

# Membership error troubleshooting

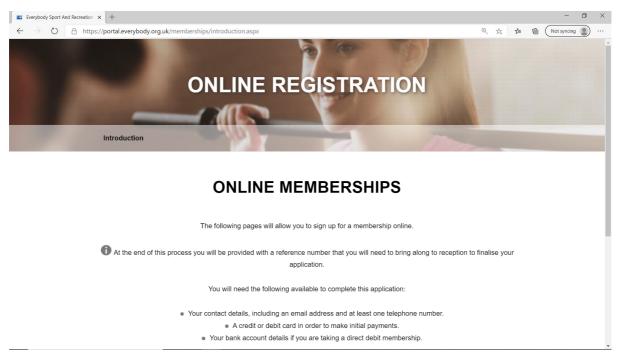
Solutions for: Microsoft Edge FireFox Google Chrome Safari (Mobile) Safari (Mac)

#### **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.

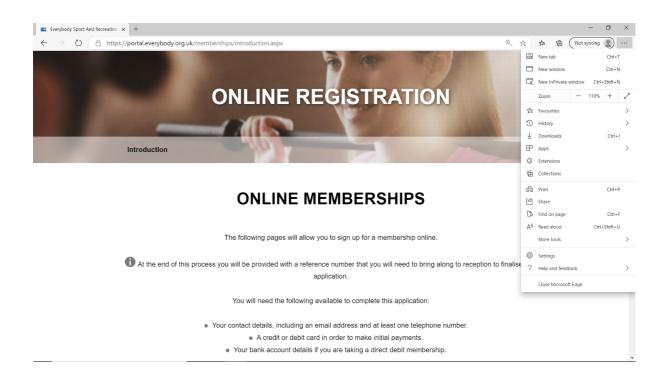
Here are the 4 main browsers to show where this is:

#### Microsoft Edge



Click on the ... Top right hand corner

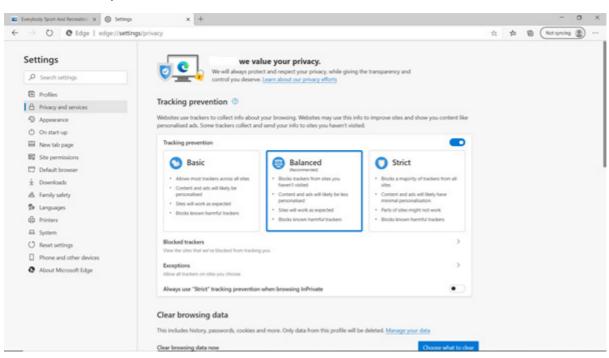




## Click on settings and this screen will appear

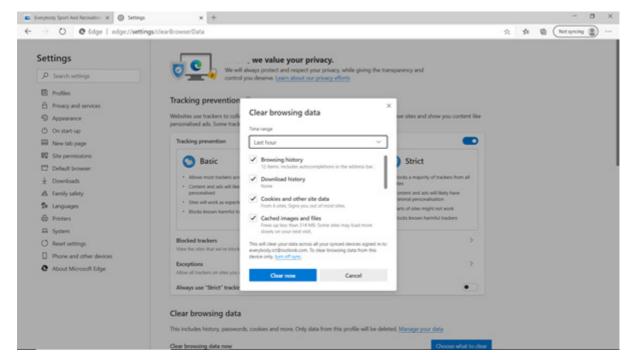
Settings	Your profile	+ Add profile	
P Bearch settings	Personal Distribution	··· Sign out	
Phivacy and services     Appearance	To sync your browser data, turn on sync.		
<ul> <li>On start-up</li> <li>New tab page</li> </ul>	R Manage account	đ	
B2 Site permissions	C fex	>	
Default browser	Q <sub>6</sub> 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

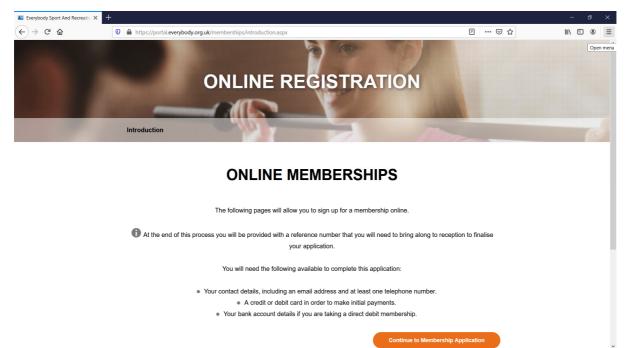
This clears all the old cached data from your browser

