

SETTING YOUR BROWSER FOR OPTIMAL PERFORMANCE (PC USERS)

Tickets are sent quite frequently to tell us that people are either seeing old data (or content) when updates have been made to the page they are visiting, OR they cannot save edits to pages or emails. This is most times, an issue with the browser settings*, and not related to Blackbaud (Convio) functionality. In order to set your browser to automatically NOT read from its cache, and to remove session data between visits, follow these few steps:

IE 7 and older are no longer Windows supported, so we recommend updating your browser.

To Set the Cache (IE 8- 9):

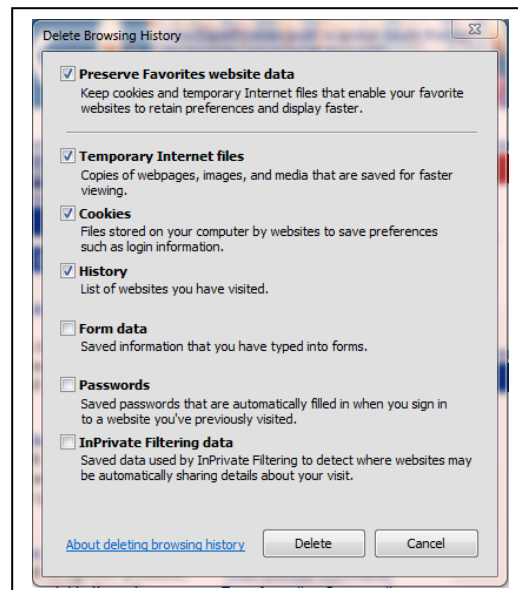
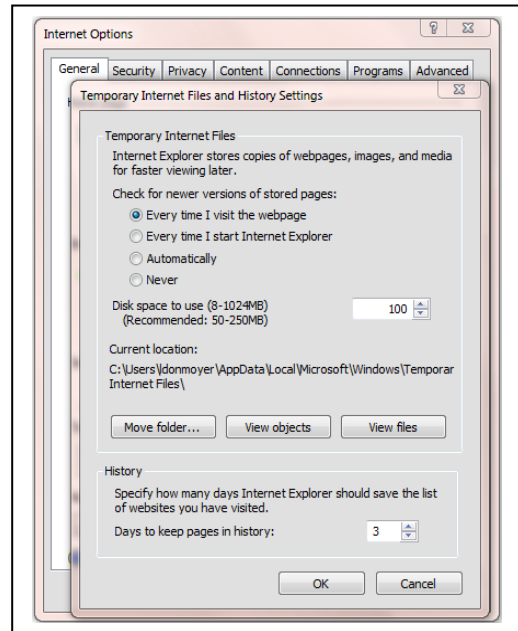
- Open IE, and go to TOOLS
- Choose Internet Options
- On the General tab, click the “Settings” button in the center of the “Browsing History” section
- Choose the “Every Time I Visit the Webpage” radio button option
- Also change the cache size to a lower number – we prefer 100 or 150
- Click ok, then ok to close the tools window

You can also set your browser to automatically “clean” itself after each visit, upon closing your browser. This clears your cache, and allows the clearing of session data as well.

To Auto Empty the Cache (IE all versions):

- Open IE, and go to TOOLS
- Choose Internet Options
- Click the Advanced tab
- Scroll down to the “Security” section
- Check-mark the box that states: ‘Empty Temporary Internet Files folder when browser is closed’.
- Click the General Tab
- Check-mark the ‘Delete browsing history on exit’ box in the Browsing History section
- Click ok, then ok to close the Internet Options window

To empty your cache at any time during a current session, simply go to TOOLS, and click the ‘Delete Browsing History’ option, then choose the boxes as seen to the left – then click <DELETE>. This will flush your browser as you wait, insuring a clean copy of any pages you visit next, but it will force you to log into any site you may have previously been logged into, so only used this if you have completed any current work.



