



Membership error troubleshooting

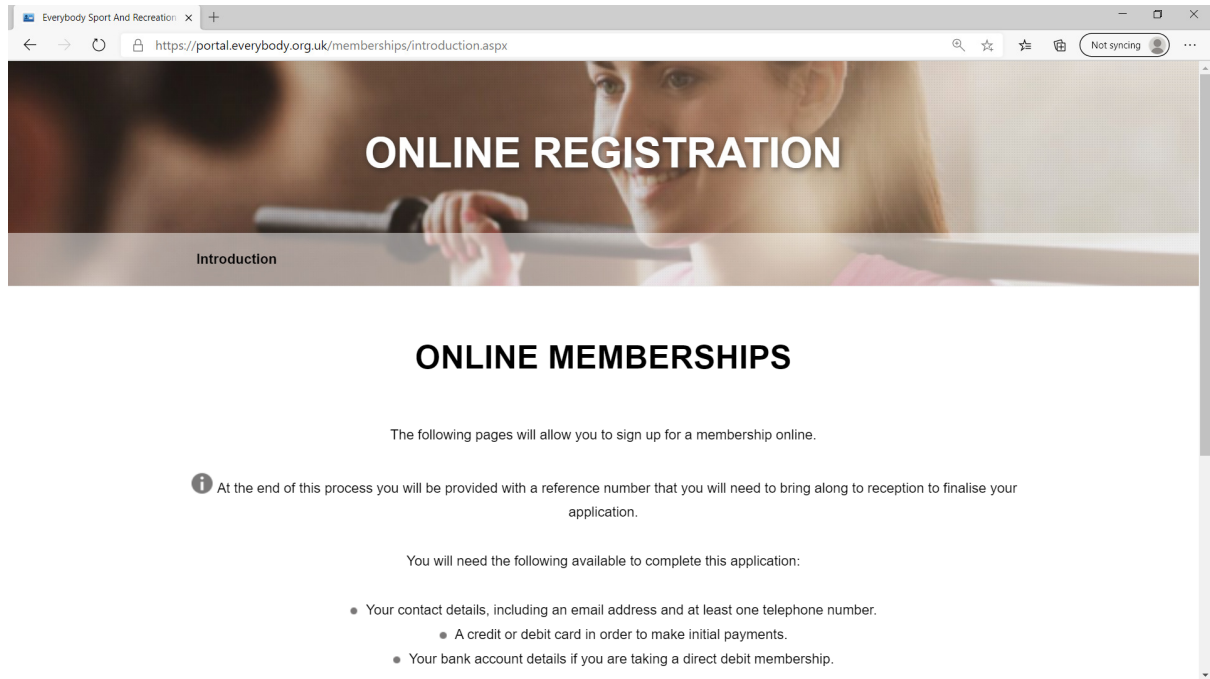
Solutions for:
Microsoft Edge
FireFox
Google Chrome
Safari (Mobile)
Safari (Mac)

Memberships Error

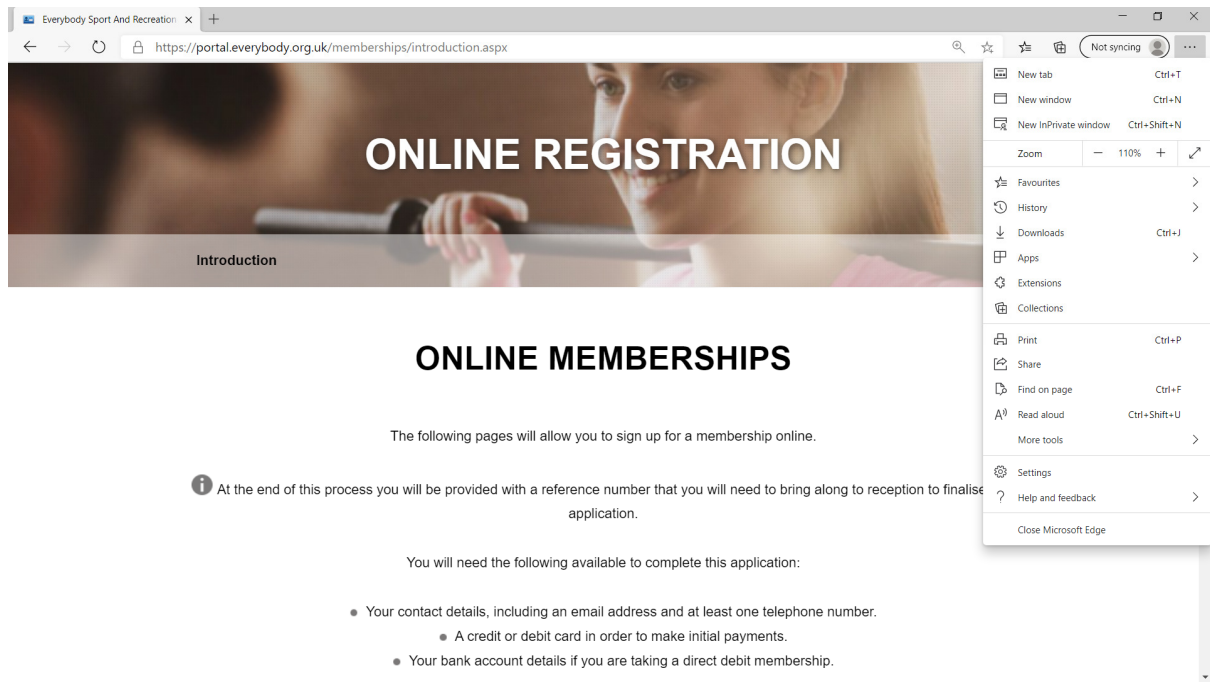
Before purchasing an Everybody membership, please could you clear your browsers data history as an error may occur and payment will be taken but you won't have a record created in our system.

Here are the 4 main browsers to show where this is:

