

# Osprey Approach: Clear Temporary Files, Cache and Cookies

This help guide was last updated on  
Apr 23rd, 2024

The latest version is always online at  
<https://support.ospreyapproach.com/?p=1934>



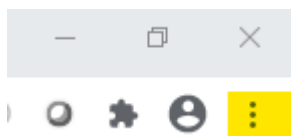
Several problems can be caused by the temporary internet files folder being full of files which are out of date or otherwise not required. This can include incorrect figures on screens and/or reports, or other error messages to appear.

Before doing clearing your temporary files you must ensure all browser windows are closed. Please choose your browser from the list on the right.

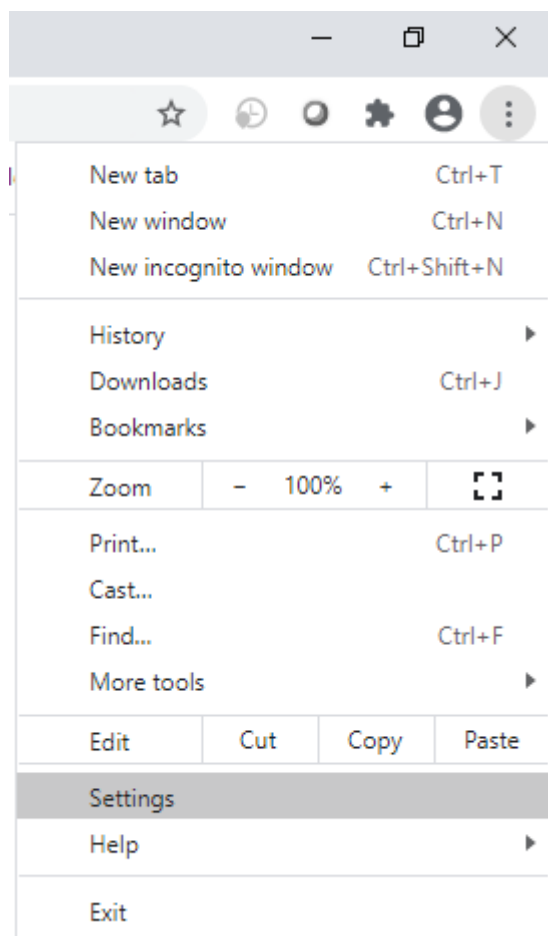
## Google Chrome



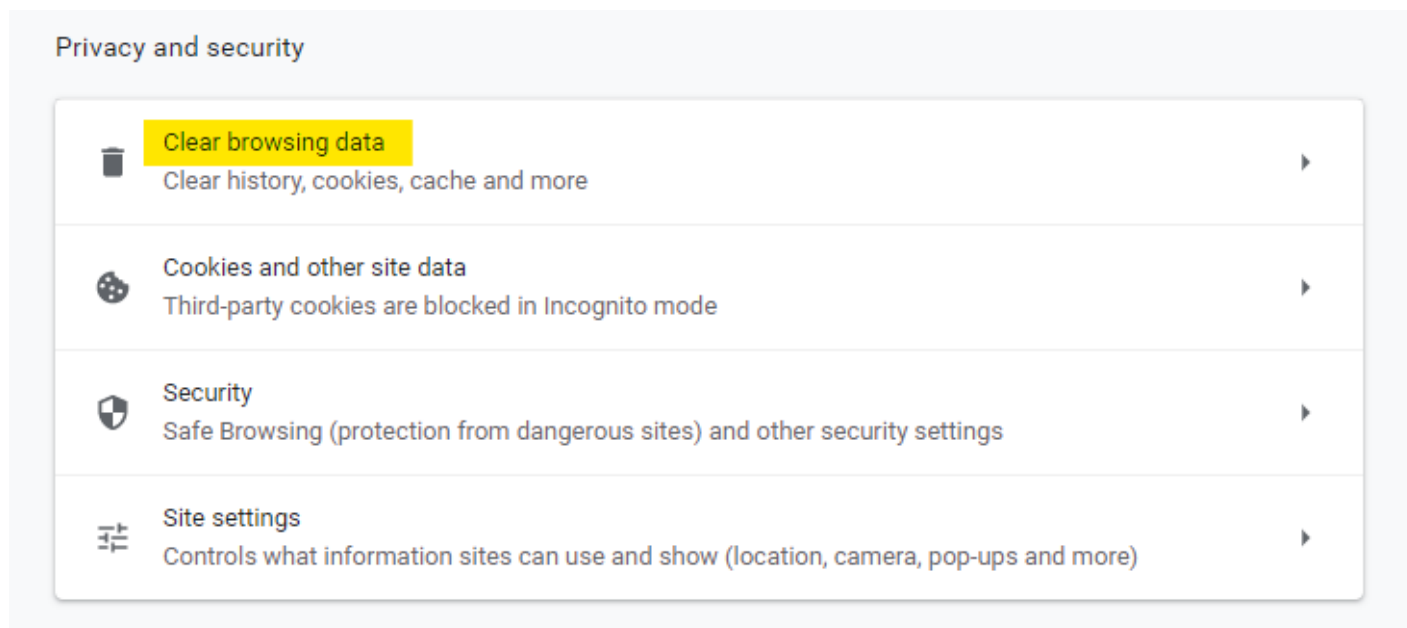
Log out of Osprey, then navigate to the top right corner of Chrome and click the Menu button, highlighted below:



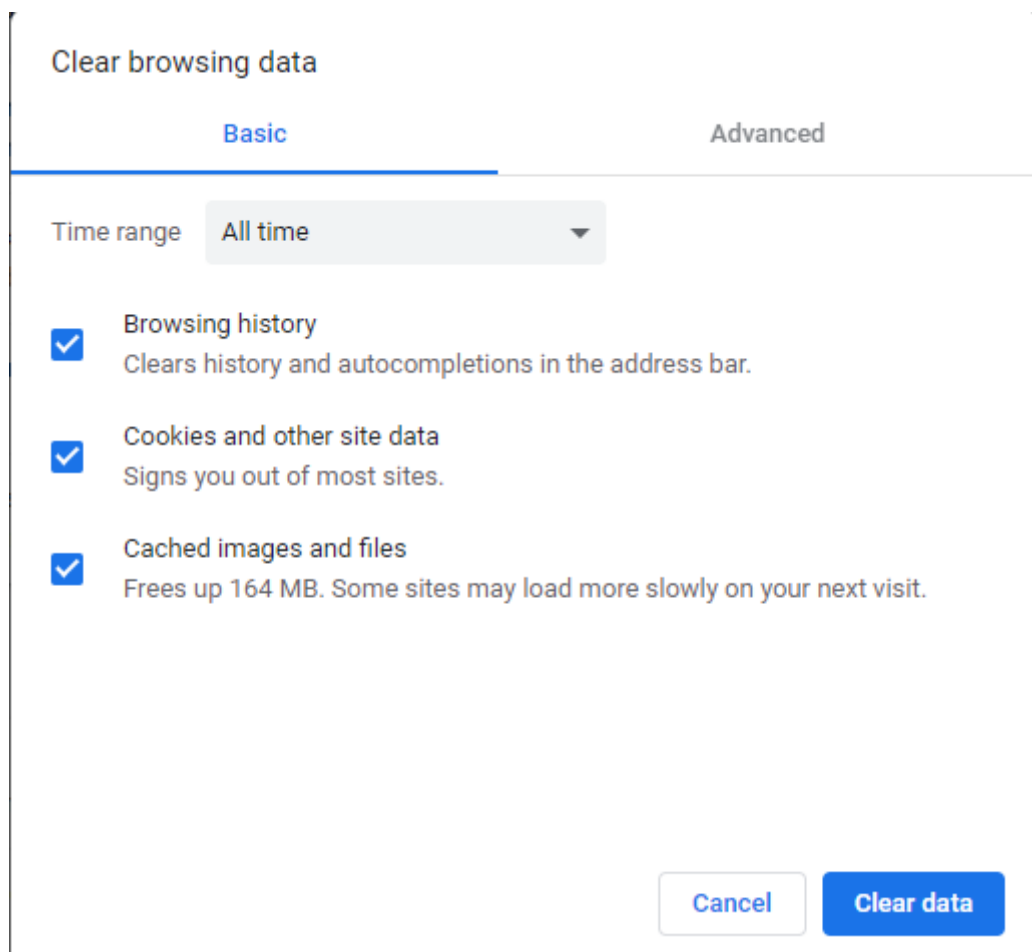
Click the menu button and select Settings.



