

Clearing Browser Cache for Google Chrome on Android Devices

Step 1

Log into eMobile as Technician



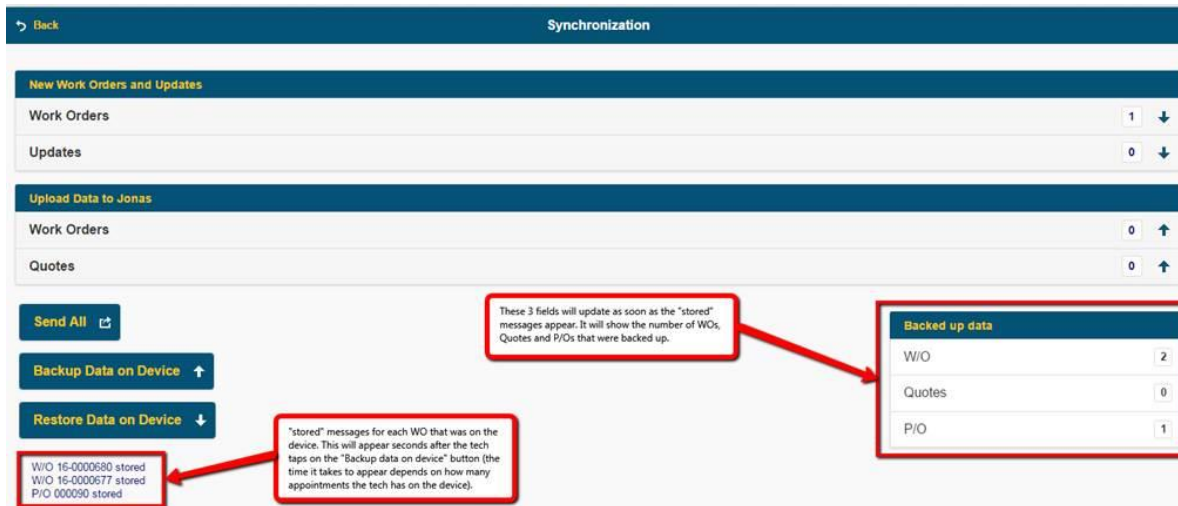
Step 2

Go into Synchronize Tab and Select "Back up Data on Device" option



PLEASE NOTE:

Technicians must make sure that the backup is done before clearing the cache by looking at the following:



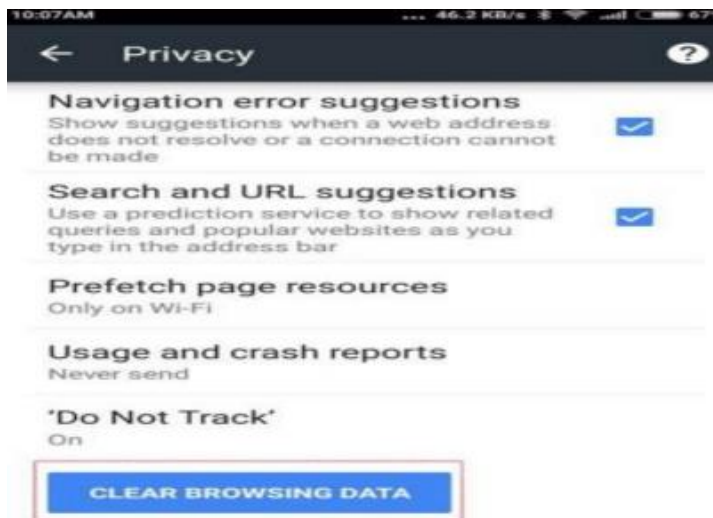
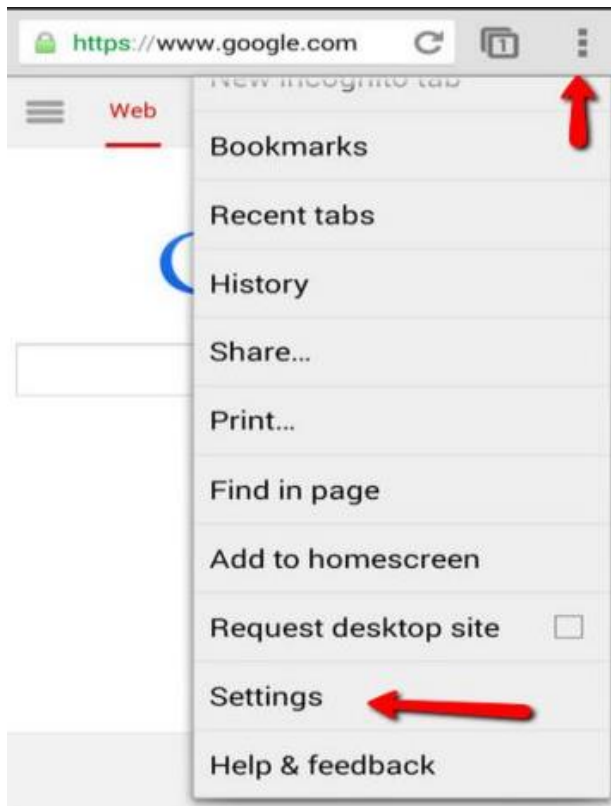
If this doesn't work (if they don't see the "stored" messages), technicians must stop this process and report it so that it can be notified to Jonas for troubleshooting.

NOTE 2:

The "W/O stored" messages area below the "Restore data on device" button will only display 5 or 6 lines. If the tech has more than 5 WOs on his device, please scroll down on this area so that you can make sure all the appointments were properly stored.

Step 3

Log out of eMobile after the backup is done and go into Settings in the browser (3 dots on the right of the URL) and select "Settings" -> (Advanced) Privacy -> "Clear Browsing Data"

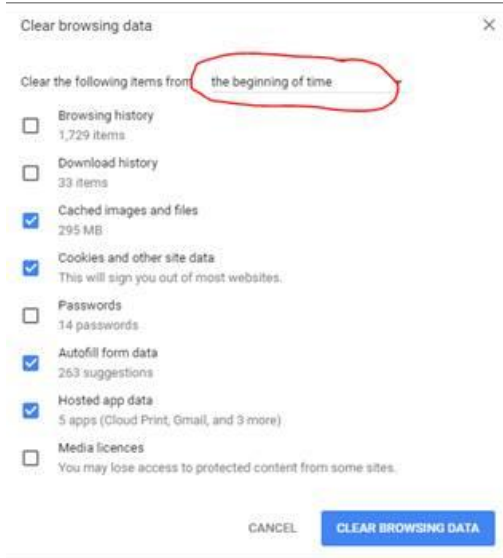


Step 4

Make sure to select the following options (if available):

- Cached images and files
- Cookies and other sites
- Autofill form data
- Hosted APP data

Also please make sure that “Clear the following items from” is set to “the beginning of time”.



Step 5

Log back into eMobile and download “Managed Lists” (Full Update)



Step 6

Go into Synchronize Tab and hit “Restore Data on Device”



NOTE:

Clearing cache is a very important process since eMobile is a semi online / semi offline application – meaning that it downloads the website code locally (on each device) in order to function properly. This code changes every time there is an update and clearing cache basically means removing the old code that has been installed locally on the device. The new code is being copied every time user clicks on Synchronize in eMobile.

We recommend clearing cache on a weekly basis or every time techs experience problems. Skipping this process will result in browser looking at both the old and new code and this may cause issues and techs may notice some updates not being sent properly.