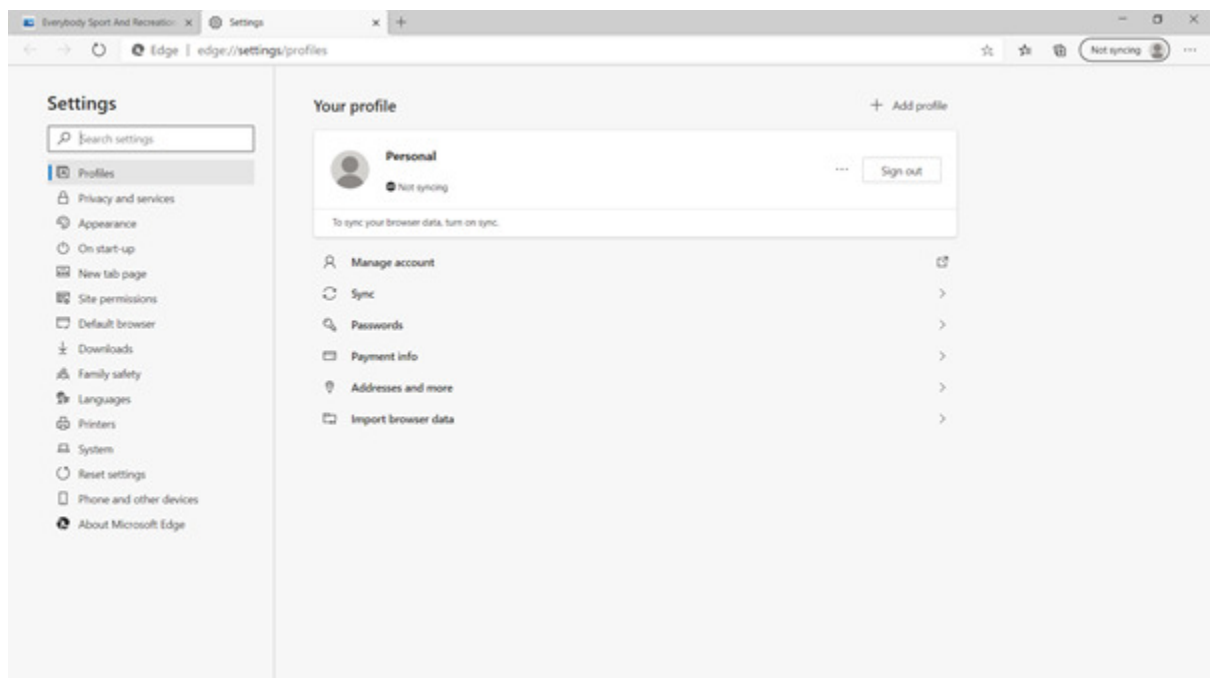
Microsoft Edge



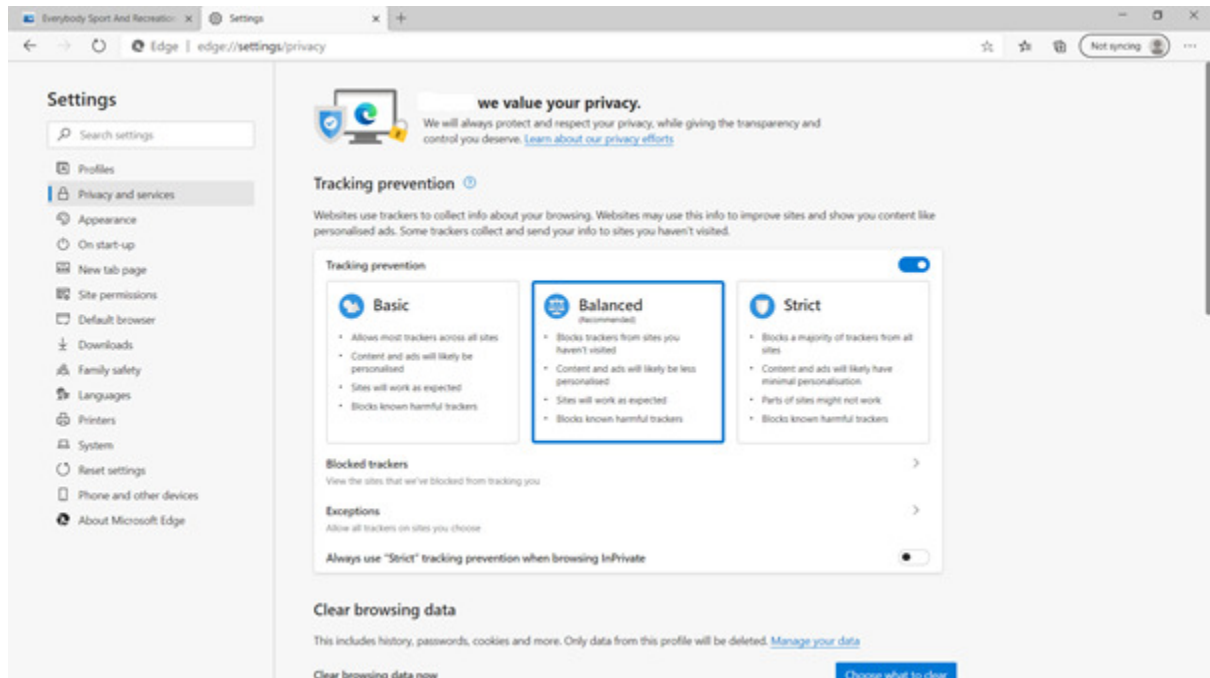
Click on the ... Top right hand corner



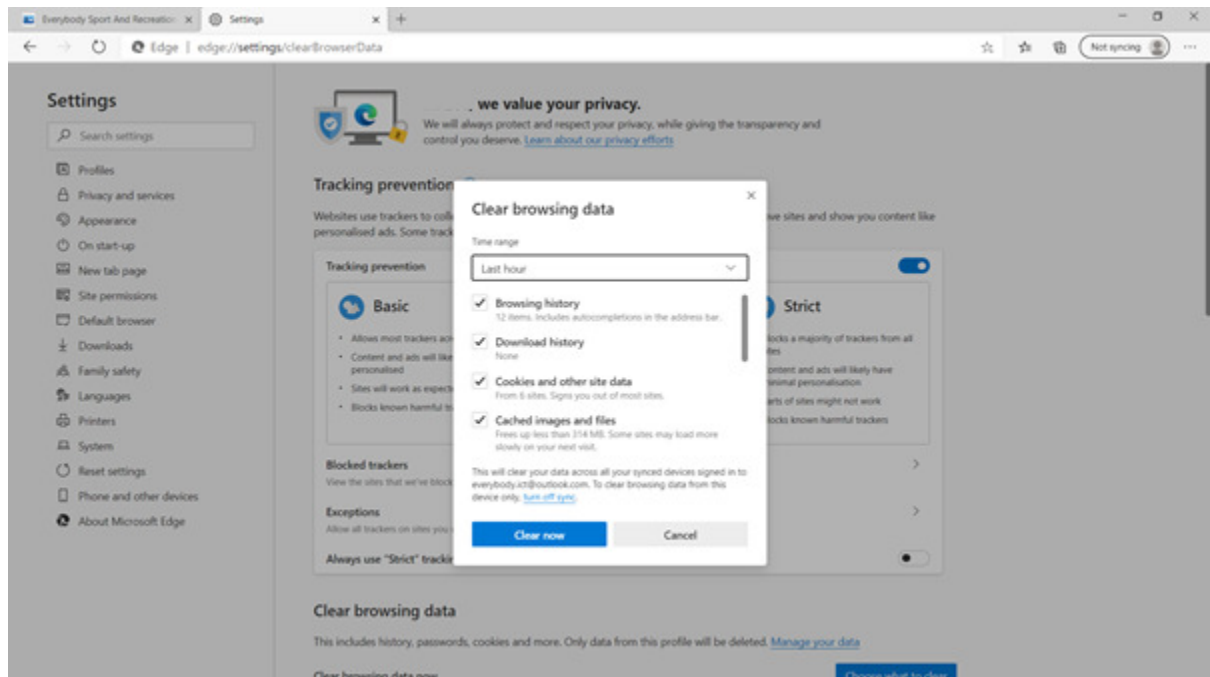
Click on settings and this screen will appear