Scroll down to the Privacy and Security section. Select Clear Browsing Data



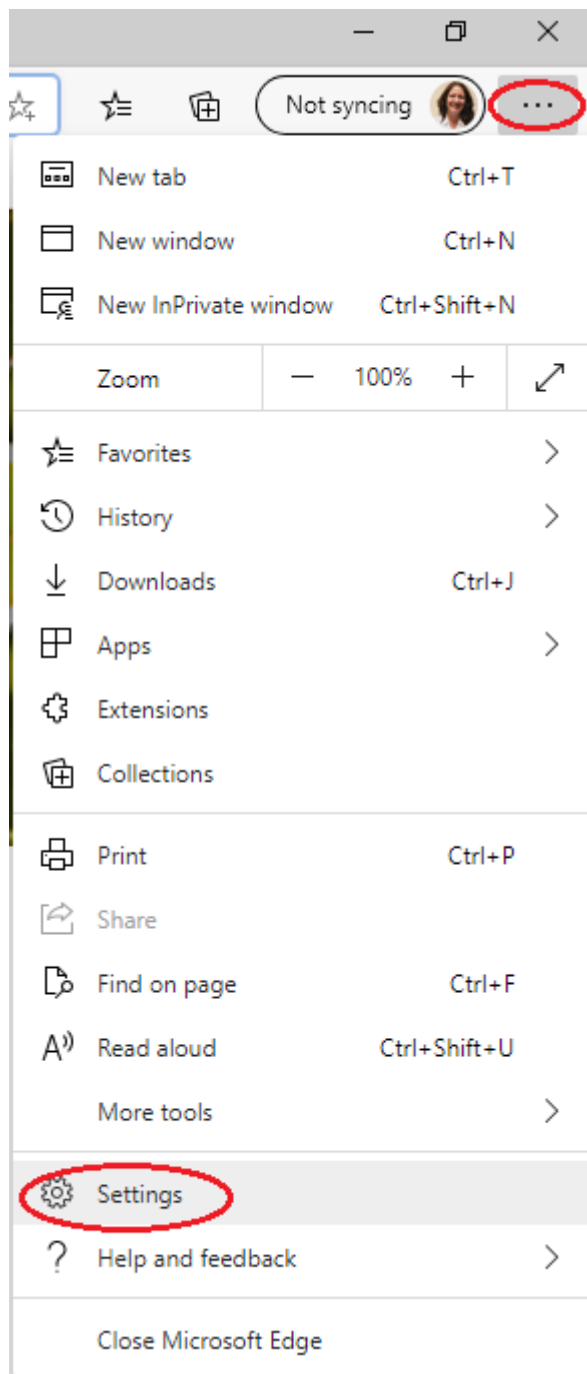
Ensure that Cookies and Other Site Data and Cached Images and Files are selected and that the Time range is set to All Time. Click Clear Data.



## Microsoft Edge





Log out of Osprey and click the ... menu button in the top right hand corner of Edge. Select Settings.





On the left hand menu, select Privacy, search and services


# Settings


 Search settings


 Profiles


 Privacy, search, and services


 Appearance


 On startup


 New tab page


 Site permissions


 Default browser


 Downloads


 Family safety

 Languages

 Printers

 System

 Reset settings

 Phone and other devices

 About Microsoft Edge

Click the Choose What to Clear button in the main screen.

## Clear browsing data

This includes history, passwords, cookies, and more. Only data from this profile will be deleted. [Manage your data](#)

Clear browsing data now

Choose what to clear

Choose what to clear every time you close the browser



Ensure that Cookies and Other Site Data and Cached Images and Files are selected, and that the Time Range is set to All Time. Click Clear Now.

×

## Clear browsing data

Time range

All time

☐

**Browsing history**  
2,179 items and more on synced devices. Clears history from all signed-in devices that are syncing.