#### www.everybody.org.uk

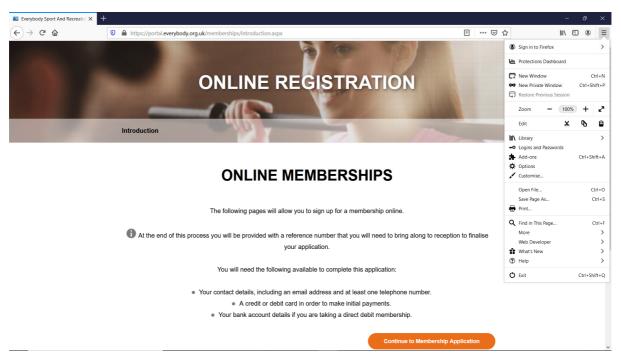


#### Firefox

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		^
🔅 General	General		
Home	Startup		
<b>Q</b> 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		
<ul> <li>Extensions &amp; Themes</li> <li>Firefox Support</li> </ul>	Language and Appearance         Fonts and Colours         Default font       Default (Times New Roman)          ✓ Size       16         ✓ Advanced		

## Click on Privacy and Security

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Home Home	Startup		
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Sync Privacy &	Security 🐶 Firefox is not your default browser Make Default		
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	When you open a link in a new tab, switch to it immediately		
	Show tab previews in the Windows taskbar		
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Extensions & Themes	<u>C</u> olours		
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Now click on the Privacy and Security

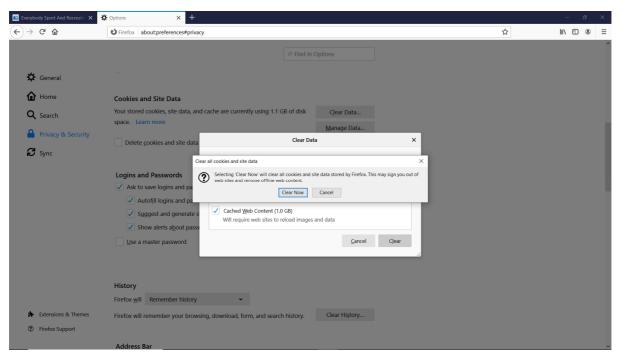
💵 Everybody Sport And Recreatio 🗙	✿ Options × +	
← → ♂ ✿	Sirefox about:preferences#privacy	
		n Options
🔆 General		
Home	Cookies and Site Data	
<b>Q</b> Search	Your stored cookies, site data, and cache are currently using 1.1 GB of disk space. Learn more	Clear Data
Privacy & Security		<u>M</u> anage 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
	<ul> <li>Suggest and generate strong passwords</li> <li>Show alerts about passwords for breached web sites Learn more</li> </ul>	
		nge <u>M</u> aster Password
		<u> </u>
	History	
	History Firefox will Remember history	
Extensions & Themes	Firefox will remember your browsing, download, form, and search history.	Clear History
<ul> <li>Privefox Support</li> </ul>	There's win remember your browsing, download, form, and search history.	cicul matory
	Address Bar	

#### Click Clear Data

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(←) → C <sup>i</sup>	Sirefox aboutpreferences#privacy	☆	II\ 🗊 🍭 Ξ
<ul> <li>General</li> <li>Home</li> <li>Search</li> <li>Privacy &amp; Security</li> <li>Sync</li> </ul>	P Find in Options Cookies and Site Data Your stored cookies, site data, and cache are currently using 1.1 GB of disk grace. Learn more Delete gookies and site data Clear Data Manage Data Clearing all cookies and site data stored by Firefox may sign you out of web sites and remove offline web content. Clearing cache data will not affect your logins. Clearing all cookies and site data stored by Firefox may sign you out of web sites and remove offline web content. Clearing cache data will not affect your logins. Cookies and gite Data (82.6 M8) You may get signed out of web sites if cleared Show alerts about passo Use a master password Use a master password		
<ul> <li>Extensions &amp; Themes</li> <li>Firefox Support</li> </ul>	History         Firefox will Remember history         Firefox will remember your browsing, download, form, and search history.         Clear History         Address Bar		