Click on Privacy and services this will show this screen



Now click on Choose what to clear, this to the right of Clear browsing history

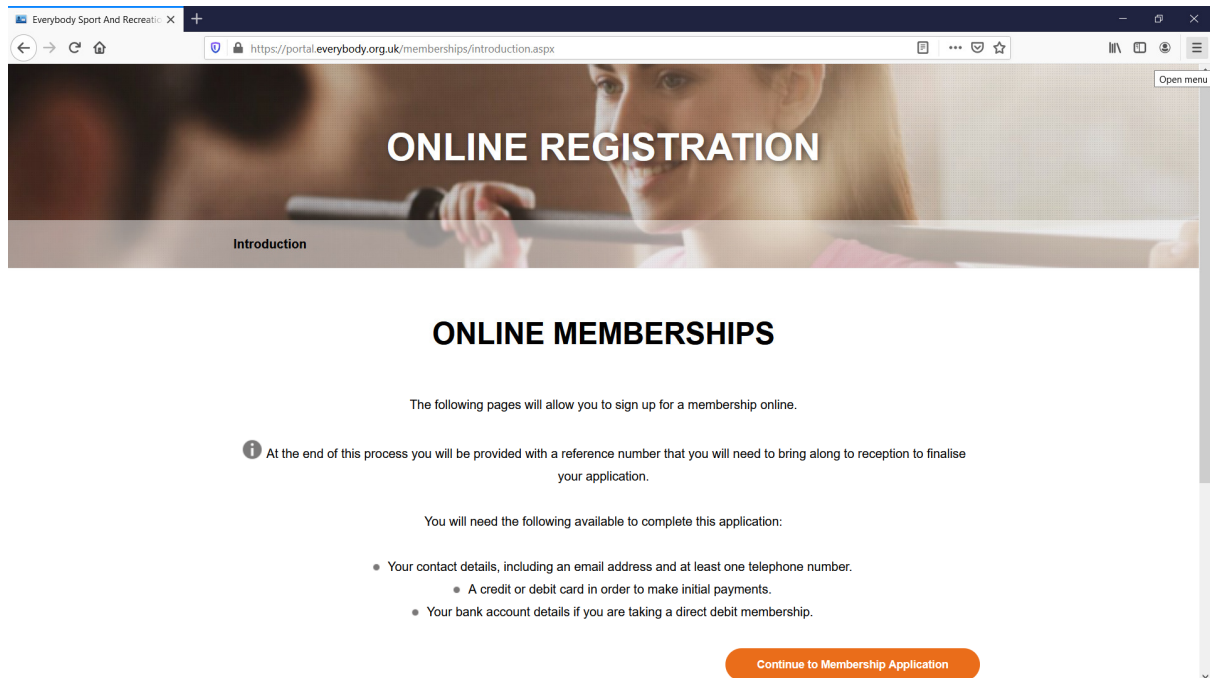


Once on this screen click Clear Now

This clears all the old cached data from your browser

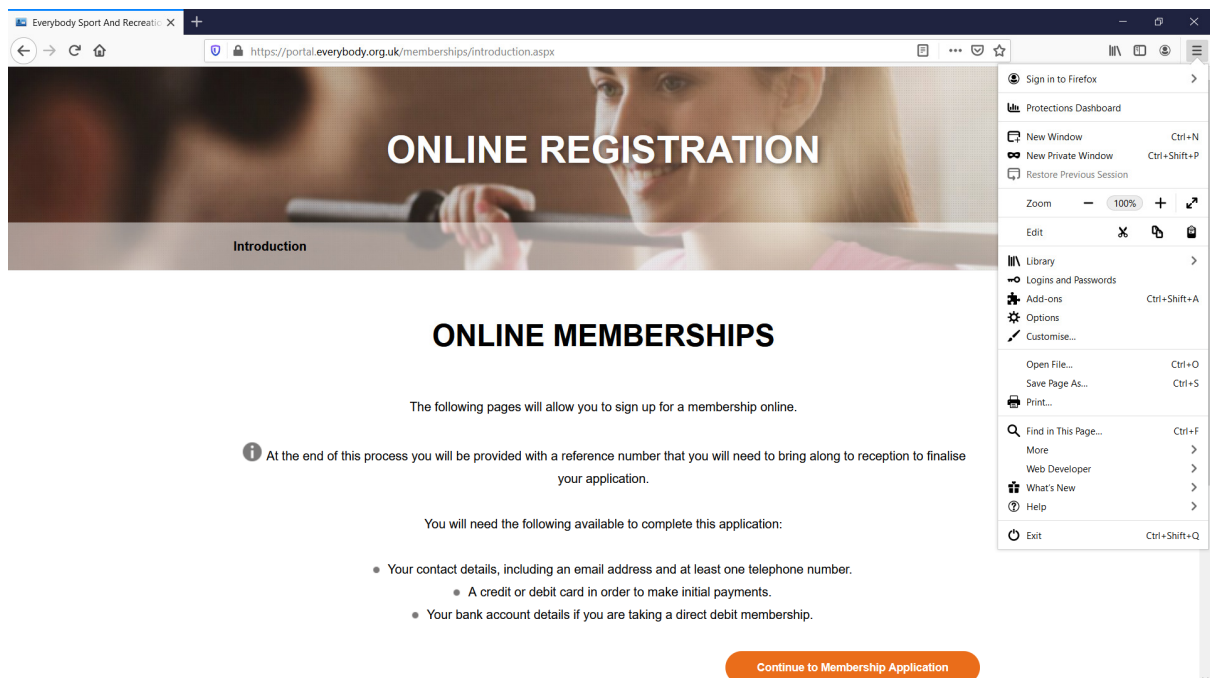
Firefox

On Firefox click 3 lines in the top right-hand corner it is called options menu



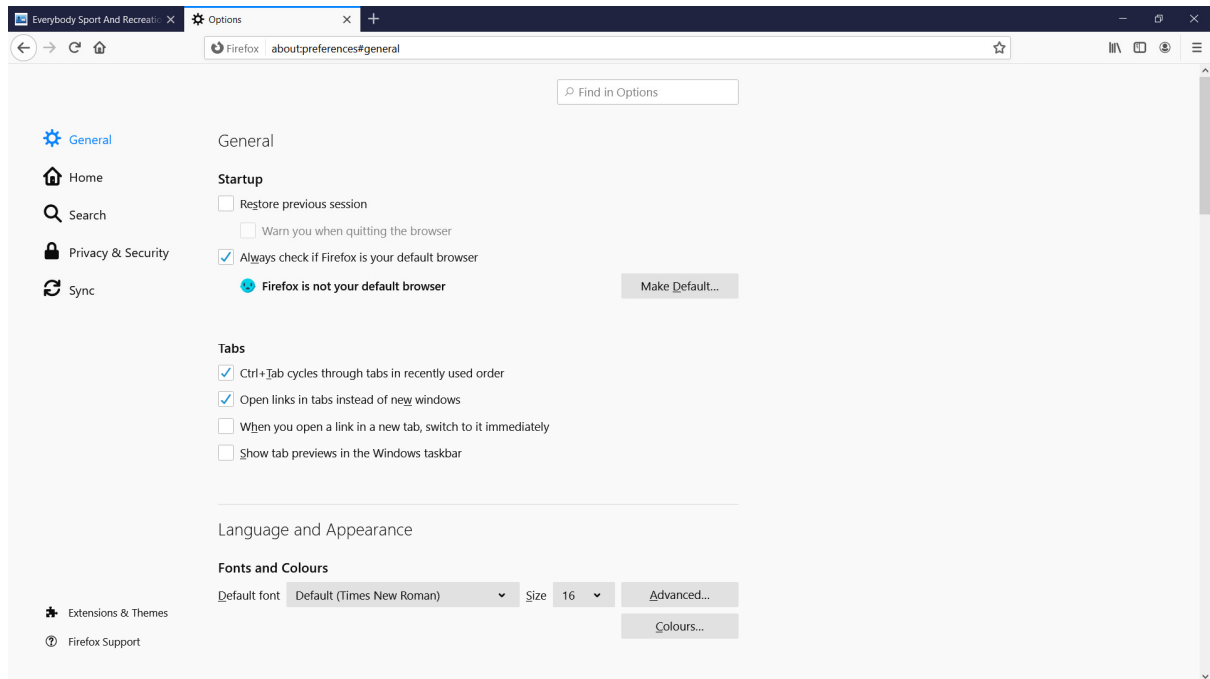
The screenshot shows a Firefox browser window with the address bar displaying <https://portal.everybody.org.uk/memberships/introduction.aspx>. The page content includes a header with the text "ONLINE REGISTRATION" and "Introduction". Below this is a section titled "ONLINE MEMBERSHIPS" with the following text: "The following pages will allow you to sign up for a membership online." An information icon (i) is followed by the text: "At the end of this process you will be provided with a reference number that you will need to bring along to reception to finalise your application." Below this, it states: "You will need the following available to complete this application:" followed by a bulleted list: "Your contact details, including an email address and at least one telephone number." (with a sub-bullet: "A credit or debit card in order to make initial payments."), and "Your bank account details if you are taking a direct debit membership." At the bottom right, there is an orange button labeled "Continue to Membership Application".

