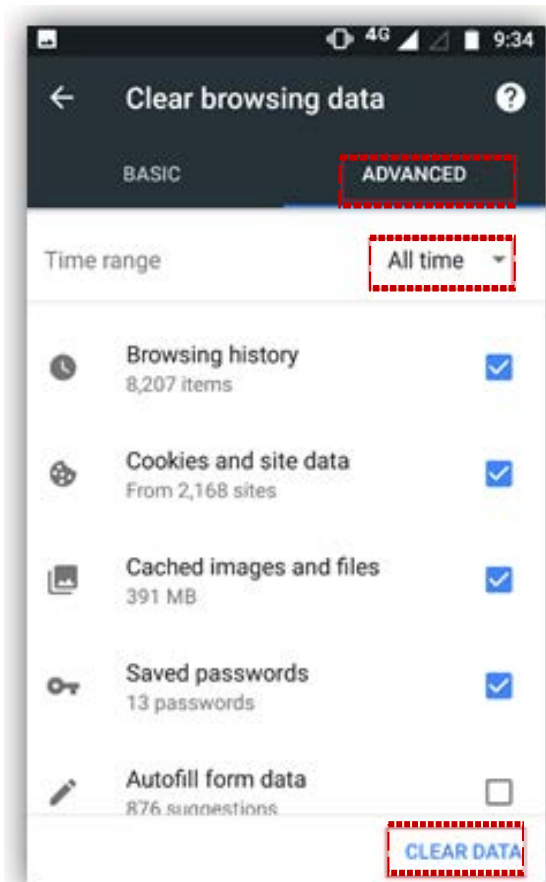
2 Tap **Clear Browsing Data**



Clearing cookies and cached data from your Mobile browser

3

Swipe to **Advanced** and select Time Range as **All Time**, **Browsing History**, **Cookies and Site Data**, **Cached images and files** and **Saved Passwords**



4

Tap **Clear Data**

Now all your cookies and cached data from your Chrome browser will be deleted

Safari for iOS

To clear cookies and cached data from your Safari browser history :

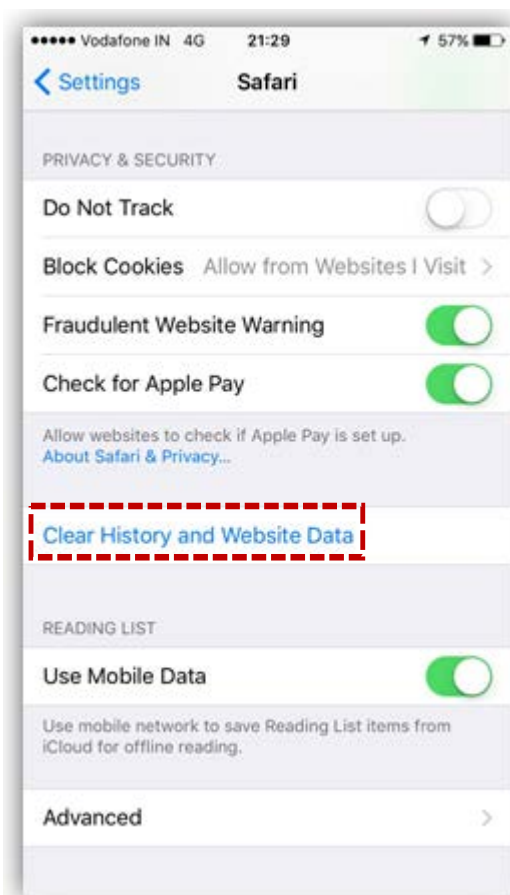
1

Open your **Settings** app

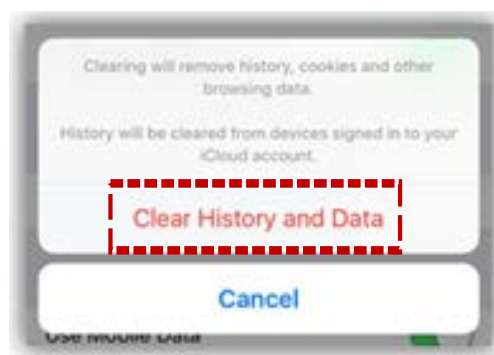
Clearing cookies and cached data from your Mobile browser

2 Tap Safari

3 Tap Clear History and Website Data



4 Tap Clear History and Data to confirm



5 Exit/quit all browser windows and re-open the browser

Now all your cookies and cached data from your Safari browser will be deleted