



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 **inability 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.

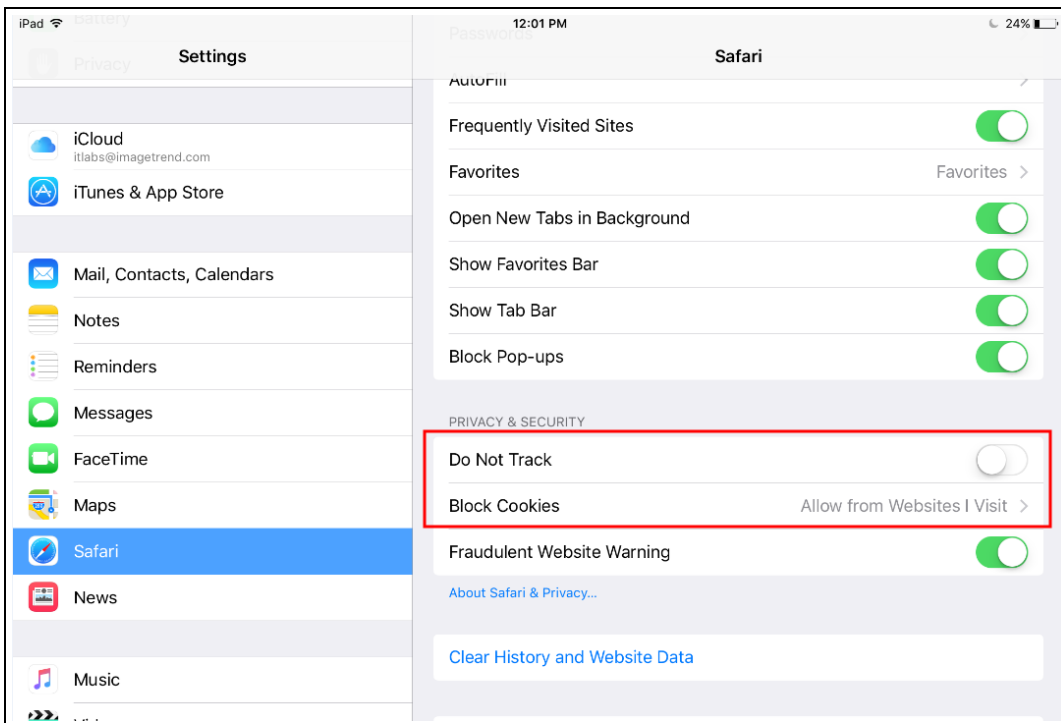
1.2 BROWSER CACHE SETTINGS FOR MACS AND IPADS

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 I visit*.

Navigation: *Settings > Safari > Privacy & Security section*





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 losing 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.

