rezora

HOW TO / clear your cache

When you find yourself running into issues on a website and contact your friendly Customer Support team, the first thing they'll likely recommend is clearing your Cache and Cookies. Clearing your Cache is one of the best (and easiest!) tech hacks in the book. And, it can be a quick fix for something that actually requires much less technical trouble shooting than you thought. Having trouble logging into your account? Trying to upload a new photo but the old one keeps showing up? Often times, these issues can be solved by a simple process that lets you show how tech-savvy you are, with minimal effort. Let's start with the basics.

What is my cache?

As you go from site to site online, your browser will "cache" or store data to load those sites faster in the future. Caches are used to speed up a process, so data doesn't have to be fetched from it's original location and saves time.

What are Cookies?

These are cute, little, baby files that websites put on your computer when you visit their site. Each cookie (or crumpet, if you're British) has an ID that is unique to you. It provides info to the site when you've returned. Cookies are not evil, even if you're gluten free. They often get a bad rap, because some do have personal data that could be exploited.

Don't fear Cookies!

Cookies can save you lots of time. Remember that time when you were hunting for brown winter boots at zappos.com? You found 4 pairs that were all winners. You threw them in the online cart. Then suddenly, your boss walked by your computer and you closed your Zappos tab. Finally, you're home after a long day. You pour yourself a glass of wine, you go back to Zappos.com, and you see your 4 perfect pairs of boots in the shopping cart! Unfortunately with the clarity of a bit of wine, you realize they are not cute at all. But at least [thanks to cookies!] they were saved.

If these guys are so great, then why the heck should I delete them?!

If the site has changed (it happens a lot) then your browser has cached the old, outdated version of the file. Also, having too much stored in your Cache can bog down your browser and leave little (or no) room for clean, new data. Lastly, clearing your Cache and Cookies will remove all those pesky trackers that you've amassed but don't need.

It's IMPERATIVE for your quality of work online, work speed, search privacy, and perhaps your marriage to regularly clear your browser's cache and cookies.

How do I clear my Cache and Cookies?

Firefox: Click 'History' in to top menu bar, 'Clear Recent History' from the dropdown menu, then click 'Clear Browser Data' and make sure 'Cache' and 'Cookies' are selected under Details
Chrome: Click 'History' in to top menu bar, 'Show Full History' from the dropdown menu, and make sure 'Cache' and 'Cookies' are selected before clicking 'Clear Browser Data' in the bottom right hand corner
Safari: Click 'History' in to top menu bar, 'Clear History and Website Data' from the dropdown menu, and then 'Clear History'
Internet Explorer: From the tools menu select 'Internet Options' and under the General tab, under Browsing History, click 'Delete' making sure Temporary Internet files, Cookies, and History boxes are checked.

Other Tips:

• As an extra measure, it never hurts to refresh your browser once you've cleared your Cache. Or better yet - restart your computer!
• Although there's lots of appeal in the convenience of having sites remember your login information, it's best practice to make sure you have these stored somewhere safe (we love Keeper).
If we suggest to clear your cache first you can tell us you've been there and done that and we'll smile with pride and joy and then move on to option 2!