

The following guidance is provided to assist you in removing evidence that you have been to this website. It assumes you are accessing this website based on a personal device such as a smart phone, tablet computer, Mac or Personal Computer. You only need to pay attention to this advice if someone else may have access to your device, and therefore may be able to tell that you have visited this website or have sent an email.

The guidance is on a best effort basis, we cannot cover every variation of computer system or smart phone. What we do is provide you with things to check that should apply to most systems.

Email

There are generally two methods of sending emails via a website. The most common is to have an email address embedded in the text. It will look like this [email us](#) . If you click on it, it will open an email client on your computer/ device if you have one. The downside with this approach is that it may leave a trace on your device in a sent mail folder, and this may not be desirable. The alternative is to use a contact form. This website uses both methods. This does not leave a copy of the message on your computer or device. See below on using the contact form. The paragraph below that explains what to do if you are using a mail program on your computer/ device.

Using the Contact Us Form

On the Contact Us page there is a contact form. We advise you to use the "contact us form" if you wish to send us a message. The contact form does not require you to open or use any email application on your local computer or device, it does not require you to use any web based system like Hotmail, Ymail or Gmail, all of which are web based systems. Once you send the email there is no trace on your device of the email. This is the reason why it has been set up this way. You can also leave your email address off of the form and just leave a contact number to ensure that our reply does not compromise your email account. We apply discretion with all of our communications.

Using Outlook or similar

Using a format like this ***name@domain.org.uk*** may cause an application (program) on your computer to run which can handle emails. For most people using Windows computers this will be Outlook, Windows Mail or a variation of it. Depending on how your computer is set up it may record "Sent Mails". If your computer records sent mails then after you have shut your computer down there is a record on the computer of your email. If your password is known for your computer, or if it is shared computer then someone may be able to find the email. If you are at risk, then you are advised to remove the email from the sent email box. If you are the sole user of your computer or smart phone and nobody else has access to it then you do not need to do anything.

Removing a sent mail

Open your mail application on your computer. There will be multiple folders with messages in. Typically one is called inbox which is where your incoming messages go to. There will also be an outbox which is where messages are stored prior to leaving your computer. You may also have a sent mail box or folder which stores all of your outgoing messages. If you open this folder you can see the messages that have been sent. Locate the one that was sent to WWA and delete it. All this does is deletes the message from the sent folder. It does not "unsend" a sent mail.

Check the trash folder in your mail application!

Any mails that have been deleted may end up in a trash folder. In this case it still may be on your system. You can either empty the trash folder, or selectively delete the item. Our recommendation would be to delete the contents of all of the trash folder which will release space on your computer system.

If you have any concerns about leaving a trail, use the form on the contact us page as described earlier.

Website Access

Private Browsing

It is unlikely that you used Private Browsing option when viewing this website. If you did then you do not need to do anything, all traces of access to this site will be removed. If you anticipate that you will return to this site then you are advised to use Private Browsing to view it.

Public Browsing.

Most people will use public browsing (the default option) to browse the web. This is a problem if you wish to erase any evidence of having visited this website. Please don't panic, read the items below and follow the guidance to erase evidence off of your computer. You may find it useful to print this summary and don't forget to destroy it after you have finished removing your trail.

Whenever you visit a website you leave a copy of it in a local cache (local memory). The reason it works like this is in case you may wish to revisit the website. In which case it will try to load from the local memory rather than getting another copy from the web. The reason it does this is so that it makes it appear to run faster.

Clearing History

There is usually an option to define the time range to clear, and what you want to clear. For the purposes of this guidance text you want to erase your browsing history, Form and Search History Cookies, and any offline website data. Then click on the clear now button. See below for more details depending on your website browser.

Removing Cookies

We use permanent cookies if you are an editor or administrator on this website. For other people, such as yourself we use temporary cookies which are used to remember choices that you make when you visit the website. Some of these may have a time associated with them which is longer than the period you were viewing the website for. To be sure about security remove cookies from your recent browsing history.

Clearing Cookies and History with Internet Explorer (10)

Note: You will need to leave the website before attempting the following steps.

At the top of the screen on the right hand side is a cog symbol. This provides access to the settings for Internet Explorer.

- Either choose Safety or simply press the following key sequence: Ctrl key + Shift + Delete
- Accept all of the default options listed and in addition to this add Form Data
- Then click on delete.

Clearing Cookies and History with Firefox

Note: You will need to leave the website before attempting the following steps. So take a note of them first.

- Click on the orange Firefox tab in the top left hand corner of your screen.
- Select the Options on the drop down.
- Select Privacy
- Look down the screen for "Clear your recent history" which is a link. Select this.
- Select the period you wish to erase the history for. Then check the Browsing and Download History, Form and Search History, Cookies Offline Website Data and Cache options.

Then click on the Clear now button.

Clearing Cookies and History with Safari

Note: You will need to leave the website before attempting the following steps. So take a note of them first.

- At the top of the screen for Safari on the right hand side is a cog symbol. This leads you to the settings for the Safari Browser.
- Choose History and you will see the websites that have been visited.
- Highlight the lines that relate to Wycombe Women's Aid and remove them by right clicking on each one and then deleting it.

Clearing Cookies and History with Google Chrome

Note: You will need to leave the website before attempting the following steps. So take a note of them first.

To the far right of the top of the screen in Google Chrome there are three grey horizontal lines. This provides access to the settings for the browser. Alternatively while the Chrome screen is active press the ctrl button and the H button together on the keyboard.

- In the top left of the screen is a grey button which says Clear browsing data. Click on this.
- A dialogue box will appear select the period you wish to erase.
- Leave the default checkboxes selected and click on the Clear Browsing data button.