



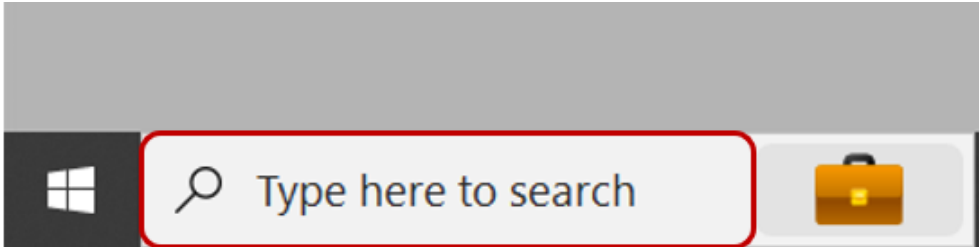
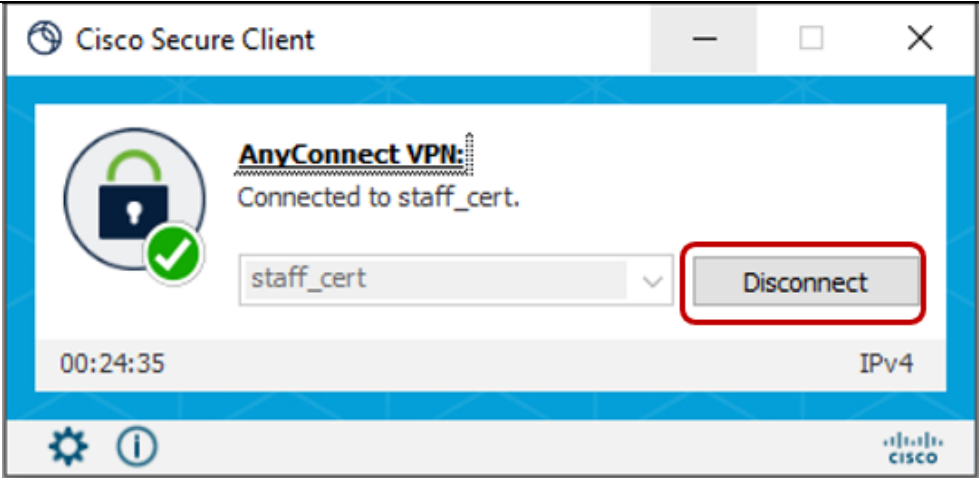
Walsall Council

