Clear Data History User Guide

The following guides users through clearing their data history, or “cache”, on iOS and Android devices and in the Chrome, Edge, and Internet Explorer 11 (IE11) web-browsers on desktops and laptops.

- Click here for iOS instructions
- Click here for Android instructions
- Click here for Chrome instructions
- Click here for Edge instructions
- Click here for IE11 instructions

iOS Device

The following steps guide users through clearing their data history, or “cache,” for Safari on an iOS device. VA Video Connect users that previously connected through Pexip may need to follow these steps to be correctly routed to the new VA Video Connect app.

**Step 1: Launch the Settings App**
Select the “Settings” app from the home screen of your iOS device, as shown below.
Step 2: Select “Safari”
Scroll down the Settings menu and select “Safari.”

Step 3: Select “Clear History and Website Data”
Scroll down and select “Clear History and Website Data.”
Step 4: Select “Clear History and Data”
Confirm by selecting “Clear History and Data” on the pop-up that appears, or simply “Clear,” dependent on the device type or version you are using.

![Clear History and Data](image)

Step 5: Close the Safari App
Your Safari cache has been cleared. Double click the home button (bottom center) and swipe up on Safari to close.
Android Device

The following steps guide users through clearing their data history, or “cache,” for Chrome on an Android device.

**Step 1: Launch the Chrome App**
Select the “Chrome” app from the home screen of your Android device.

![Chrome app on Android device](image)

**Step 2: Tap on the Three Dots**
Select the three dots in the top right corner to display a pop-up menu.
Step 3: Select “History”
Select “History” from the pop-up menu to display the history page.

Step 4: Select “Clear Browsing Data...”
Select “Clear Browsing Data...” to display the clear browsing data page.
**Step 5: Select “Clear data”**
Ensure the options “Cookies and site data” and “Cached images and files” have a check mark next to them and click on “Clear data”. If there is no check mark next to an option, click on the option or the empty box to the right to select the option.

**Step 6: Close the Chrome Browser**
Your Chrome cache has been cleared. You may now close the Chrome browser.
Chrome Browser

The following steps guide users through clearing their data history, or “cache,” for Chrome on a desktop or laptop.

**Step 1: Launch the Chrome Browser**
Click on the three dots icon (“Customize and control Google Chrome” icon) in the top right corner to display a pop-up menu.

**Step 2: Select “Settings”**
Click on “Settings” from the pop-up menu to access the settings page.
Step 3: Select “Advanced”
Scroll down and click on “Advanced” to show more options.

Step 4: Select “Clear Browsing Data”
Scroll down on the expanded view and click on “Clear browsing data” to display the clear browsing data pop-up window.
Step 5: Select “Clear data”
Ensure the options “Cookies and other site data” and “Cached images and files” have a check mark next to them and click on “Clear data”. If there is no check mark next to an option, click on the option or the empty box to the left to select the option.

Step 6: Close the Chrome Browser
Your Chrome cache has been cleared. You may now close the Chrome browser.
Edge Browser

The following steps guide users through clearing their data history, or “cache,” for Edge on a desktop or laptop.

**Step 1: Launch the Edge Browser**
Click on the three dots icon (“Settings and more” icon) in the top right corner to display a pop-up menu.

**Step 2: Select “Settings”**
Click on “Settings” from the pop-up menu to display the settings pop-up window.
**Step 3: Select “Choose what to clear”**

Look under “Clear browsing data” and click on “Choose what to clear” to display the clear browsing data pop-up window.
Step 4: Select “Clear”
Ensure the options “Cookies and saved website data” and “Cached data and files” have a check mark next to them and click on “Delete”. If there is no check mark next to an option, click on the option or the empty box to the left to select the option.

Step 5: Close the Edge Browser
Your Edge cache has been cleared. You may now close your Edge browser.
IE11 Browser

The following steps guide users through clearing their data history, or “cache,” for IE11 on a desktop or laptop.

Step 1: Launch the IE11 Browser
Click on the gear icon ("Tools" icon) in the top right corner to display a pop-up menu.

Step 2: Select “Internet options”
Click on "Internet options" from the pop-up menu to display the Internet options pop-up window.
Step 3: Select “Delete...”
Look under “Browsing history” and click on “Delete...” to display the Delete Browsing History pop-up window.
Step 4: Select “Delete”
Ensure the options “Temporary Internet files and website files” and “Cookies and website data” have a check mark next to them and click on “Delete”. If there is no check mark next to an option, click on the option or the empty box to the left to select the option.

Step 5: Close the IE11 Browser
Your IE11 cache has been cleared. You may now close your IE11 browser.