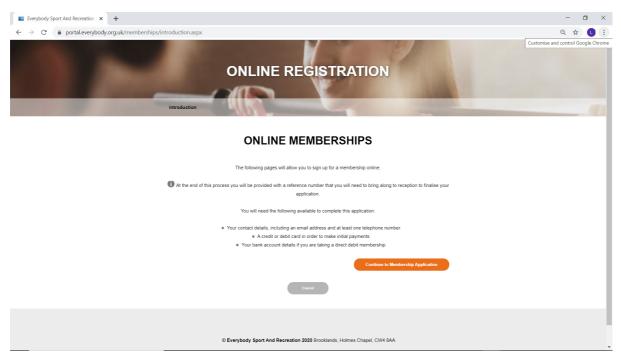
## Then Click Clear



#### Now click Clear Now

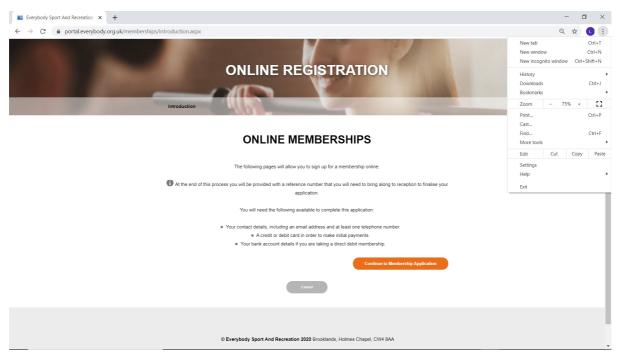
#### Chrome

Click on the 3 dots in the top right hand corner





## This screen will appear



#### Click on settings

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Settings	Q, branch settings	
	You and Google Tam elf Sync and Google services Manage your Google Account Chrome name and picture Import bookmarks and settings Actor68	
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## Then click Privacy and Security

Everybody Sport And Recreation 🗙 🔅 Settings	× +		- 0 ×
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Settings	Q. Search settings		
	Privacy and security		
<ul> <li>Auto-fill</li> <li>Safety check</li> </ul>	Clear browsing data     Clear history, cookles, cache and more	•	
Privacy and security     Appearance	Cookies and other site data Third-party cookies are blocked in Incognito mode	<b>&gt;</b>	
Q. Search engine	<ul> <li>Security Safe Browsing (protection from dangerous sites) and other security settings</li> </ul>	<b>&gt;</b>	
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		
	Font size Medium (Recommend	ed) 💌	
	Customise fonts	<b>→</b>	
	Page zoom 100%	•	

## Now click on Clear Browsing History

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Settings		
You and Google     Auto-fill	Privacy and Clear browsing data	Î
Safety check	Ciea Basic Advanced	
Appearance	Cool finite large Learner	
Q Search engine	Sect Ceals many from an agreerin evence. Tool yougle Account may have     other forms of browning history at myset/htty.google.com.     Cookies and other site data	
() 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.	
Advanced 👻	Appearance Cached images and files Frees up less than 1.4 MB. Some sites may load more slowly on your next viait.	
Extensions 🖸	Themes Open Chro	
	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	
	Mail	
۲	Contacts	
	Calendar	
	Notes	
:	Reminders	
•	Voice Memos	
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	Messages	
	FaceTime	
	Maps	
pros popul	Measure	
0	Safari	
	Health	>
1	Home	
۱	Shortcuts	



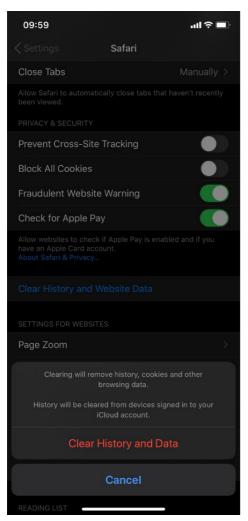
## Click on safari on this appears

09:59		.ııl ≎ <b>■</b>
Settings	Safari	
Close Tabs		Manually >
Allow Safari to auto been viewed.	matically close	tabs that haven't recently
PRIVACY & SECURI	ΤY	
Prevent Cross-S	Site Tracking	
Block All Cookie	es	
Fraudulent Web	osite Warning	a 🌔
Check for Apple	e Pay	
Allow websites to cl have an Apple Card About Safari & Priva	account.	ly is enabled and if you
Clear History ar	nd Website D	Pata
SETTINGS FOR WE	BSITES	
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Reader		>
Camera		
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.