This is the menu you will get

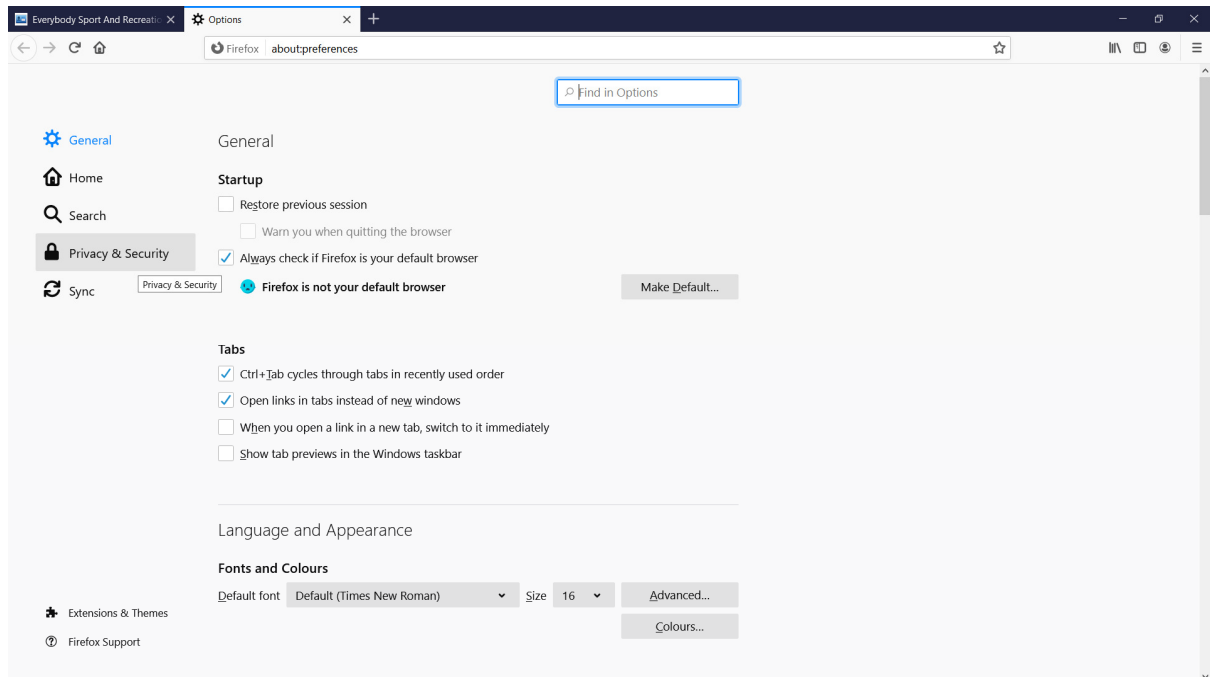


This screenshot is identical to the one above, but with the Firefox options menu open on the right side. The menu items are: "Sign in to Firefox", "Protections Dashboard", "New Window (Ctrl+N)", "New Private Window (Ctrl+Shift+P)", "Restore Previous Session", "Zoom (100%)", "Edit", "Library", "Logins and Passwords", "Add-ons (Ctrl+Shift+A)", "Options", "Customise...", "Open File... (Ctrl+O)", "Save Page As... (Ctrl+S)", "Print...", "Find in This Page... (Ctrl+F)", "More", "Web Developer", "What's New", "Help", and "Exit (Ctrl+Shift+Q)".