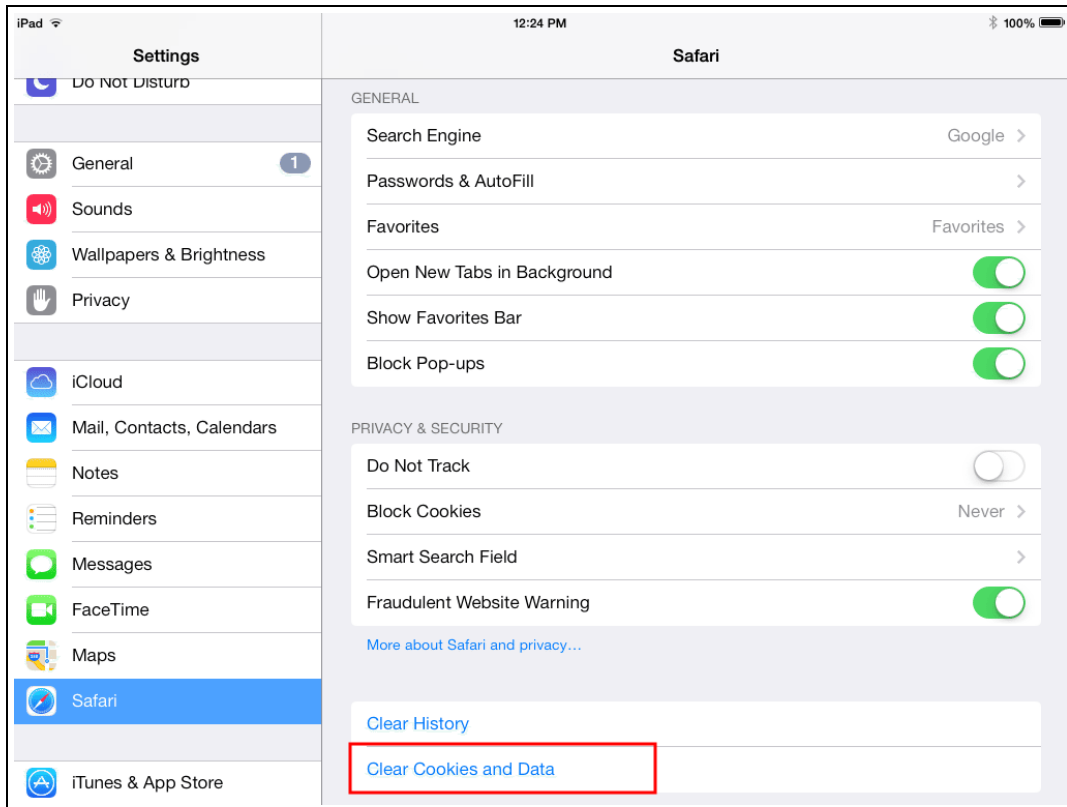
Prevention

- 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](#).

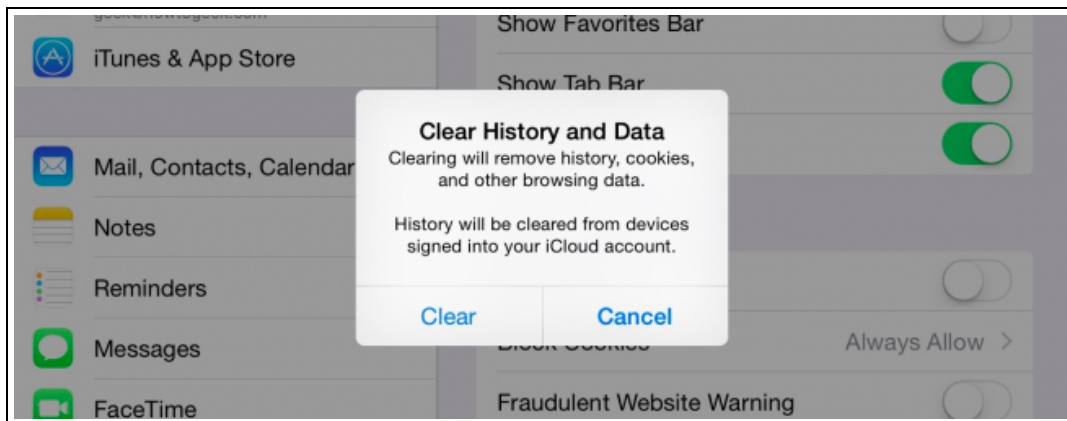
How to Clear the Cache in Safari on iOS8

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*.



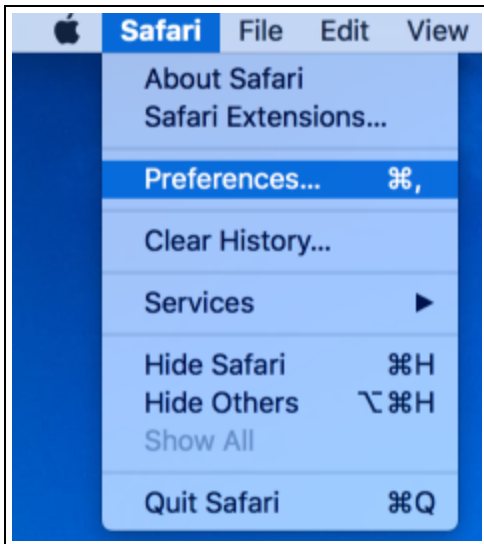
4. Click *Clear*.