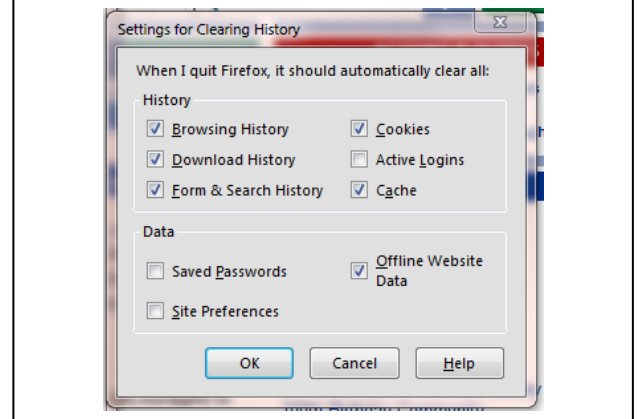
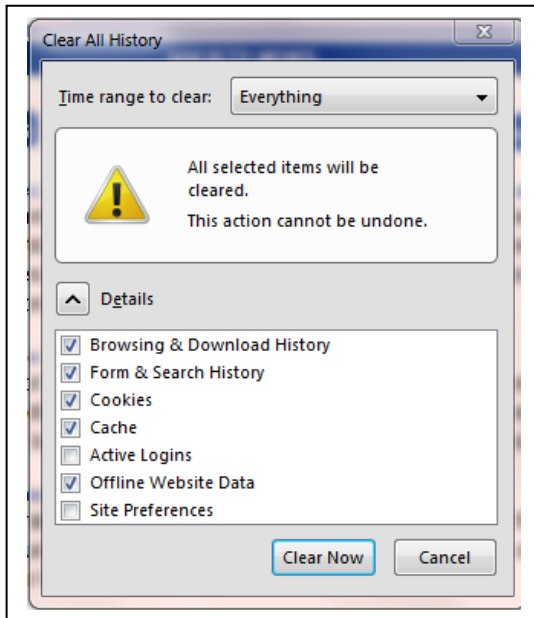
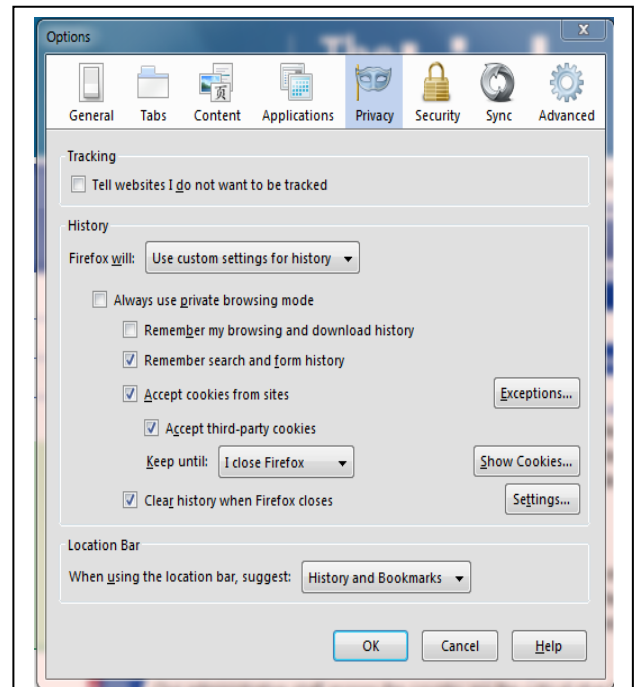
To Set the Cache Size (Firefox):

- Open Firefox, and go to TOOLS
- Choose Options
- On the Advanced tab, click the “Network” sub-tab
- In the center of the “Cached Web Content” section, change the cache size to a lower number – we prefer 100 or 150
- Click ok, then ok to close the tools window

To Auto Empty the Cache (Firefox all versions):