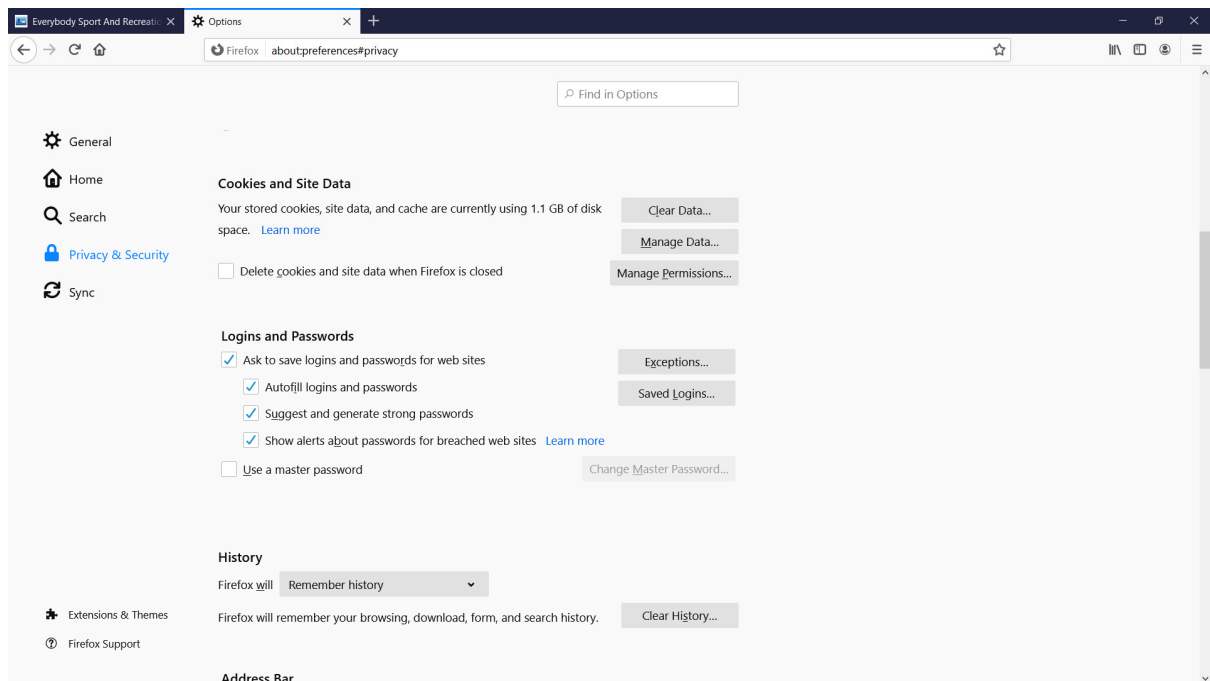
Now Click on options



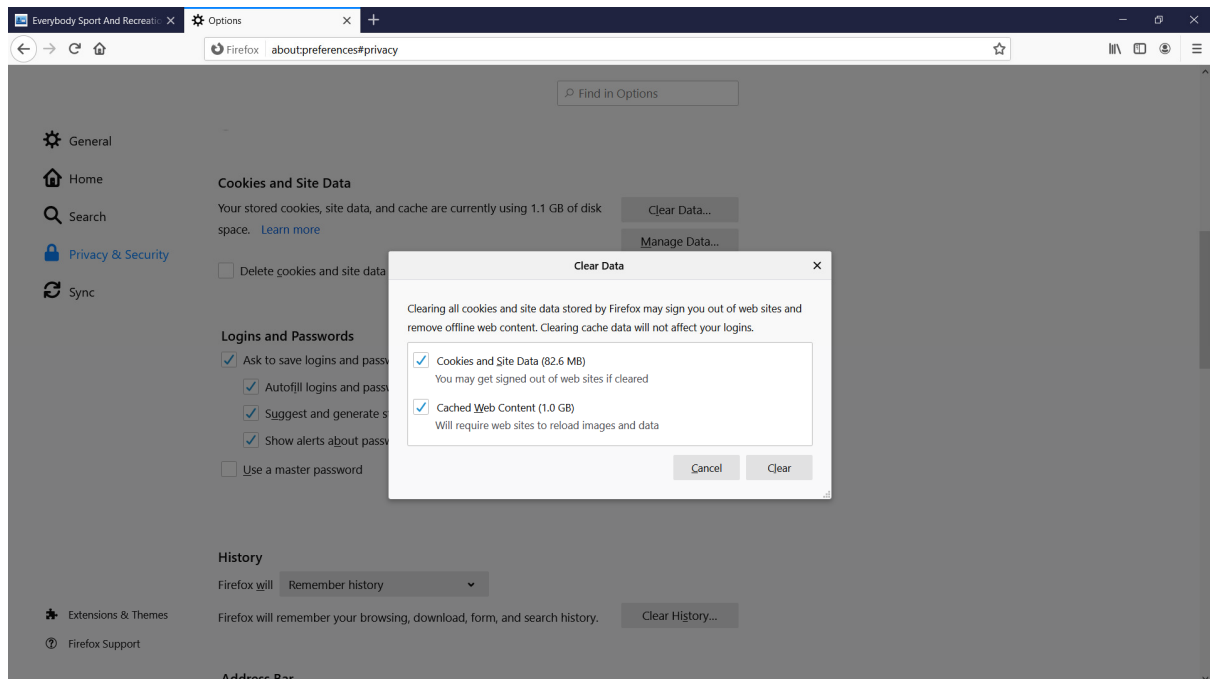
Click on Privacy and Security



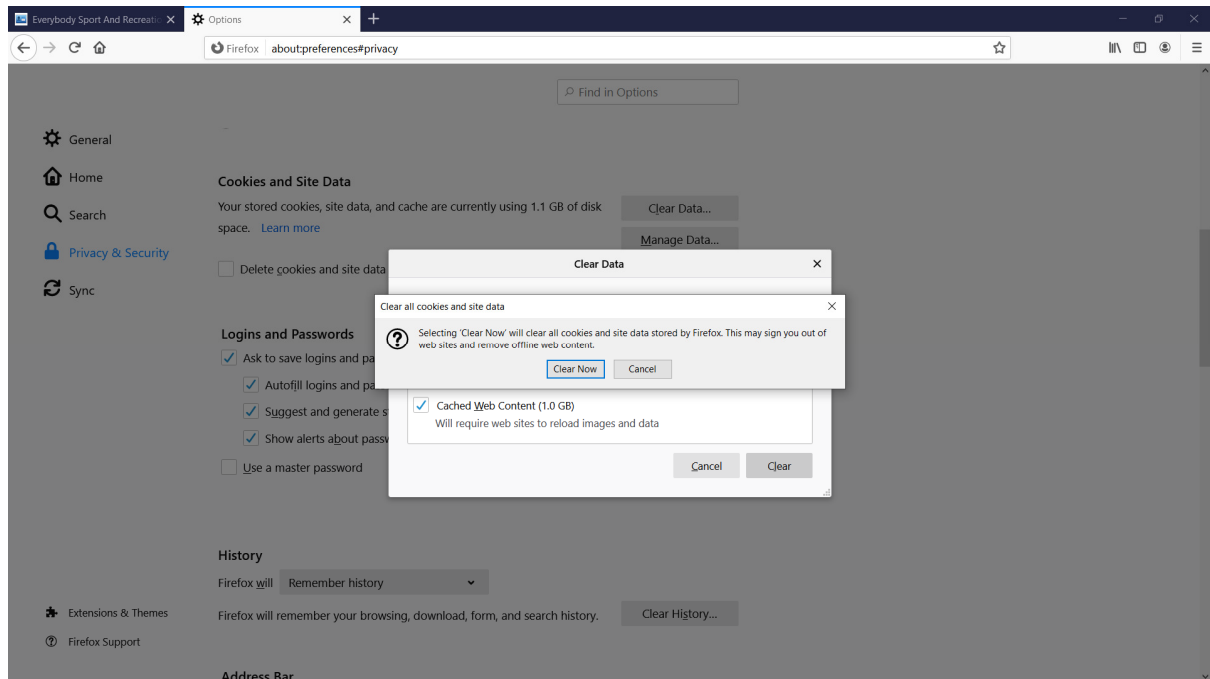
Now click on the Privacy and Security



Click Clear Data



