



Public Health
England

Protecting and improving the nation's health

Data Capture System User Manual

Deleting cache on various compatible browsers

About Public Health England

Public Health England exists to protect and improve the nation's health and wellbeing, and reduce health inequalities. It does this through world-class science, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services. PHE is an operationally autonomous executive agency of the Department of Health.

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Document History

Revision Date	Author	Version
01/05/2020	Public Health England	1.0

How to delete your cache

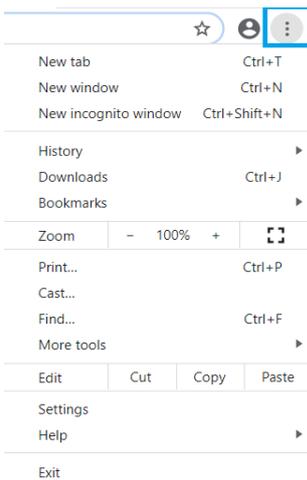
Introduction

Following updates to the data capture system (DCS) users may experience issues using the DCS or accessing data. Users are requested to clear their cache also referred to as internet history. Detailed instructions are available below for each of the browsers compatible with the DCS.

Chrome users

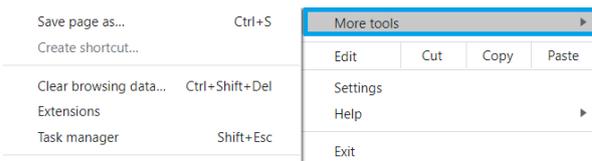
- Click the three horizontal aligned dots in the top right hand corner of your browser.

Figure 1.



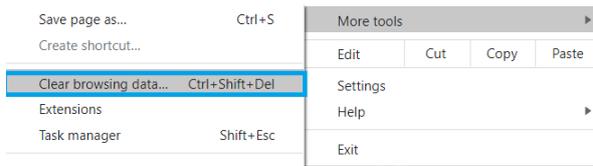
- Hover over More tool's option (figure 2) on the drop-down menu, which will enable the following option list.

Figure 2.



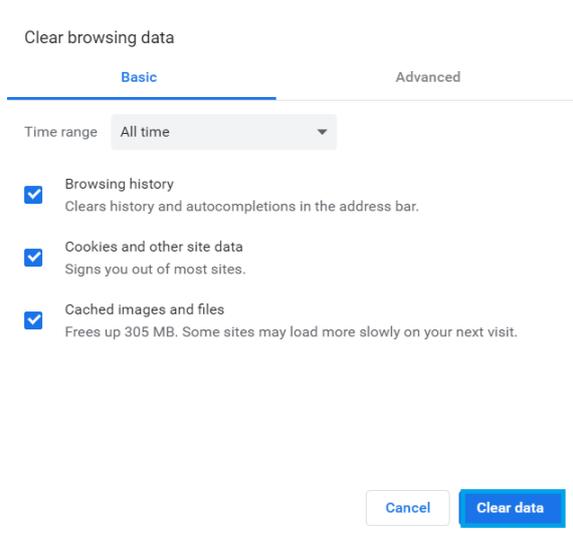
- Click the clear browsing data option under the more tools menu drop down

Figure 3.



- Please ensure that every field is ticked off. Click the clear data blue button at the bottom on the right hand side.

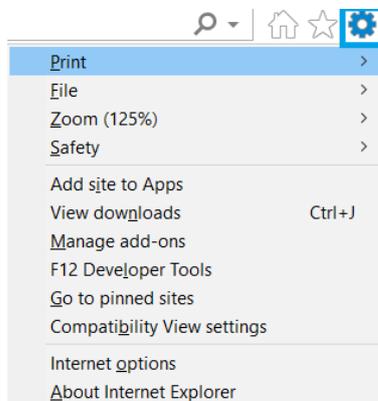
Figure 4.



Internet explorer users

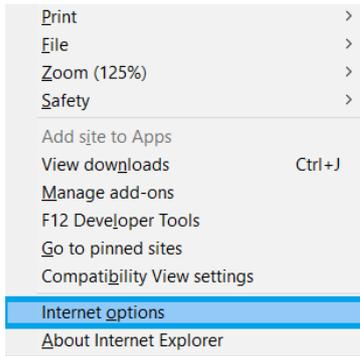
- Select the cog in the top right hand corner of your browser

Figure 1.



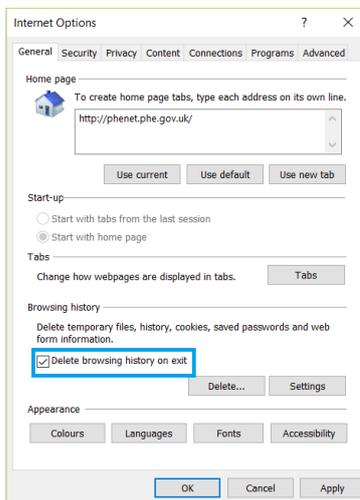
- The cog will then provide a drop down menu, select Internet options.

