

BROWSER CACHING GUIDE

SAFARI FOR MACS AND IPADS

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1.1 BASICS OF BROWSER CACHING

What is Browser Caching?

A browser cache is a temporary storage for files downloaded by a browser to your computer. Typically, a browser cache includes files, images and other content that makes up websites.

Upon visiting a website, the browser looks for new or updated files to download and store locally. Downloading these files speeds up website loading, especially when there is limited or no internet available.

What is Included in Browser Caching?

A browser's cache is split into 2 parts: AppCache and IndexedDB.

The AppCache contains static application assets, such as images, fonts and the code to run Elite Field while offline. This does not include patient identifiable information. Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.

The IndexedDB is where Elite Field stores incident data, data values, drop downs, login credentials and more. Clearing the IndexedDB data results in the loss of **all incidents stored on the device**, and the **inab-ility to log in while offline**.

In most cases, when clearing caches, you only want to clear the AppCache.

Why do I have to Clear the Browser Cache?

As you visit web pages, more information is stored in your browser cache. Clearing a browser cache can help prevent "caching" issues and prevent your device from running out of space to cache data.



1.2 BROWSER CACHE SETTINGS FOR MACS AND IPADS

The Safari browser can be configured to help prevent the need to clear your browser cache. Use the following instructions to set your browser up with the recommended cache settings.

Recommended Settings for Safari Browser Caching

In Settings > Safari, ensure Do Not Track = Off and Block Cookies = Allow Always or Allow	from sites
l visit.	

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Privacy Settings	Safari		
	Autoriii	Autoriii	
iCloud itlabs@imagetrend.com	Frequently Visited Sites		
A iTunes & App Store	Favorites	Favorites >	
	Open New Tabs in Background		
Mail, Contacts, Calendars	Show Favorites Bar		
Notes	Show Tab Bar		
Reminders	Block Pop-ups		
Messages	PRIVACY & SECURITY		
FaceTime	Do Not Track	\bigcirc	
🗼 Maps	Block Cookies Allo	ow from Websites I Visit >	
🔰 Safari	Fraudulent Website Warning		
News	About Safari & Privacy		
	Clear History and Website Data		
🞵 Music			
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1.3 CLEARING CACHE MAC AND IPAD

Each internet browser stores a specific amount of data. You may have to clear the cache when an Elite Field sync fails if you do not have enough storage. Use the following directions to clear the file storage (cache) without loosing incident data. Additionally, review your delete posted incident settings in General Settings for Elite Field.

Facts

- The process for clearing the cache for Elite is the same for Elite Field.
- If Elite Field had internet access prior to clearing the cache, the un-posted incidents can be found in the Elite Field Incident Cloud list because they automatically sync every 10 seconds. For more information see Field Incident Cloud Overview.
- Posted incidents appear in the corresponding incident list (i.e. EMS, Fire or Community Health).

Clearing the Cache

- The cache is split into two parts: AppCache and IndexedDB. You only need to clear the Appache. For instructions, see Basics of Browser Caching on page 4.
- **IMPORTANT!** Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.
- **IMPORTANT!** Clearing the cache on a device used for Elite Field deletes incidents, logins and device authorization settings.

After Clearing the Cache

• Only **one user** needs to login to Elite Field while online and sync, to allow all users to login after clearing the cache.

Prevention

• We recommend setting Elite Field to automatically delete posted incidents from Elite Field to reduce data storage on the browser, see General Settings for Elite Field.

How to Clear the Cache in Safari on iOS8

- 1. On an iPad, open the Settings app.
- 2. Scroll down to and select Safari in the left column.



3. On the right, select Clear History and Website Data.

iPad ᅙ	12:24 PM	∦ 100% 📟
Settings	Safari	
Do Not Disturd	GENERAL	
	Search Engine	Google >
General 1	Passwords & AutoFill	>
Sounds	Favorites	Favorites >
Wallpapers & Brightness	Open New Tabs in Background	
Privacy	Show Favorites Bar	
	Plack Rap up:	
iCloud	οιουκ τομ-αμs	
Mail, Contacts, Calendars	PRIVACY & SECURITY	
Notes	Do Not Track	\bigcirc
Reminders	Block Cookies	Never >
O Messages	Smart Search Field	>
FaceTime	Fraudulent Website Warning	
쾢 Maps	More about Safari and privacy	
🔗 Safari		
	Clear History	
iTunes & App Store	Clear Cookies and Data	