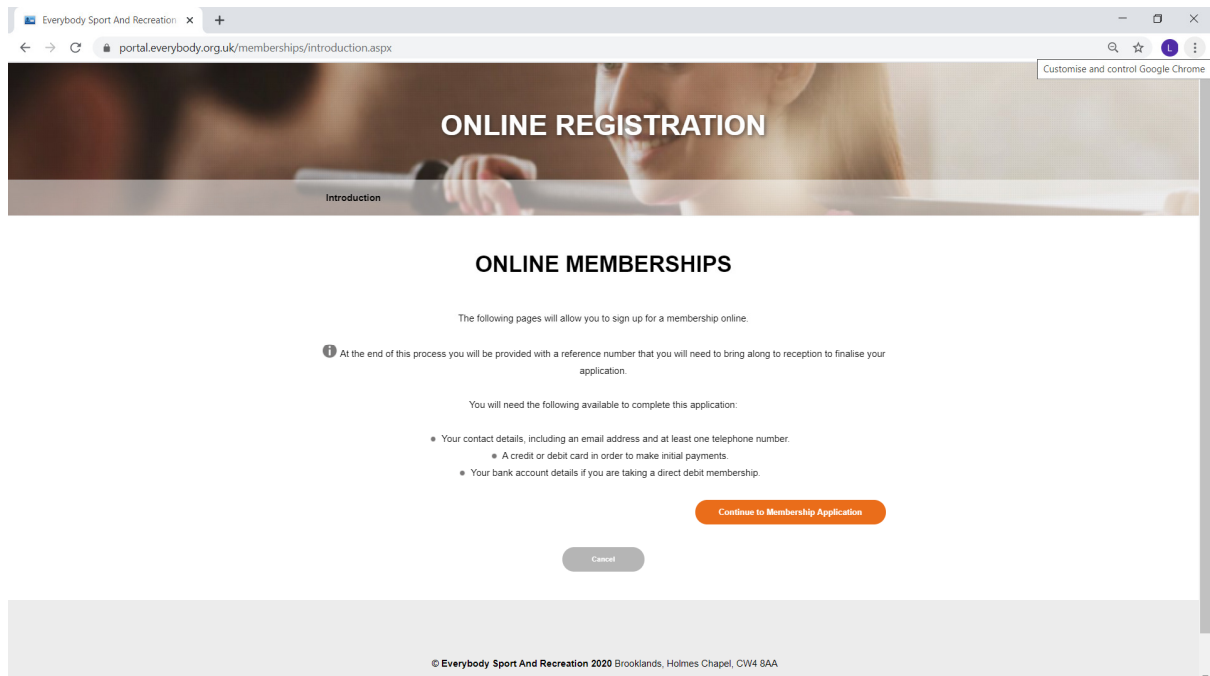
Then Click Clear



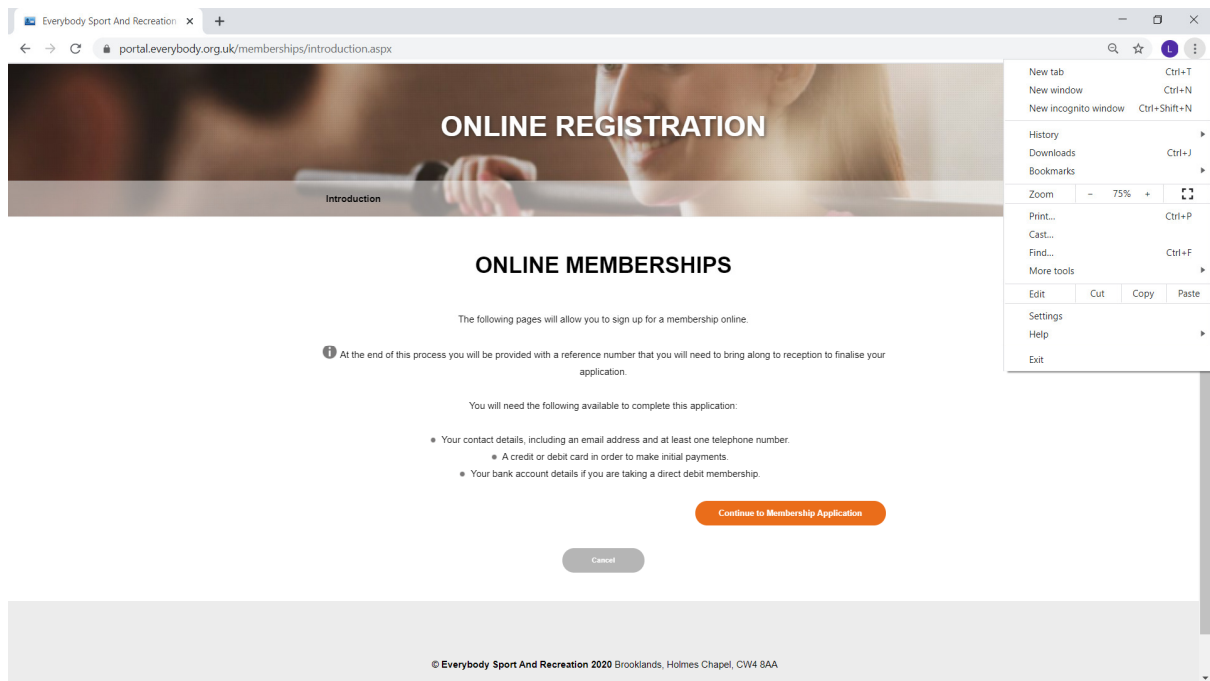
Now click Clear Now

Chrome

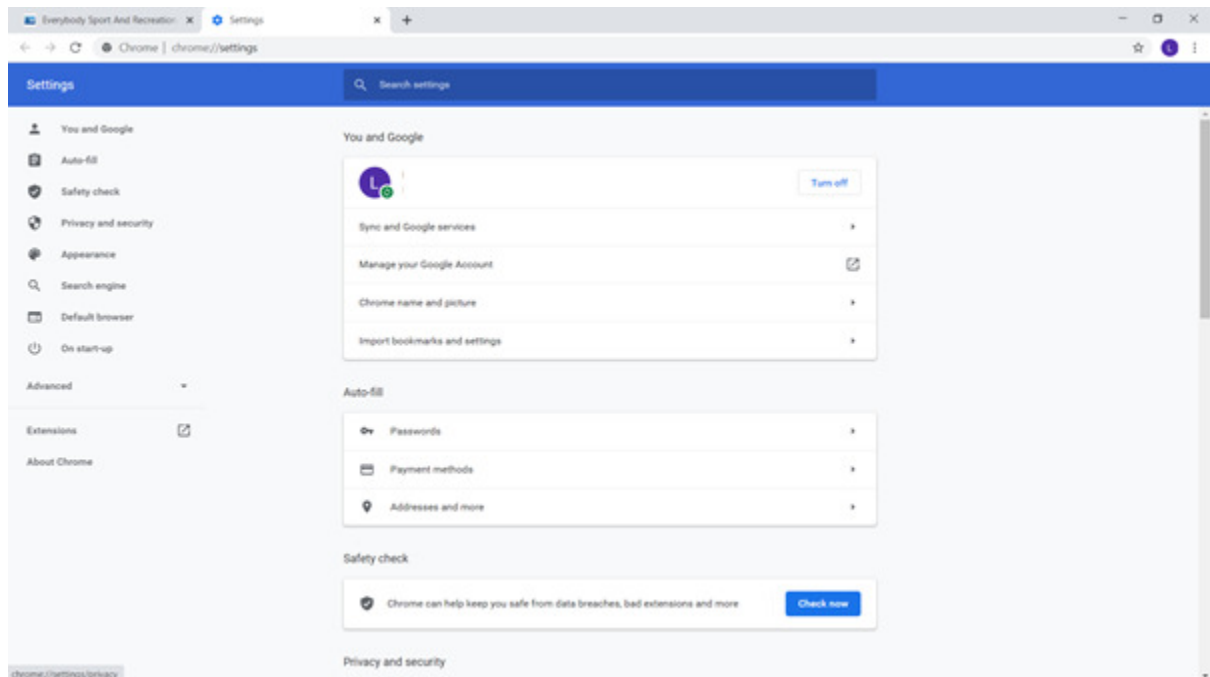
Click on the 3 dots in the top right hand corner



