

Membership error troubleshooting

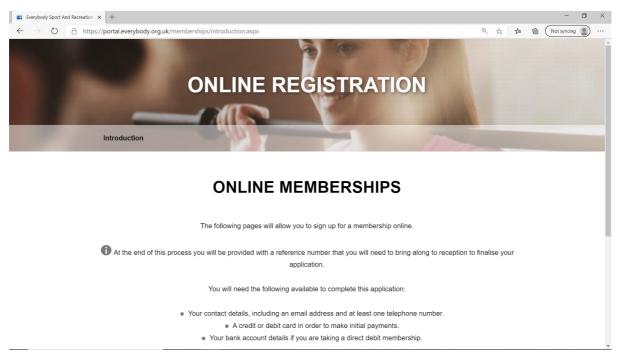
Solutions for: Microsoft Edge FireFox Google Chrome Safari (Mobile) Safari (Mac)

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.

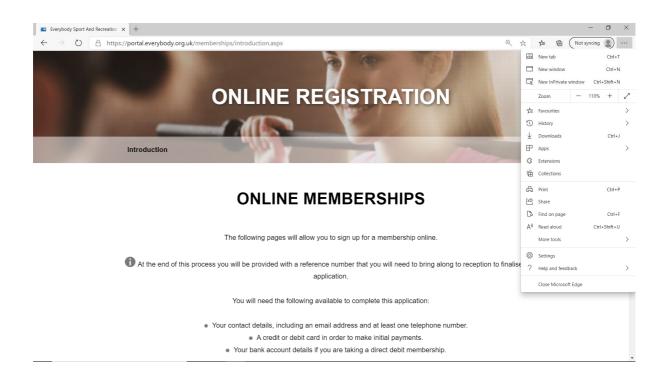
Here are the 4 main browsers to show where this is:

Microsoft Edge



Click on the ... Top right hand corner

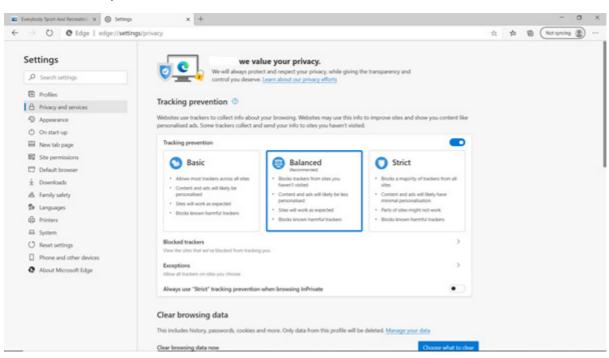




Click on settings and this screen will appear

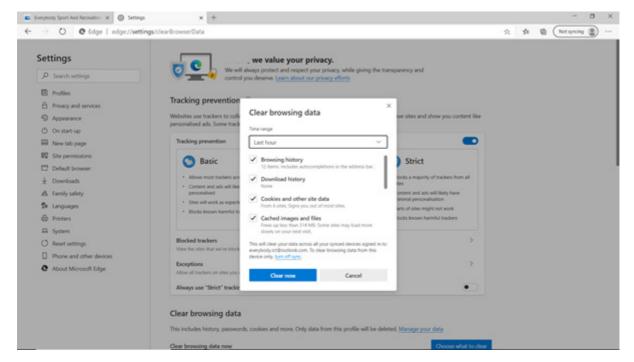
Settings	Your profile	+ Add profile	
P Bearch settings	Personal Distribution	··· Sign out	
Phivacy and services Appearance	To sync your browser data, turn on sync.		
 On start-up New tab page 	R Manage account	đ	
B2 Site permissions	C fex	>	
Default browser	Q ₆ Passwords	>	
± Downloads	Payment info	>	
að, Family safety Ør Languages	Addresses and more	>	
🖨 Printers	🖾 Import browser data	>	
🖽 System			
O Reset settings			
Phone and other devices			
About Microsoft Edge			





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

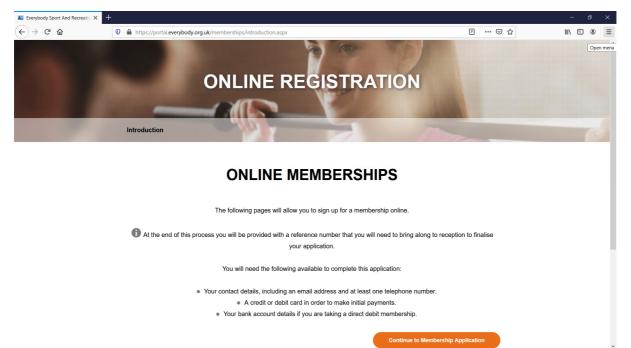
This clears all the old cached data from your browser

www.everybody.org.uk

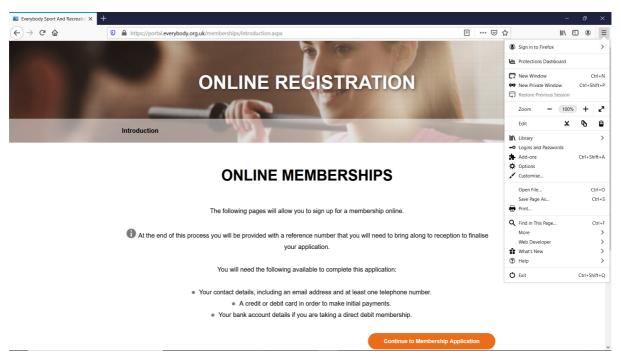


Firefox

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



This is the menu you will get





Now Click on options

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	P Find in Options		^
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Q Search	Restore previous session Warn you when quitting the browser		
Privacy & Security	✓ Always check if Firefox is your default browser		
Sync	Firefox is not your default browser Make Default		
	Tabs Image: Ctrl+Jab cycles through tabs in recently used order Image: Open links in tabs instead of new windows Image: Open you open a link in a new tab, switch to it immediately Show tab previews in the Windows taskbar		
 Extensions & Themes Firefox Support 	Language and Appearance Fonts and Colours Default font Default (Times New Roman) ✓ Size 16 ✓ Advanced		