Figure 2.



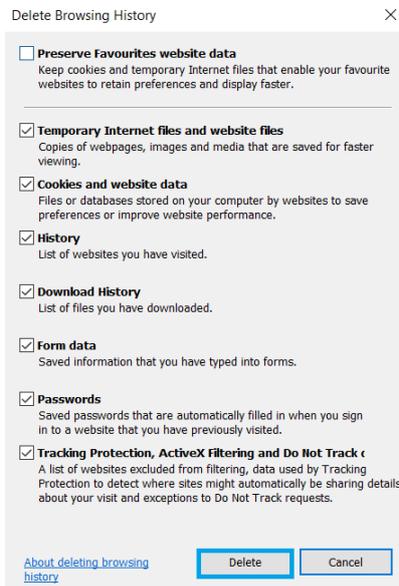
- Selecting Internet options will result in a pop up window

Figure 3.



- Please tick the delete browsing history on exit box and press the ok box

Figure 4.



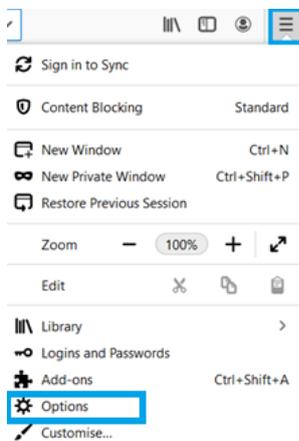
- Once deleting browsing history has been selected, another deleting browsing history tab pop-up option window will appear. Please tick all boxes except for **Preserve Favourites website data** and press the delete button shown in figure 4.

Firefox users



- Click on the three horizontal lines at the top of the right hand side of your browser.

Figure 1.

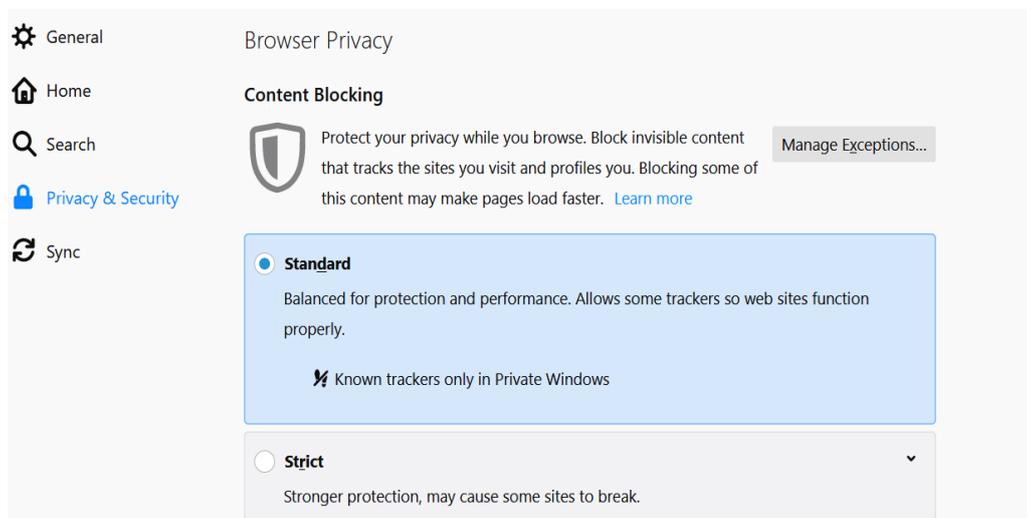


- Select the options button with the image of the cog beside it.
- Selecting the options button will result in a new tab opening on your page. The new tab will present you with a menu side bar. Select the Privacy & Security option as seen in figure 2. This will then present the browser privacy page.

Figure 2.

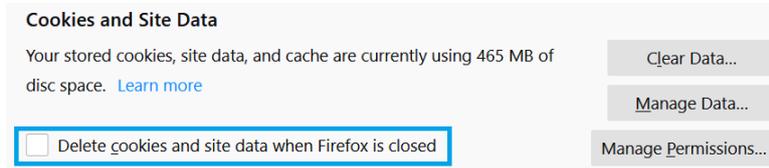


Figure 3.



- Scroll down until the Cookies and Site data header appears. This where you will delete your browser cache.

Figure 4.



- Making sure the box in figure 5 is ticked off. Select the Clear Data option on the right hand side at the top. Your data will then be removed from your browser

Figure 5.