4. Click Clear.

geonemontogeon.com	Sh	ow Favorites Bar	\bigcirc
Tunes & App Store	Sh	ow Tab Bar	
Mail, Contacts, Calendar	Clear Hist Clearing will rem and other I	ory and Data ove history, cookies, prowsing data.	
Notes	History will be c signed into yo	leared from devices ur iCloud account.	
Reminders	Olass	Ormani	\bigcirc
Messages	Clear		Always Allow >
FaceTime	Fra	udulent Website Warning	\bigcirc

How to Clear the Cache in Safari on Macs

The following is for Safari 8.0 and newer.



1. With the Safari browser open, click *Safari > Preferences*.



2. Click Privacy.

00	General
General Tabs AutoFill Passwords Security Privacy	Notifications Extensions Advanced
Default web browser:	i (8.0)
Default search engine:	Coogle \$
Safe 1 opens with:	A new window
New wirdows open with:	Top Sites \$
ew tabs open with:	Top Sites \$
Homepage:	http://www.apple.com/startpage/
·	Set to Current Page
Remove history items:	After one year \$
Top Sites shows:	12 sites \$
Save downloaded files to:	Downloads \$
Remove download list items:	Manually \$
	✓ Open "safe" files after downloading "Safe" files include movies, pictures, sounds, PDF and text documents, and archives.



3. Click Remove All Website Data...

Privacy				
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General Tabs AutoFill Passwords Search Security Pri	ivacy Notifications Extensions Advanced			
Cookies and website data:	Always block			
	Allow from current website only			
•	Allow from websites I visit			
0	Always allow			
E E	Remove All Website Data			
6 w	vebsites stored cookies or other data Details			
Website use of location services: 📀	Prompt for each website once each day			
0	Prompt for each website one time only			
0	Deny without prompting			
Website tracking:	Ask websites not to track me ?			

4. Click *Remove Now*.

	Are you sure you want to remove all data stored by websites on your computer?		
Change Star	This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior.		
?	Cancel Remove Now		



2.1 TROUBLESHOOTING BROWSER CACHING

I clicked No when prompted to increase my cache size.

- 1. If you are on Elite Field, post all incidents.
- 2. Clear your Indexed DB storage.

Safari:

- a. On an iPad, open the Settings app.
- b. Scroll down to and select Safari and select Advanced.

iPad 🗢	Battery	12:01 PM	€ 24%
	Privacy Settings	Safari	
		Adorii	
	iCloud	Frequently Visited Sites	
	iTunes & Ann Store	Favorites	Favorites >
		Open New Tabs in Background	
	Mail, Contacts, Calendars	Show Favorites Bar	
	Notes	Show Tab Bar	
	Reminders	Block Pop-ups	
	Messages	PRIVACY & SECURITY	
	FaceTime	Do Not Track	\bigcirc
.	Maps	Block Cookies	Allow from Websites I Visit \rightarrow
	Safari	Fraudulent Website Warning	
	News	About Safari & Privacy	
		Clear History and Website Data	
1	Music		
~~~	Videos	Advanced	>
*	Photos & Camera		



c. Select Website Data.

iPad 🗢	Battery	12:01 PM 🕒 24%	
	Privacy Settings	Safari Advanced	
	iCloud itlabs@imagetrend.com	Website Data >	
A	iTunes & App Store		
		JavaScript	
	Mail, Contacts, Calendars		
	Notes	Web Inspector	
	Reminders	To use the Web Inspector, connect to Safari on your computer using a cable and access your iPad from the Develop menu. You can enable the Develop menu in Safari's Advanced Preferences on your computer.	
	Messages		
	FaceTime		
.	Maps		
	Safari		
	News		

d. Select Remove All Website Data.

12:01 PM		€ 24% 💽
Advanced	Website Data	Edit
Website Data		161 MB
imagetrend.com		102 MB
imagetrendelite.con		59.4 MB
cdnma.com		0 bytes
google.com		0 bytes
youtube.com		0 bytes
gstatic.com		0 bytes
	Remove All Website Data	