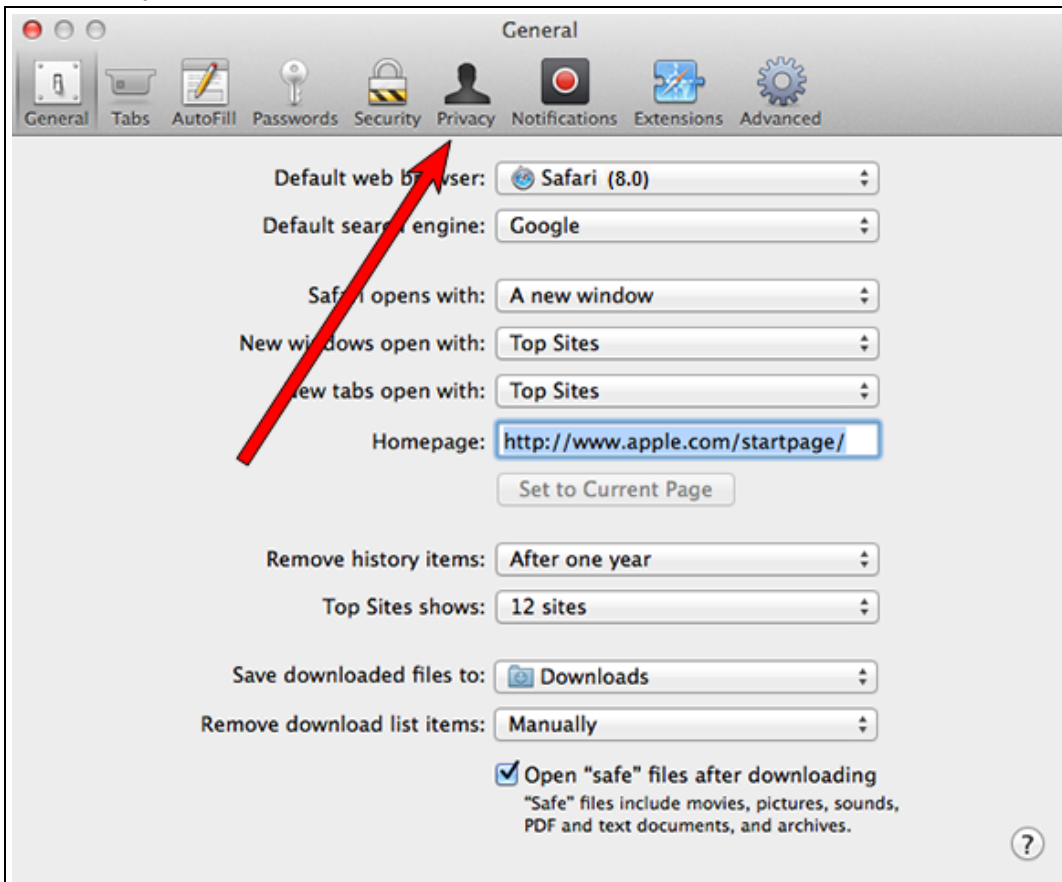
How to Clear the Cache in Safari on Macs

The following is for Safari 8.0 and newer.

