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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 <u>Elite Field General</u> <u>Settings Overview</u>.

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 AppCache. For instructions, see <u>Basics of Browser</u> <u>Caching</u>.
- (1) **IMPORTANT!** Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.
- (1) **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 <u>Elite Field</u> <u>General Settings Overview</u>.

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.

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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 ...

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4. Click Remove Now.



s Reference

- Basics of Browser Caching
- Browser Cache Settings for Macs and iPads
- Troubleshooting Browser Caching

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