## Stratus EEG<sup>™</sup> Microsoft Edge – Clear Cache



## To troubleshoot/resolve Microsoft Edge browser issues, please follow the cache-clearing steps below:



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Open a new **Microsoft Edge** browsing window. (This is the recommended internet browser.)







Click the **Settings** option.

|    | New tab              |        | Ctrl+T    |  |
|----|----------------------|--------|-----------|--|
|    | New window           |        | Ctrl+N    |  |
| C. | New InPrivate window | / Ctrl | l+Shift+N |  |
|    | Zoom –               | - 100% |           |  |
| €≣ | Favorites            | Ctrl   | l+Shift+O |  |
|    | History              |        | Ctrl+H    |  |
|    | Downloads            |        | Ctrl+J    |  |
| B  | Apps                 |        |           |  |
| \$ | Extensions           |        |           |  |
|    | Print                |        | Ctrl+P    |  |
| Ø  | Web capture          |        | 1+Shift+S |  |
| C  | Web select           |        | l+Shift+X |  |
|    | Find on page         |        | Ctrl+F    |  |
|    | More tools           |        |           |  |
|    | Settings             |        |           |  |
| 0  | neip and feedback    |        |           |  |
|    | Close Microsoft Edge |        |           |  |



Click the **Privacy, search, and services** option.

| S | Set                   | tings                         |
|---|-----------------------|-------------------------------|
|   | Q                     | Search settings               |
|   | 8                     | Profiles                      |
|   | ĉ                     | Privacy, search, and services |
|   | 6)                    | Appearance                    |
|   |                       | Sidebar                       |
|   |                       | Start, home, and new tabs     |
|   | e                     | Share, copy and paste         |
|   | r,                    | Cookies and site permissions  |
|   | ٦                     | Default browser               |
|   | $\overline{\uparrow}$ | Downloads                     |
|   | 씅                     | Family                        |
|   | Ął                    | Languages                     |
|   | a                     | Printers                      |

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The **Clear browsing data** popup window will open. Select the following:

- Browsing history
- Download history
- · Cookies and other sites data
- Cached images and files
- Site permissions
- Media Foundation data

| Clear browsing data   | ×             | Clear browsing data   | a ×  |  |
|---|---------------|---|--|--|
| Time range  |               | Time range  |  |  |
| All time  | ~             | All time  |  |  |
| <ul> <li>Browsing history<br/>7 items. Includes autocompletions in the address bar.</li> <li>Download history<br/>None</li> <li>Cookies and other site data<br/>From 31 sites. Signs you out of most sites.</li> <li>Cached images and files<br/>Frees up less than 363 MB. Some sites may load more</li> </ul> |               | 30 addresses, 1,806 other su<br>Site permissions<br>None<br>All data from the previe<br>Edge<br>Includes, history, favorites, p<br>Media Foundation data<br>Includes licenses, certificate<br>after browser restarts. | uggestions<br>ous version of Microsoft<br>basswords and more.<br>s, keys and more. Clears data |  |
| This will clear your data across all your synced devices signed<br>leant@stratusneuro.com. To clear browsing data from this de<br>only, <u>sign out first</u> . Clear now Cancel  | in to<br>vice | This will clear your data across all your synced devices signed in to<br>learn@stratusneuro.com. To clear browsing data from this device<br>only, <u>sign out first</u> .   |  |  |



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Click the **Clear now** button.





Open a new Microsoft Edge browser window and navigate to your software website portal.

For support please email <a href="mailto:support@lifelinesneuro.com">support@lifelinesneuro.com</a>.