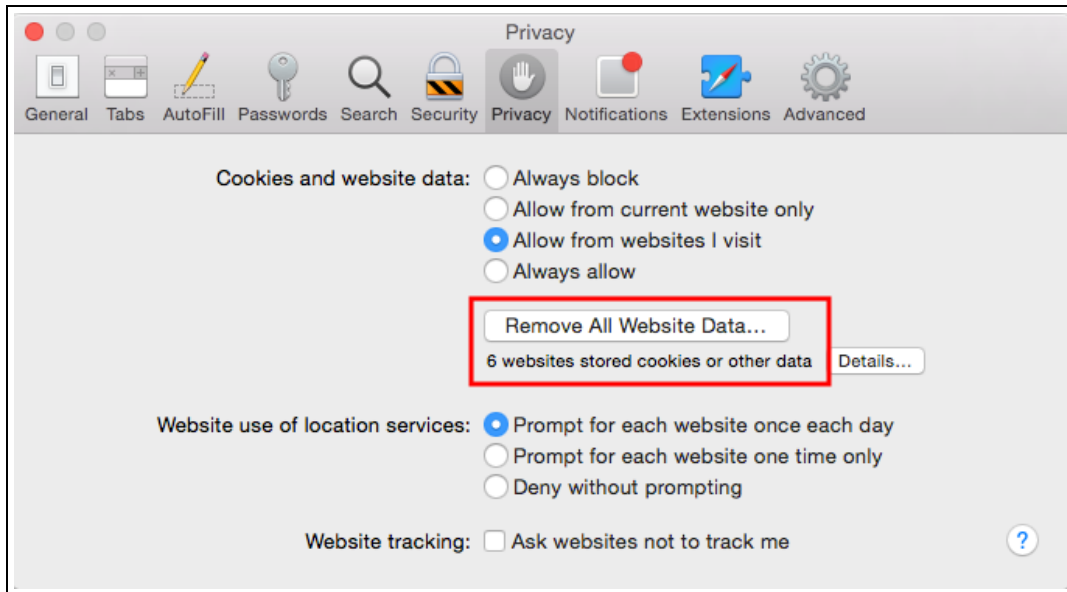
1. With the Safari browser open, click *Safari > Preferences*.



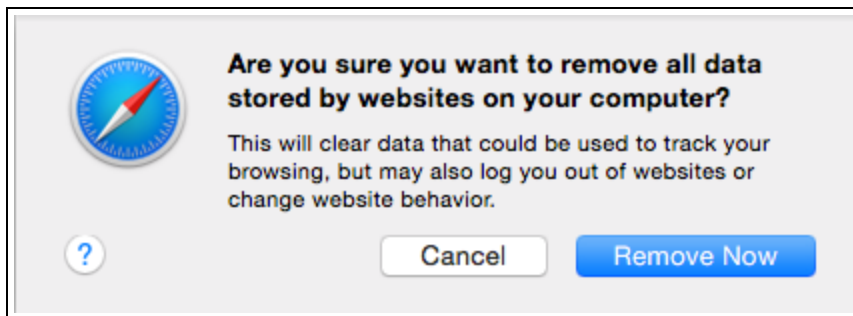
2. Click *Privacy*.