- Open Firefox, and go to TOOLS
- Choose Options
- Go to the “Privacy” tab
- Check-mark the box that states: ‘Empty Temporary Internet Files folder when browser is closed’.
- Check all items as seen in the right –top screenshot. Once you reach the ‘Clear history when Firefox closes” option, click the Settings button to the right, and choose all the options as seen to the right – bottom screenshot
- Click OK, then OK to save and close the Tools window

To empty your cache at any time during a current session, simply go to TOOLS, and click the ‘Clear Recent History’ option, then choose the boxes as seen below – then click <DELETE>. This will flush your browser as you wait, insuring a clean copy of any pages you visit next, but it will force you to log into any site you may have previously been logged into, so only used this if you have completed any current work.



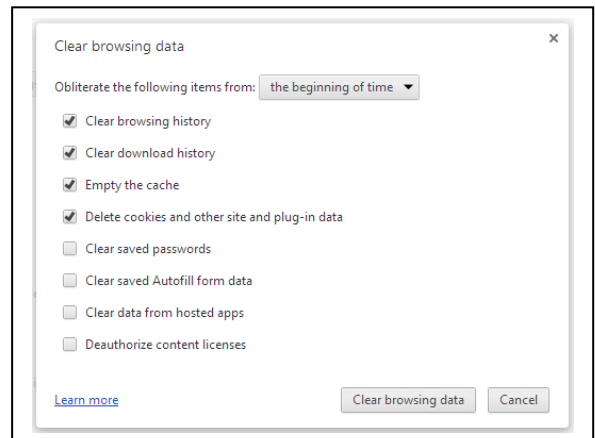
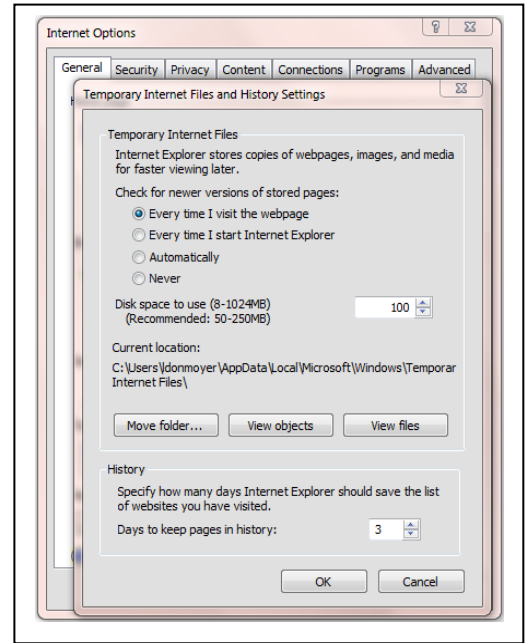
To Set the Cache Size (Chrome):

- Open Chrome, and go to SETTINGS
- Click Show Advanced Settings to open all Chrome Internet options
- Under the NETWORK section, click the ‘Change Proxy Settings’ button
- On the General tab, click the “Settings” button in the center of the “Browsing History” section
- Choose the “Every Time I Visit the Webpage” radio button option
- Also change the cache size to a lower number – we prefer 100 or 150
- Click ok, then ok to close the tools window

To Empty the Cache (all versions):

- Open Chrome, and go to SETTINGS
- Click Show Advanced Settings to open all Chrome Internet options
- Under the PRIVACY section, click the ‘Content Settings’ button
- Under COOKIES, choose the ‘Keep local data only until I quit my browser’ radio button
- Click DONE
- Close the Settings window

To empty your cache at any time during a current session, simply go to SETTINGS, then HISTORY, and click the ‘Clear All Browsing Data’ button. Choose the boxes as seen to the left – then click <Clear Browsing Data>. This will flush your browser as you wait, insuring a clean copy of any pages you visit next, but it will force you to log into any site you may have previously been logged into, so only used this if you have completed any current work.



