Quick Guide

Clearing Downloads

Mosaic allows you to attach external documents to workflow steps or upload them to the **Documents** section. This means you can store electronic copies of documents relating to a case, such as signed forms or letters that you've received. See the **Documents Section** and **Uploading Documents** user guides for further information.

When you view an uploaded document in Mosaic, it automatically downloads to your computer using the **Google Chrome / Microsoft Edge** internet browser. When a document is downloaded through **Google Chrome / Microsoft Edge**, it is remembered on a list of downloads similar in nature to your internet browsing history.

Similarly when you generate a PDF of any internal Mosaic forms or letter templates they will also be saved in the downloads list on your computer.

To ensure that sensitive documents are not kept on your computer after you have finished with them, this guide will advise you on how to quickly and easily remove documents which have been downloaded from Mosaic.

> This guide explains how to clear the download list from your **Google Chrome** or **Microsoft Edge** browsers only.
>
> Clearing the download list from one internet browser does not clear the list from any other browser.

Clearing your download list from your Google Chrome browser

Clearing your download lists will not delete the downloaded items themselves.

- Open the **Google Chrome** browser

- On your keyboard, press **Ctrl** and **J**.

- A **'Downloads'** window/tab will open

- To clear individual downloads, click the cross ☒ next to each entry that you wish to remove

- To clear all entries at once, click the **More actions**…icon ⋮ in the upper right corner of the screen and select **Clear all**

Clearing your download list from your Microsoft Edge browser

Clearing your download lists will not delete the downloaded items themselves.

- Open the **Microsoft Edge** browser

- On your keyboard, press **Ctrl** and **J**.

- A **'Downloads'** list will open

- To clear individual downloads, click delete 🗑 next to each entry that you wish to remove

- To clear all entries at once, click the **More options** icon ⋯ at the top of the list and select **Clear all download history**

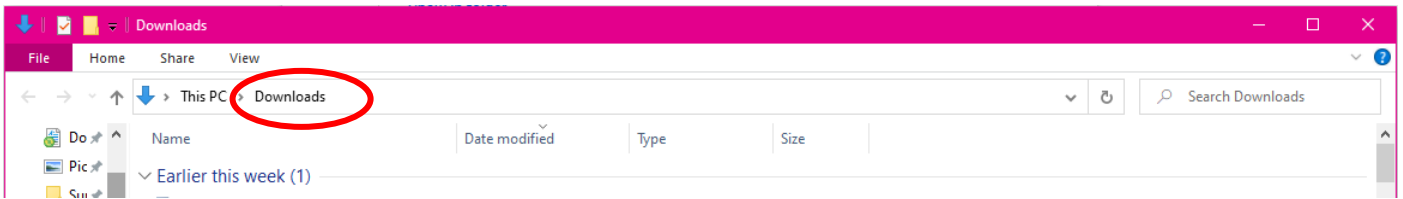## Clearing your computer's downloads folder

Once you have deleted the downloaded items from the download history, you will need to delete them from your computer.

- Open the **Google Chrome** browser

- On your keyboard, press **Ctrl** and **J**

- A **'Downloads'** window/tab will open

- Click the **More actions**… icon ⋮ in the upper right corner of the screen and select **Open downloads folder**

- Your Downloads folder will open in a separate window

Or
- Open the **Microsoft Edge** browser

- On your keyboard, press **Ctrl** and **J**

- A **'Downloads'** list will open

- Click the **Open downloads folder** icon at the top of the list

- Your Downloads folder will open in a separate window

- If you wish to delete all downloads, press **Ctrl** and **A** to select all items. Then press the **Delete** key on your keyboard

- If you do not wish to delete every download, right click on the items you wish to delete and select **Delete** from the menu. Or highlight the item you wish to delete and press the **Delete** key on your keyboard

Emptying your Recycle Bin

Items deleted from your computer are moved to the **Recycle Bin** on your desktop. To make sure that an item is fully deleted from your computer, you must ensure it is removed from the Recycle Bin.

- Right click on the **Recycle Bin** icon on your desktop and select **Empty Recycle Bin** to empty the entire bin without checking the contents of your bin.

- Or either double left click, or right click on the **Recycle Bin** icon on your desktop and select **Open,** to open the folder to review the contents of your bin.

- Or If you wish to delete all items at once, press **Ctrl** and **A** to select all items. Then press the **Delete** key on your keyboard.

- If you do not wish to delete every item, right click on the items you wish to delete and select **Delete** from the menu. Or highlight the item you wish to delete and press the **Delete** key on your keyboard.

- A prompt will appear asking if you are sure that you wish to permanently delete the item(s) - click **Yes**

- A pop-up window may appear showing the items being deleted

- After all items have been deleted, the **Recycle Bin** icon on your desktop will change to an empty bin