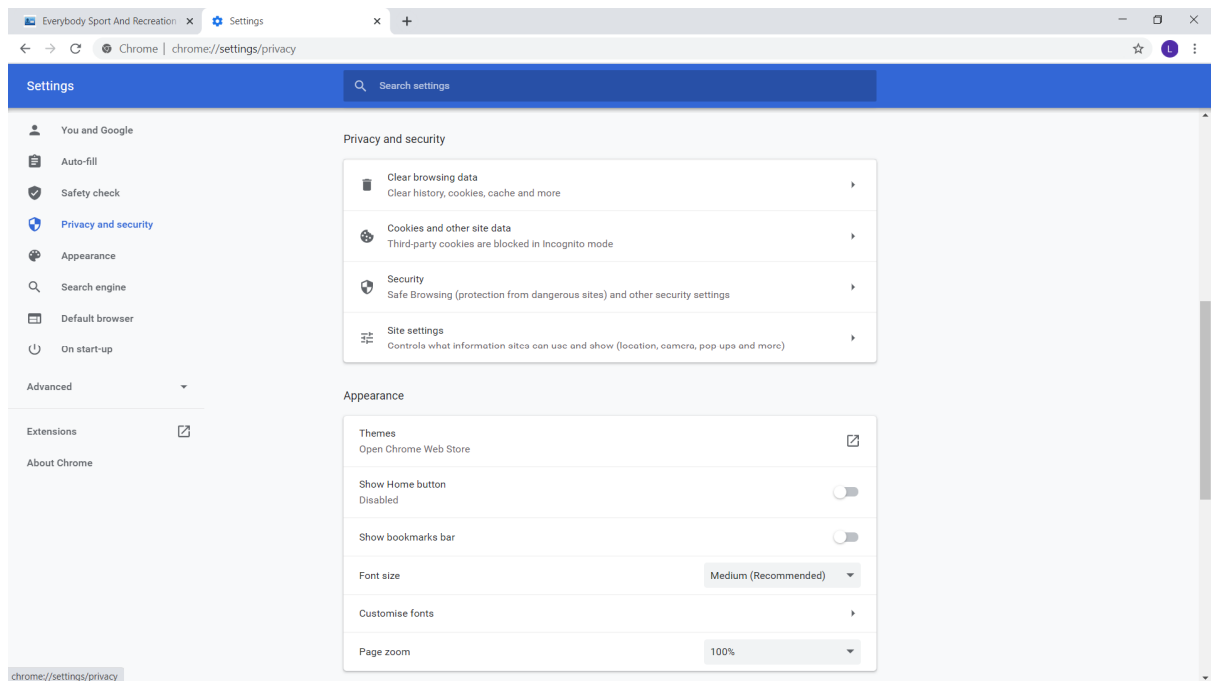
This screen will appear



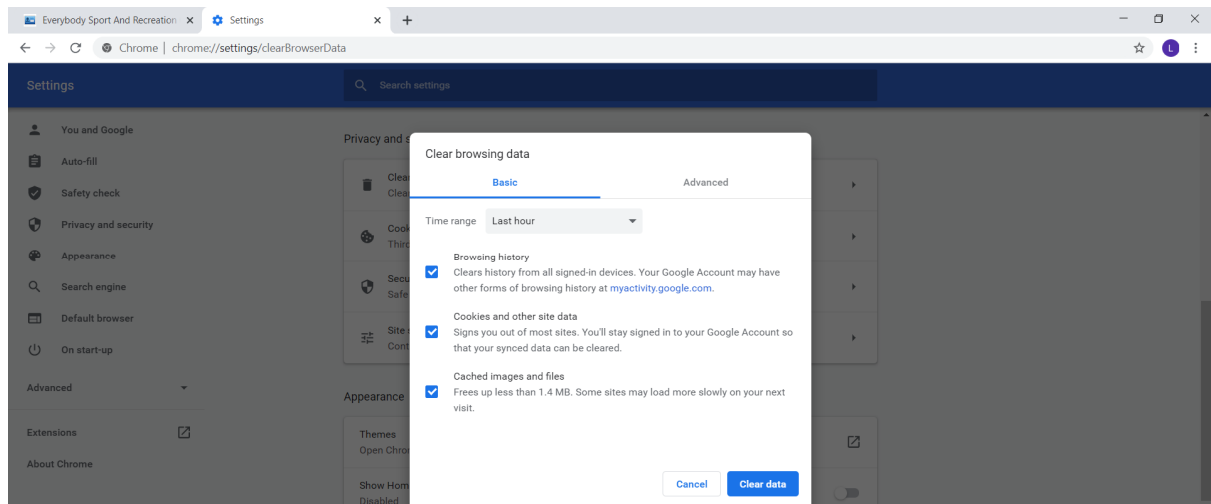
Click on settings



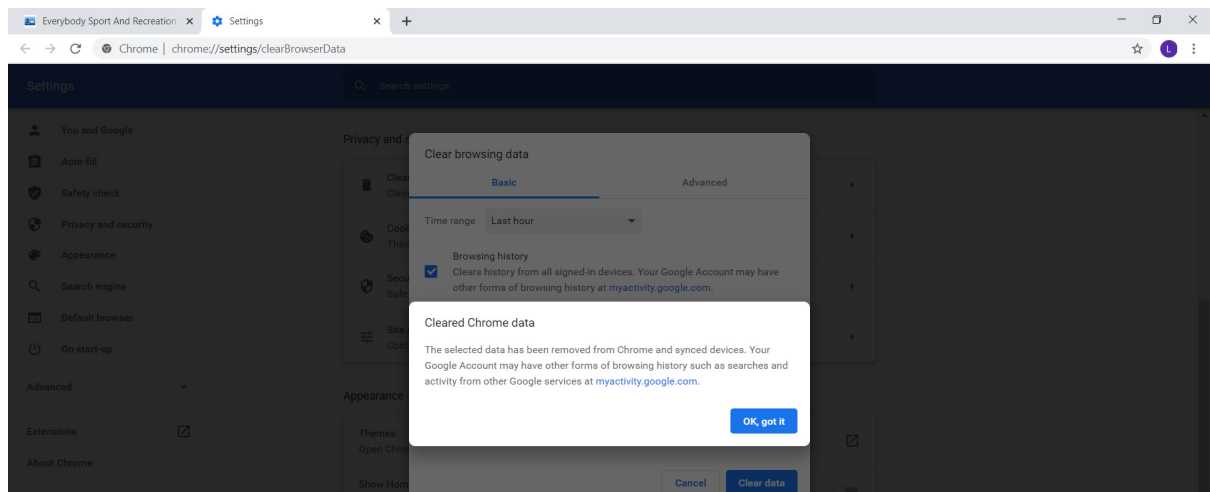
Then click Privacy and Security



Now click on Clear Browsing History



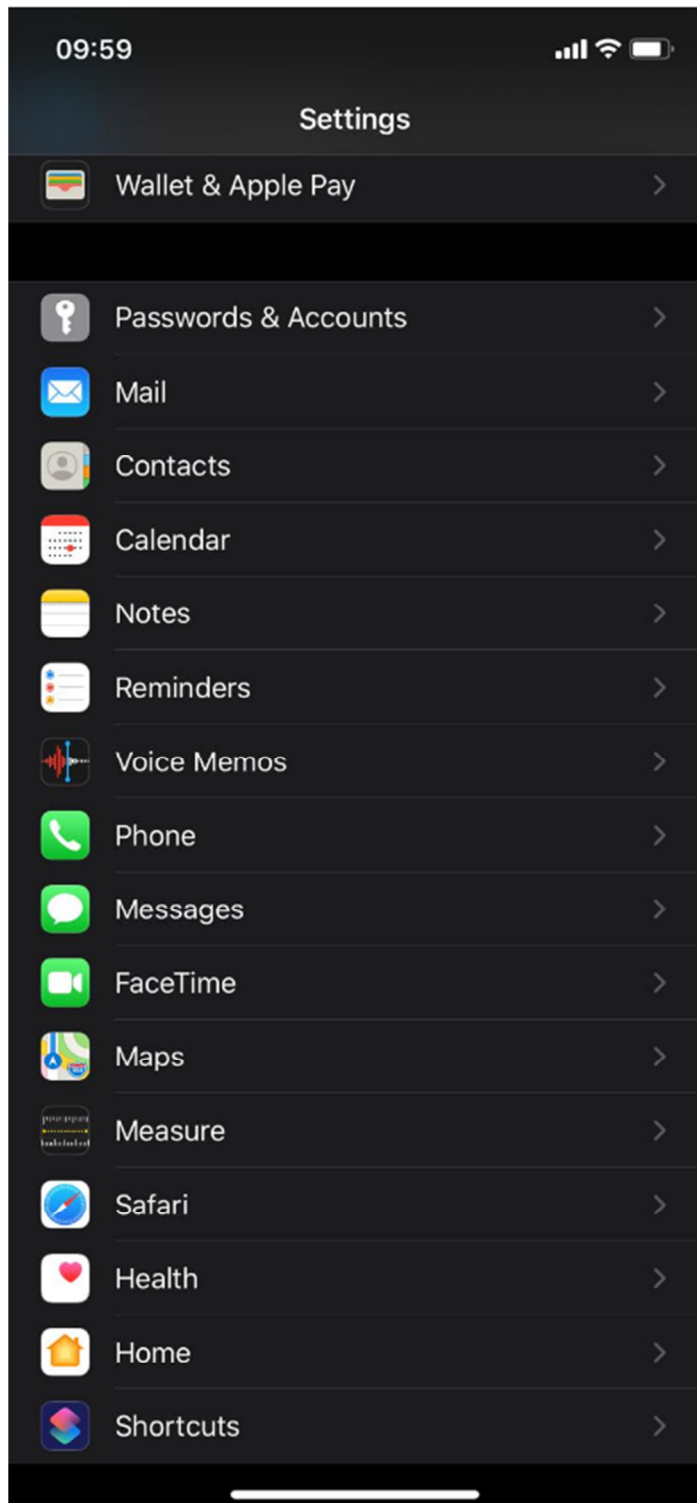
Then Clear Data



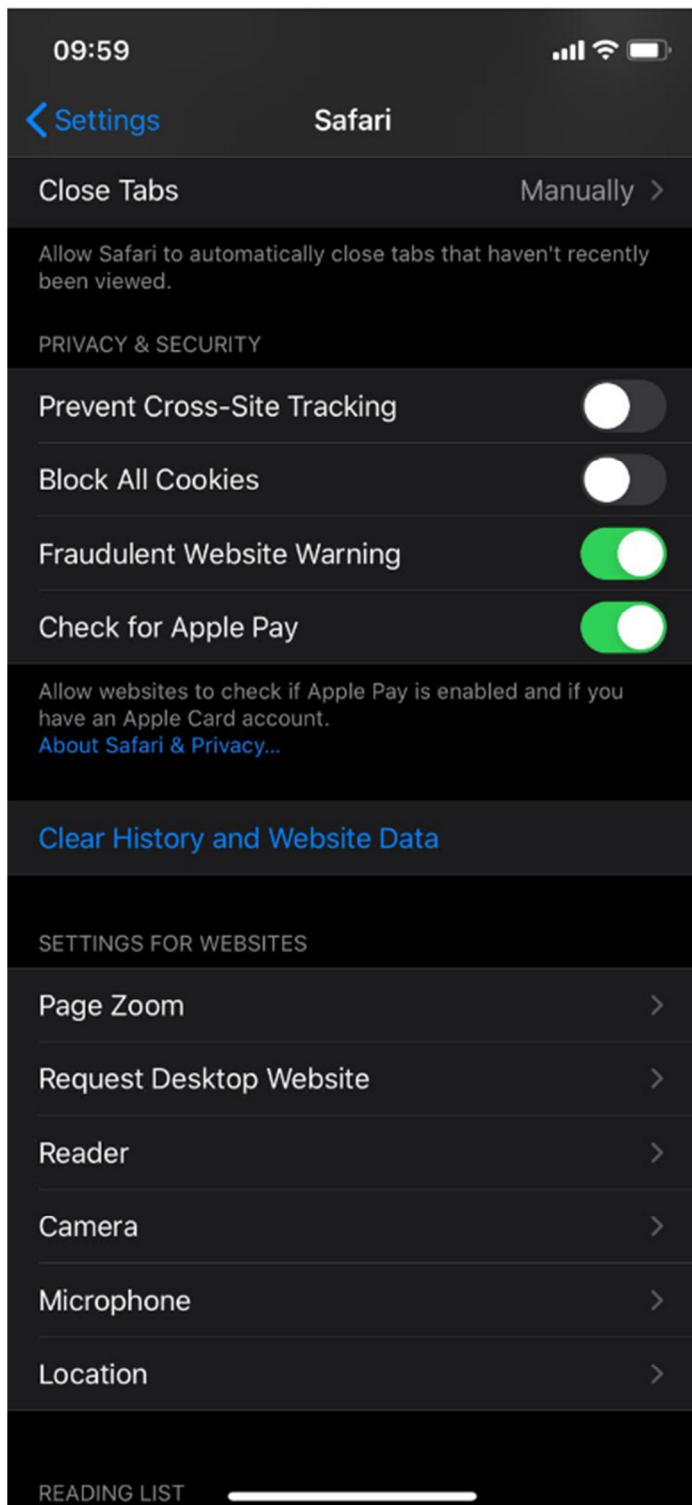
Then Click OK, got it

Safari Mobile

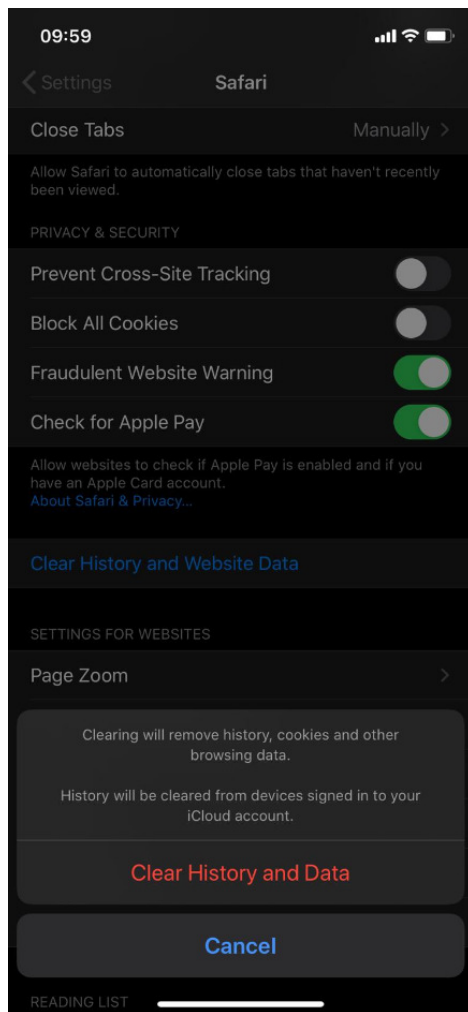
Click on the Setting button and scroll down to safari



Click on safari on this appears



Then press Clear History and Website Data



Then press Clear History and Data

Chrome Mobile

The three dots top right

Scroll down to settings

Scroll down to Privacy

Clear Browsing data

Clear Data

Firefox Mobile

The three dots top right


Scroll to Privacy

Clear Private data on Exit

Select Cache

This will clear on your phone

For Apple MAC

1. In the Safari app  on your Mac, choose History > Clear History, then click the pop-up menu.
2. Choose how far back you want your browsing history cleared.