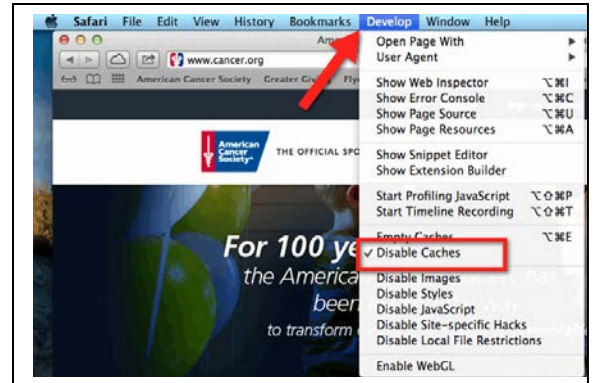
SETTING YOUR BROWSER FOR OPTIMAL PERFORMANCE (MAC USERS)

To Set the Cache Size (Safari):

- No action is needed. Safari’s cache is set to 150MB by default, and can not be changed.

Disabling the Cache (Safari) - OPTIONAL:

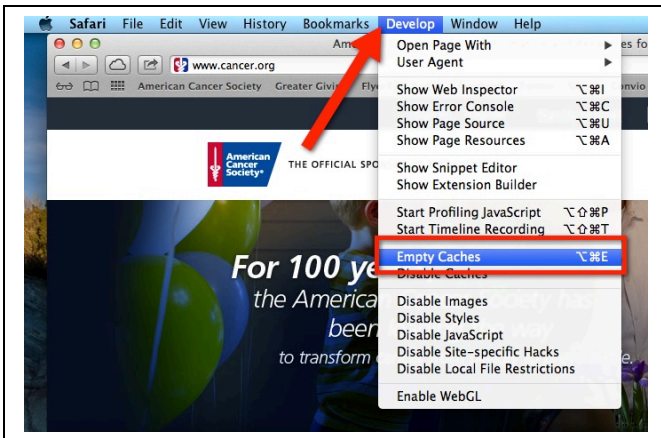
- Open Safari, and go to PREFERENCES
- Select ADVANCED
- Select the check box for “Show Develop menu in menu bar.” See image to the right.
- From top menu bar select the DEVELOP drop down menu, and select DISABLE CACHES



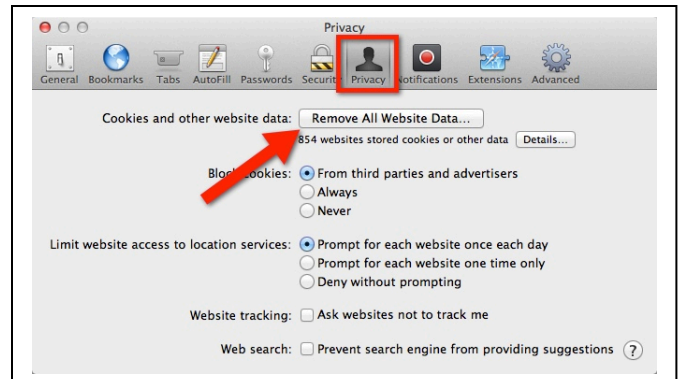
Removing Web Browsing Data and Empty the Cache (Safari):

- Step 1 - Removing Website Browsing Data:
 - Open Safari, and go to PREFERENCES
 - Select PRIVACY
 - Select REMOVE ALL WEBSITE DATA, and then select REMOVE NOW when prompted
- Step 2 – Clearing Caches
 - Go to PREFERENCES
 - Select ADVANCED
 - Select the check box for “Show Develop menu in menu bar.” See image to the right.
 - From top menu bar select the DEVELOP drop down menu, and select EMPTY CACHES

Step 1:



Step 2:



***Note:** another cause of issues with page or email content not saving is when users copy and paste from Word. We strongly encourage you to NOT copy and paste directly from Word, but rather paste the content into a non formatted page editor such as Wordpad or Notepad first, and then copy and paste from there into the WYSIWYG of your page or email. This will remove all formatting styles and can prevent certain errors that may occur in saving system content.