Fix Loss of Functionality

This Guide is for Employees

Author	Version	Edit Date
Chris Dawson	1.0	30/10/24



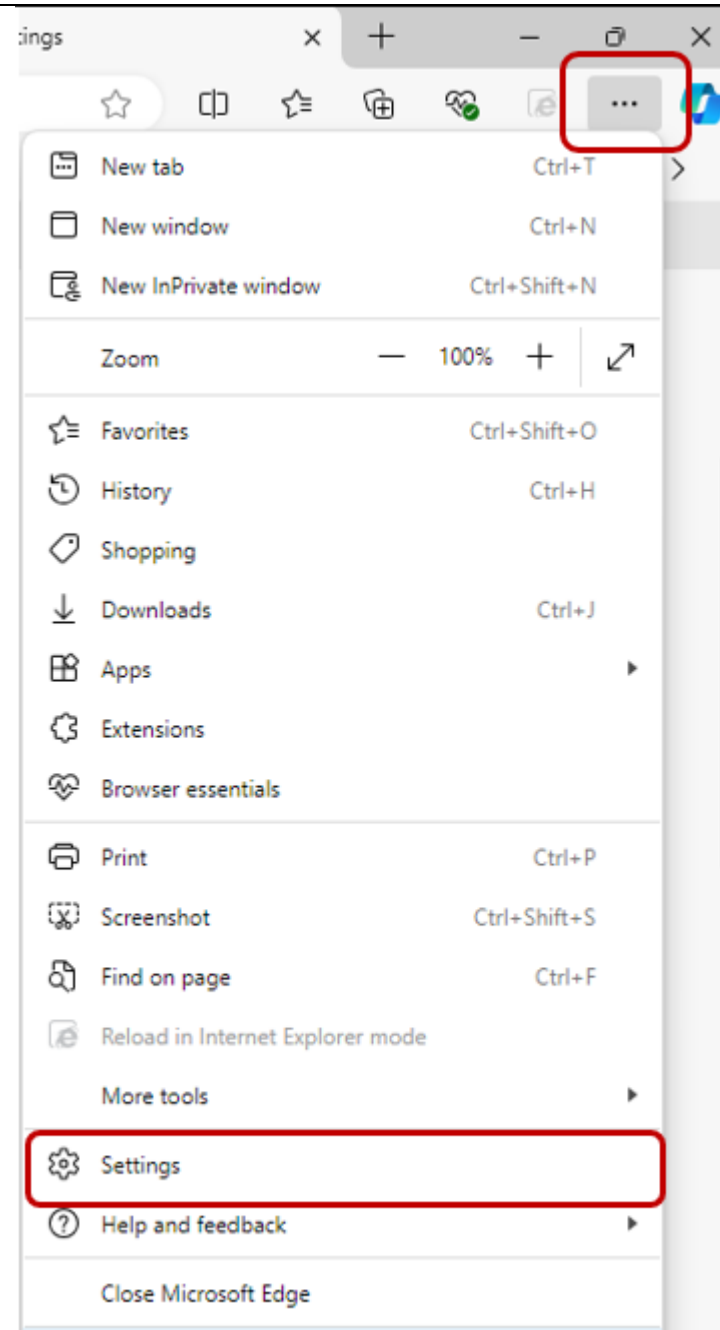
Step Number	Step Description	Step Image
1	<p>Cisco Secure Client has dropped</p> <p>Your Cisco Secure Client may have dropped. Please follow these steps:</p> <ul style="list-style-type: none">· Log out of One Source· From your desktop, please type Cisco Secure Client into your desktop search function and click on the application	
2	<p>Your AnyConnect VPN should look like this image on the right.</p> <p>If not, click the connect button</p>	