3. Click *Remove All Website Data...*



4. Click *Remove Now*.



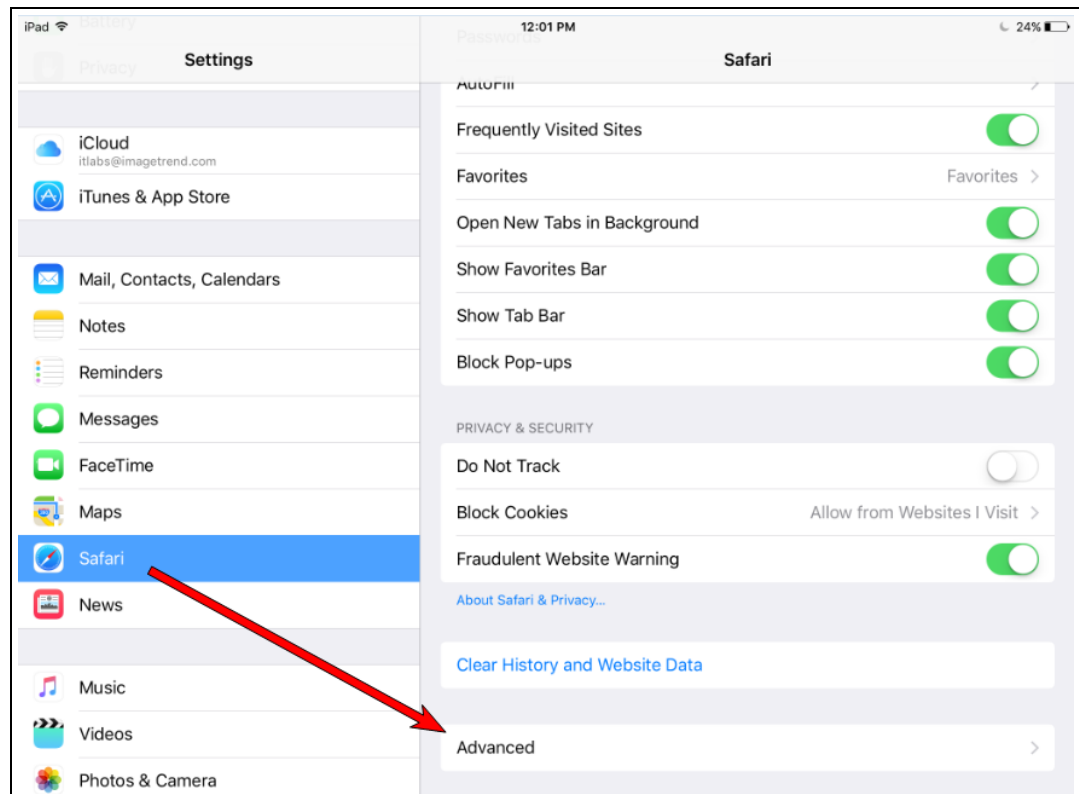
2.1 TROUBLESHOOTING BROWSER CACHING

I clicked **No** when prompted to increase my cache size.

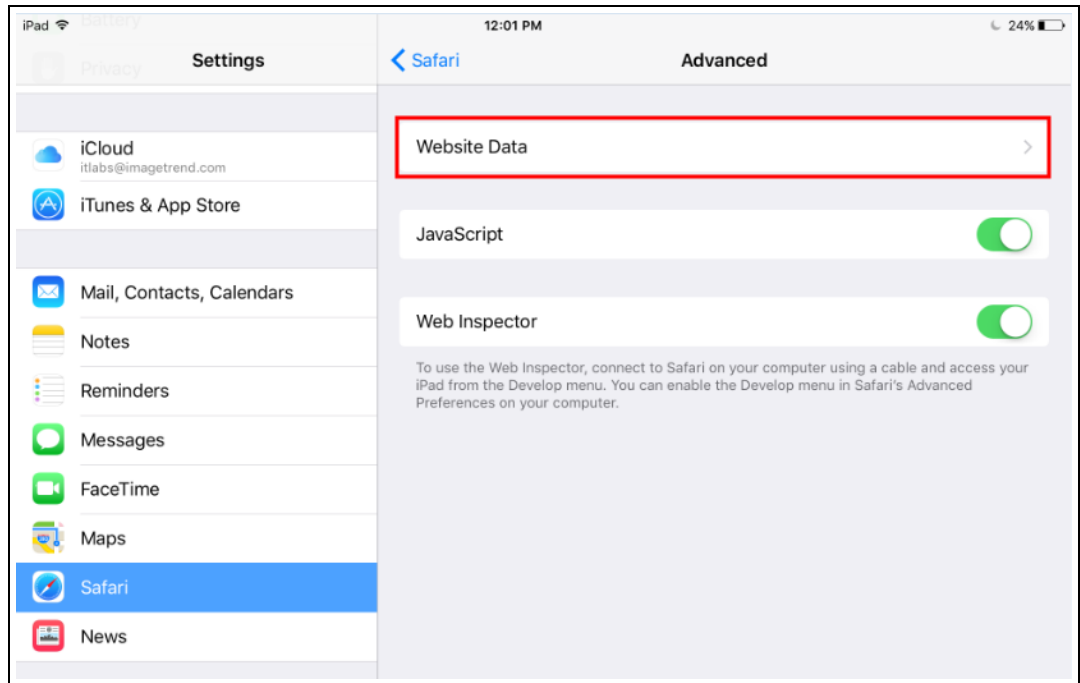
1. If you are on Elite Field, post all incidents.
2. Clear your Indexed DB storage.

Safari:

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



c. Select *Website Data*.



d. Select *Remove All Website Data*.

