

## 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 [Elite Field General Settings Overview](#).

### 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 [Basics of Browser Caching](#).
-  **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 [Elite Field General Settings Overview](#).

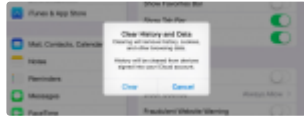
## How to Clear the Cache in Safari on iOS8

---

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*.



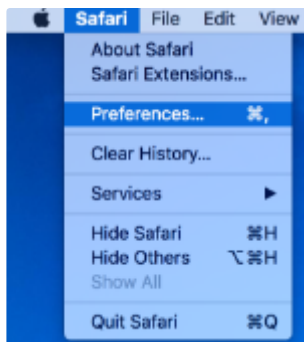
4. Click *Clear*.



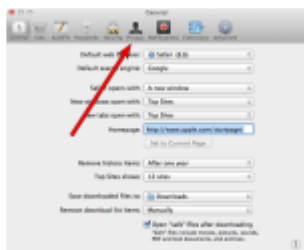
## How to Clear the Cache in Safari on Macs

The following is for Safari 8.0 and newer.

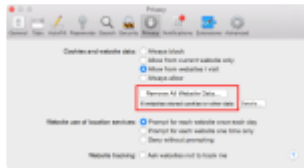
1. With the Safari browser open, click *Safari > Preferences*.



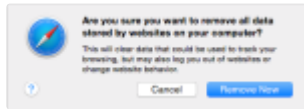
2. Click *Privacy*.



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



4. Click *Remove Now*.



---

## Reference

- [Basics of Browser Caching](#)
- [Browser Cache Settings for Macs and iPads](#)
- [Troubleshooting Browser Caching](#)

---

[Contact Us](#)

---

[Copyright](#)