☐

**Download history**  
15 items

☒

**Cookies and other site data**  
From 41 sites. Signs you out of most sites.

☒

**Cached images and files**  
Frees up less than 42.5 MB. Some sites may load more

This will clear your data across all your synced devices signed in to Daniel@pracctice.net.

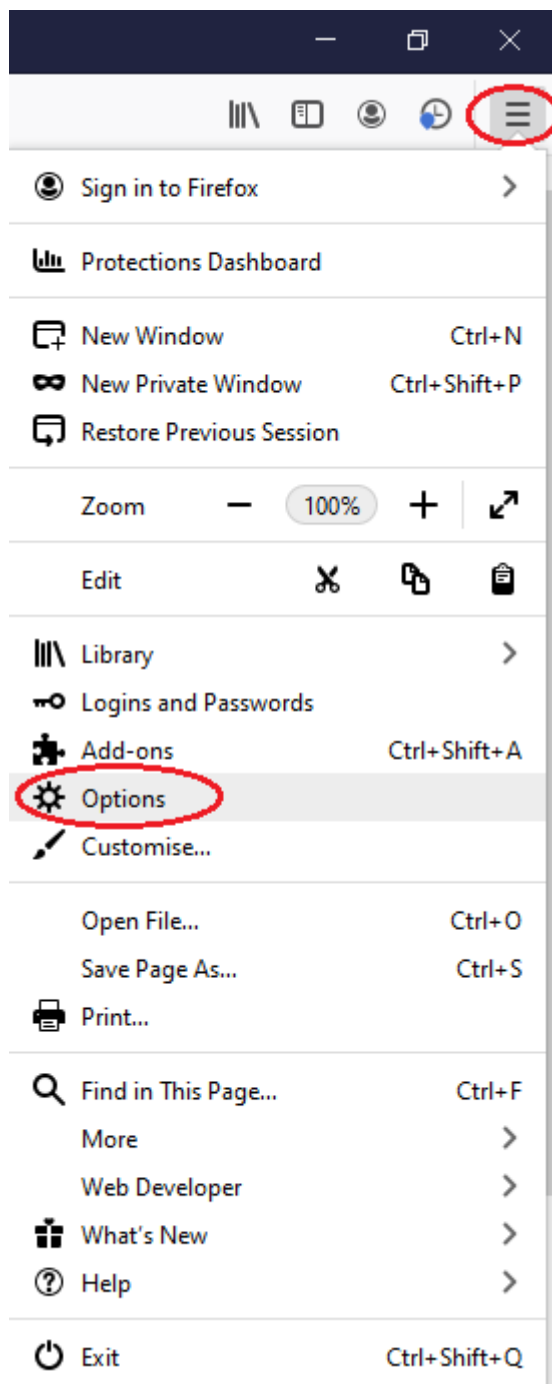
Clear now

Cancel

## Mozilla Firefox



Log out of Osprey and click the menu button in the top right hand corner. Select Options.



Select Privacy and Security.



General



Home



Search



Privacy & Security



Sync

Scroll down to the Cookies and Site Data section, and click Clear Data.

### Cookies and Site Data

Your stored cookies, site data, and cache are currently using 30.3 MB of disk space. [Learn more](#)

Clear Data...

Manage Data...

☐

Delete cookies and site data when Firefox is closed

Manage Exceptions...

Ensure both boxes are ticked and click Clear.

### Clear 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.



Cookies and Site Data (0 bytes)

You may get signed out of web sites if cleared



Cached Web Content (30.3 MB)

Will require web sites to reload images and data

Cancel

Clear

## Windows Temporary Files








Other temporary files are stored in a folder under your local network username. These should also be removed to ensure the smooth running of Osprey Approach.

Navigate to your local files on your computer. If you don't know how to access these you can do the following:

Hold down the Windows Key on the keyboard and select the 'R' key to bring up the 'Run' box. Enter **%temp%** in the 'Open' box and click 'OK'.

File explorer will open to a folder named 'Temp'

 Users  richardw  AppData  Local  Temp

This contains all of the temporary files saved locally on your machine.

To clear these, hold down the 'Ctrl' key and then click the 'A' key on your keyboard to highlight all of the files. Then click 'Delete' to remove them.