Welcome to TimeCamp Help!

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Clearing the cache

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A cache is a special storage space for temporary files that makes a device, browser, or app run faster and more efficiently. A cache makes it easy to quickly retrieve data, which in turn helps devices run faster. It acts like a memory bank, making it easy to access data locally instead of redownloading it every time you visit a website or open an app. Deleting site data, such as cache and cookies, is helpful when a site is misbehaving.

When should I clear the cache?

The cache can take up a lot of storage space. Sometimes it can cause the website to display data incorrectly, glitch, or even crash. That's why a common remedy for browser issues is clearing the cache.

We recommend clearing the cache if any of the following occurs:

- data in the reports doesn't load (can't create a report, can't download a report, can't set filters)

-data doesn't appear correctly (Timesheet is empty but entries were visible before, data in the reports is incorrect, filters don't match data in the report)

-settings or permissions can't be changed/saved (can't change user's role, saved settings don't work)

-Timesheet is set to a certain date from the past each time you log in

-any other problem that doesn't appear in the incognito/private mode and other browsers

The solution is to "clear the cache," which deletes the files stored in the cache. The advantages of clearing the cache include freeing up previous storage space on your computer and eliminating any files that might be causing it to misbehave.

How to clear the cache and browsing data?

To fix the problem with cache and cookies you need to clear the history of your browsing data. Here we

gathered instructions for browsers we support:

Google Chrome

1. In the upper right corner, click on the "3 vertical dots" icon ;
2. Click **More tools** and select **Clear browsing data** from the list;
3. At the top, choose a time range, we recommend selecting **All time**;
4. Make sure to tick the checkboxes next to the "Cookies and other site data" and "Cached images and files" items;
5. Click **Clear data**;

You can find more detailed instructions here: https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop

Mozilla Firefox

1. In the upper right corner, click on the "menu" icon ;
2. Click **History** and select **Clear Recent History** from the list;
3. At the top, choose a time range, we recommend selecting **Everything**;
4. Make sure to tick the checkboxes next to the "Cookies" and "Cache" items ;
5. Click **Clear now**;

You can find more detailed instructions here: https://support.mozilla.org/en-US/kb/how-clear-firefox-cache

Microsoft Edge

1. In the upper right corner, click on the "3 vertical dots" icon ;
2. Click **Settings** and select **Privacy, search, and services** from the left side menu;
3. Scroll down to the **Clear browsing data section** and next to **Clear browsing data now** click on the **Choose what to clear** button;
4. At the top, choose a time range, we recommend selecting **All time**;
5. Make sure to tick the checkboxes next to the "Cookies and other site data" and "Cached images and files" items ;
6. Click **Clear now**;

You can find more detailed instructions here: https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-ac10ce454ca4

Safari

1. In the Safari app on your Mac, click on the **History** tab and select **Clear History** from the list;

2. The pop-up will appear asking to choose a time range, we recommend selecting **All history**;
3. Click **Clear History**;

You can find more detailed instructions here: https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac

After it's done, refresh the TimeCamp website. You'll be asked to log in to your TimeCamp account.

> If clearing the cache didn't help and the problem still occurs, please fill in the Contact Form and share the screenshot of what exactly appears on your end.