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## Caching

### Caching Frequently Asked Questions (FAQs)

#### **What is browser/internet cache?**

To speed up the web experience browsers are designed to download web pages and temporarily store them locally on the device's hard drive in an area called "cache". The cache will contain records of every item you have viewed or downloaded while online. Temporarily storing these records allows the browser to display pages faster by pulling from the local copies in the cache rather than downloading the page fresh.

#### **What issues can occur when the cache is full?**

To make sure you have the latest version of a site you need to clear the cache memory. The longer you wait in between clearing the cache the more chance there is that a page will be missing updated information.

#### **How often should the cache be cleared?**

You can force clear the cache at any time by hitting Ctrl+F5 on the device's keyboard. Unfortunately, most of the time this does not perform a full clearing of the cache and not all devices have a keyboard to use this shortcut. You should perform a full clearance of the cache on a monthly basis. See below for instructions on how to clear the cache in multiple browsers.

As a note, clearing the cache can be managed on individual devices or can be managed centrally across all devices. These settings may be managed by your network administrator and will require contacting the school or district tech coordinator to ensure all details are in place.

#### **What other types of caching are there?**

Your internet service provider (ISP) as well as web-based applications have caching as well. These are managed independently by either your ISP or the application developers (the development team for that application). Web-based applications are programs such as Achieve3000 as well as other popular applications such as Twitter.

#### **What does this mean for your use of Achieve3000?**

Within Achieve3000's web-based application there is application caching that is run independently of the browser caching that is within your computer.

- Information on dashboard changing - sometimes if the cache is full, we have had reports of the points or activities noted as 75% or higher on the dashboard not appearing correctly. Clearing the cache will usually address this inconsistency and ensure that the correct data appears
- When completing activities, the system may appear to choose a different answer than selected. Again, this is a result of the cache being full.

We understand the importance of accurately monitoring the student's points. It provides them motivation to complete more activities with great scores to achieve more points. Our program was written in a certain way so that the points are stored and calculated in a swift and accurate fashion. When a student completes an activity and is awarded points, some of the information the student received is cached. The dashboards in program that help monitor points are updated nightly, seven days a week. In turn, the application cache is cleared on a nightly basis. Clearing the application cache removes this temporary data on the user's profile and provides the most accurate, up to date data.

Since our program's cache is cleared on a nightly basis, if you neglect to clear the browser cache on a more frequent and consistent basis you could be missing the most up to date information from the program. This is one of the reasons we suggest clearing the cache frequently.

## Instructions to Clear the Cache

### Windows



#### Microsoft Edge

1. Open **Edge**.
2. Click the menu button situated in the upper right corner
3. Click on **Settings**.
4. In the settings sidebar, select "**Privacy, search, and services**".
5. Under the Clear browsing data section, select "**Choose what to clear**" box.
6. In the Clear browsing data window, choose "**All time**" from the Time Range drop-down menu.
7. Enable "**Cookies and other site data**" and "**Cached images and files.**"
8. Click the **Clear now** button.
9. Close and relaunch **Edge**.

#### Google Chrome

1. Open **Chrome**.
2. At the top right, click More .
3. Click **More tools > Clear browsing data...**
4. At the top, choose **All time** for the "Time range."
5. Check/enable the boxes next to "**Cookies and other site data**" and "**Cached images and files.**"
6. Click the **Clear data** button.
7. Close and relaunch **Chrome**.

#### Mozilla Firefox


1. Click the **menu button**  and choose **Settings**.
2. In the settings sidebar, select the  **Privacy & Security** panel.
3. Scroll to the **Cookies and Site Data** section and click **Clear Data**.
4. Select **Cookies and Site Data**, along with **Cached Web Content**.
5. Click the "**Clear Now**" button and click "**Clear Now**" a second time when the pop-up window appears.
6. Close and relaunch Firefox.

### Macintosh OS X

#### Google Chrome (Mac)

1. Open **Chrome**.
2. At the top right, click **More**
3. Click **More tools > Clear Browsing Data...**
4. At the top, choose **All time** for the "Time range."
5. Check/enable the boxes next to "**Cookies and other site data**" and "**Cached images and files.**"
6. Click the **Clear data** button.
7. Close and relaunch **Chrome**.

## Mozilla Firefox (Mac)

1. Click the menu button and choose **Settings**.
2. In the settings sidebar, select the  **Privacy & Security** panel
3. Scroll to the **"Cookies and Site Data"** section and click **"Clear Data."**
4. Select **"Cookies and Site Data"**, along with **"Cached Web Content."**
5. Click the **"Clear Now"** button, and click **"Clear Now"** a second time when the pop-up window appears.
6. Close and relaunch Firefox.

## Safari 14.0+ (Mac)

1. Open **Safari**.
2. Select the Develop menu (if available) on the top of the screen and click **Empty Caches**.
3. If the **Develop** menu is not available, choose **Preference...** from the **Safari** menu.
4. Select the **Advanced** tab and ensure that *"Show Develop menu in menu bar"* is selected/enabled.
5. Close Advanced popup window and follow step 2 above.

## Android 5.0+ Devices

### Google Chrome (Android)

1. Open **Browser**.
2. click the **Three Vertical Dots** icon in the top right of your browser.
3. Go to **Settings**.
4. In the **Privacy and security** section, select **Delete browsing data**.
5. Click **Clear browsing data**.
6. Select **All time** from the **Time range** drop-down menu.
7. Check/enable the boxes next to **Cookies and site data** and **Cached images and files**.
8. Click the **Clear Data** button then close and relaunch the web browser.

### Mozilla Firefox (Android)

1. Open **Browser**.
2. Click the **Three Vertical Dots** icon in the top or bottom right of your browser .
3. Go to **Settings**.
4. In the **Privacy and security** section, select **Delete browsing data**.
5. Make sure **"Cookies"** and **"Cached images and files"** are selected/enabled along with any other elements you want to clear
6. Click **Delete browsing data** button on the bottom
7. Click **Delete** from the pop-up window.
8. Close and relaunch Firefox.

## Apple iOS 14+ Devices

### Mobile Safari

1. From the **Home screen**, open the **Settings** app and select **Safari**.
2. At the bottom of the Safari setting window, tap **Clear History and Website Data**.
3. Confirm when prompted by tapping **Clear History and Data** from the pop-up window.
4. Close and relaunch **Safari**