Click on Privacy and Security

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Now click on the Privacy and Security

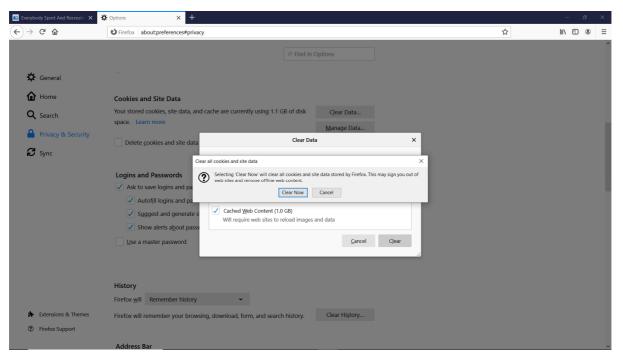
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← → ♂ ✿	Sirefox about:preferences#privacy	
		n Options
🔆 General		
Home	Cookies and Site Data	
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Privacy & Security		<u>M</u> anage Data
8 Sync	Delete gookies and site data when Firefox is closed	Manage Permissions
	Logins and Passwords	
	✓ Ask to save logins and passwords for web sites	Exceptions
	Autofill logins and passwords	Saved Logins
	 Suggest and generate strong passwords Show alerts about passwords for breached web sites Learn more 	
		nge <u>M</u> aster Password
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	History	
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Extensions & Themes	Firefox will remember your browsing, download, form, and search history.	Clear History
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	Address Bar	

Click Clear Data

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 Extensions & Themes Firefox Support 	History Firefox will Remember history Firefox will remember your browsing, download, form, and search history. Clear History Address Bar		



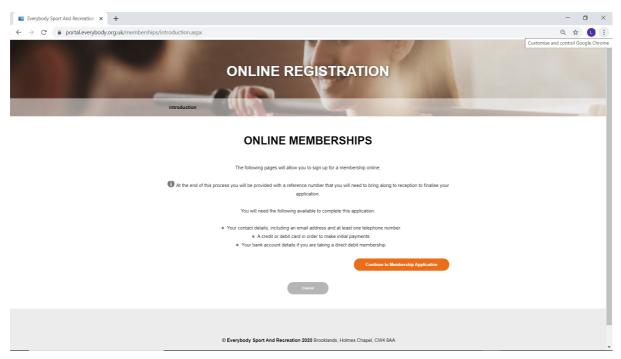
Then Click Clear



Now click Clear Now

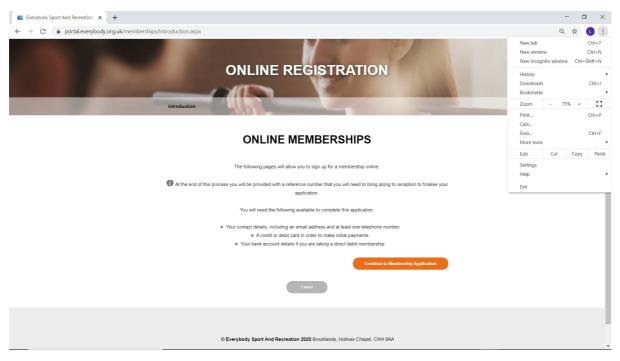
Chrome

Click on the 3 dots in the top right hand corner





This screen will appear



Click on settings

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Then click Privacy and Security

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Settings	Q. Search settings		
	Privacy and security		
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Privacy and security Appearance	Cookies and other site data Third-party cookies are blocked in Incognito mode	>	
Q. Search engine	 Security Safe Browsing (protection from dangerous sites) and other security settings 	>	
Default browser On start-up	Site settings Controls what information sites can use and show (location, camera, pop ups and more)	•	
Advanced 👻	Appearance		
Extensions 🖸	Themes Open Chrome Web Store		
	Show Home button Disabled	-	
	Show bookmarks bar		
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	Customise fonts	→	
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Now click on Clear Browsing History

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() On start-up	Site Signa you out of most sites. You'll stay signed in to your Google Account so Com that your synced data can be cleared.	
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	Show Horn Cancel Clear data	



Then Clear Data

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You and Google Auto-fill	Privacy and Clear browsing data Clear Basic Advanced	
Safety check Privacy and security Appearance	Coo This Browsing history	
	Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.	
	The selected data has been removed from Chrome and synced devices. Your Google Account may have other forms of browsing history such as searches and activity from other Google services at myactivity google.com.	
	OK, got it Open Chro	
	Show Hom Cancel Clear data	

Then Click OK, got it



Safari Mobile

Click on the Setting button and scroll down to safari

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	Settings	
-	Wallet & Apple Pay	
Ŷ	Passwords & Accounts	
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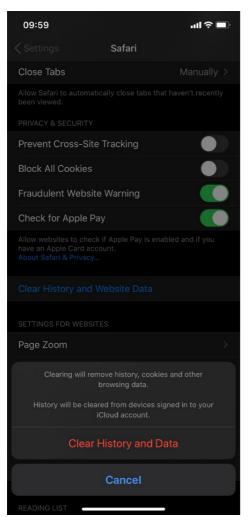
Click on safari on this appears

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SETTINGS FOR WE	BSITES	
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Microphone		
Location		
READING LIST		





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.