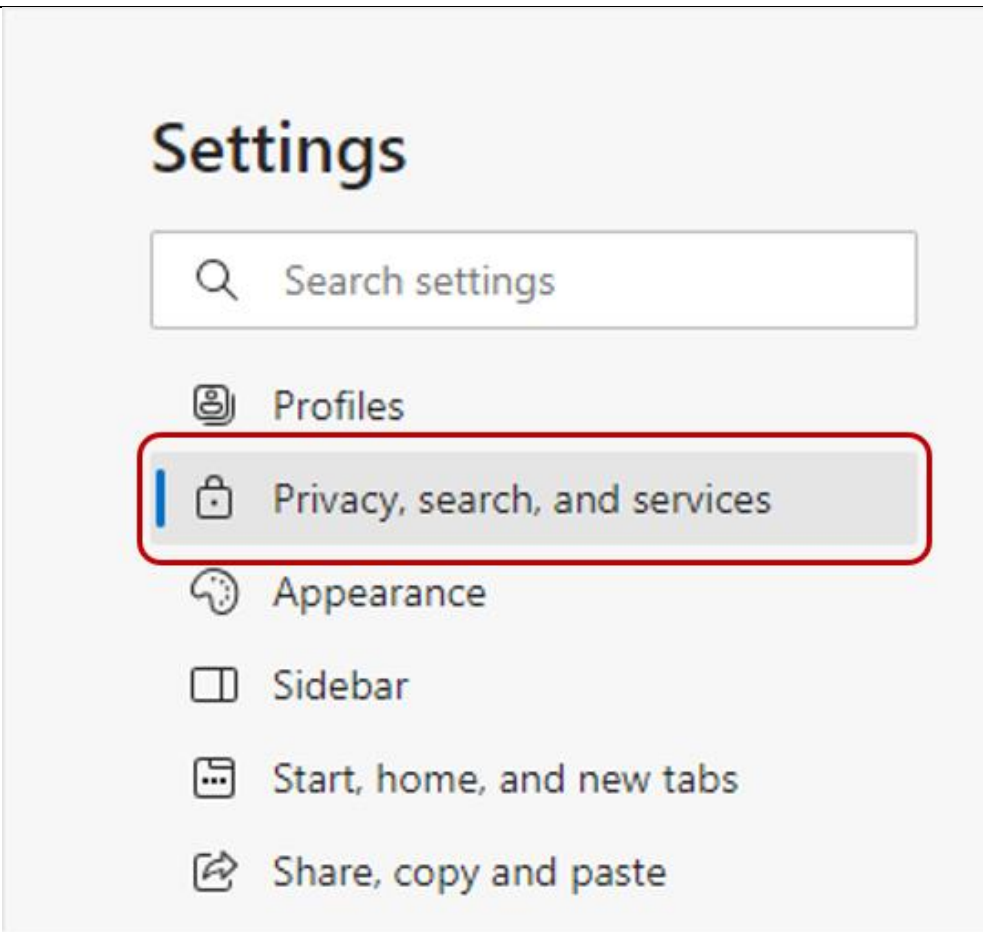
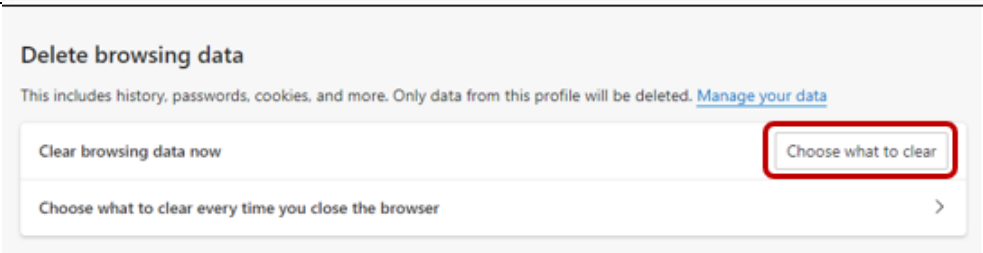
3

Clear your browsing data.

- Log out of one source
- Click the ellipses button, as highlighted below (3 dots).
- Select Settings from the list





4	On the left side select Privacy, Search and Services from the list	 <p>The screenshot shows the Windows Settings application. The title 'Settings' is at the top. Below it is a search bar labeled 'Search settings'. A list of settings categories follows: 'Profiles', 'Privacy, search, and services' (highlighted with a red box), 'Appearance', 'Sidebar', 'Start, home, and new tabs', and 'Share, copy and paste'.</p>
5	Scroll down to Delete Browsing Data Select Choose What to Clear	 <p>The screenshot shows the 'Delete browsing data' dialog box. It includes a link to 'Manage your data'. There are two main options: 'Clear browsing data now' and 'Choose what to clear every time you close the browser'. The 'Choose what to clear' button is highlighted with a red box.</p>



6

Select All Time from the
Time Range Dropdown

Select Clear Now

Delete browsing data

Time range

Last hour

Last hour

Last 24 hours

Last 7 days

Last 4 weeks

All time



Cached images and files

Frees up less than 320 MB. Some sites may load more

[Clear browsing data for Internet Explorer mode](#)

This will clear your data across all your synced devices signed in to Andrew.Suman@walsall.gov.uk. To clear browsing data from this device only, [sign out first](#).

Clear now

Cancel



7

Log Back into OneSource

[Click here to access
OneSource](#)

Sign In
Oracle Applications Cloud

Company Single Sign-On

or

User ID

Password

[Forgot Password](#)

Sign In

Select Language

English