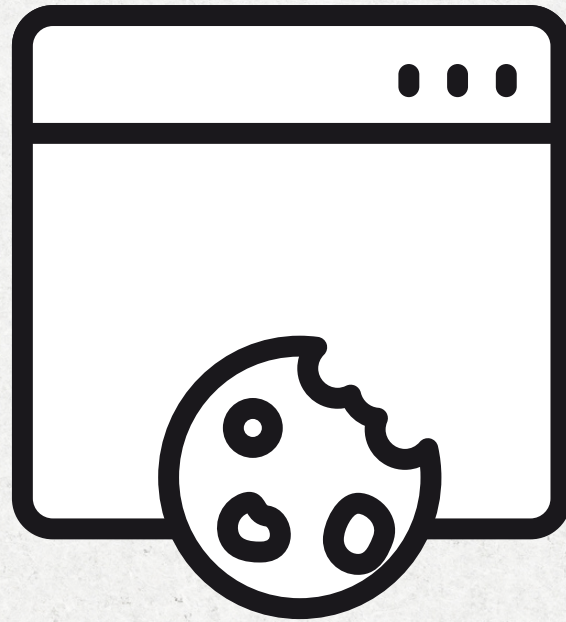
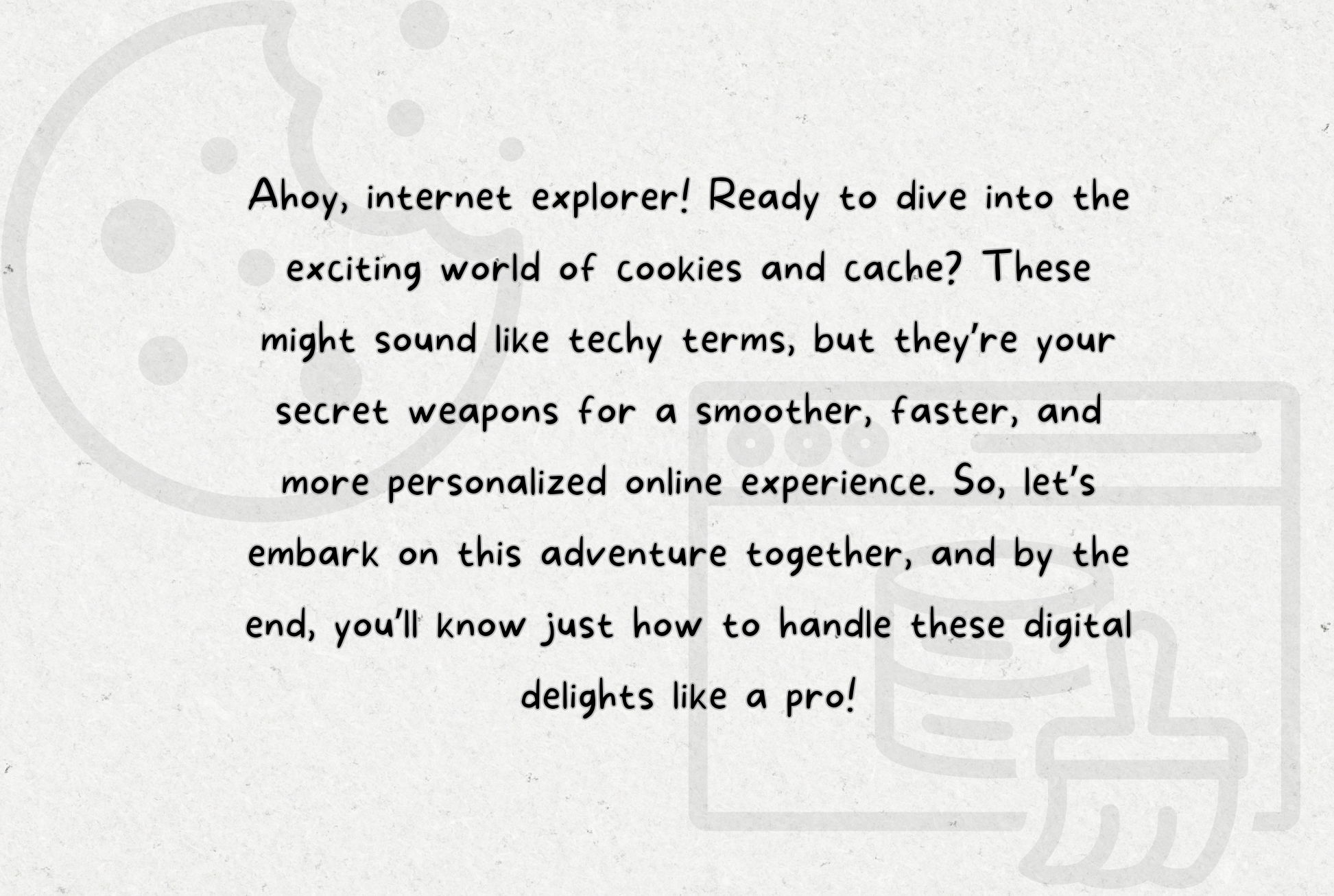


COOKIES & CACHE: YOUR ADVENTURE IN BROWSING BLISS



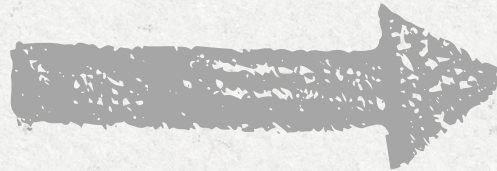
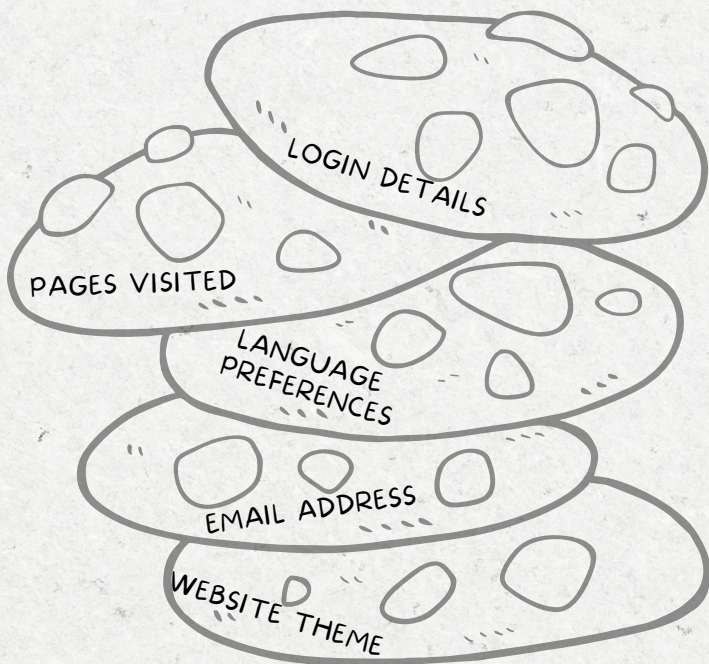
MARQUETTA MOORE



Ahoy, internet explorer! Ready to dive into the exciting world of cookies and cache? These might sound like techy terms, but they're your secret weapons for a smoother, faster, and more personalized online experience. So, let's embark on this adventure together, and by the end, you'll know just how to handle these digital delights like a pro!

WHAT EXACTLY ARE DIGITAL COOKIES?

Digital cookies are like save files for websites. They're tiny files that store information about your visits, making your web experience more personalized and efficient. They're not edible, but they sure do sweeten your online journey!



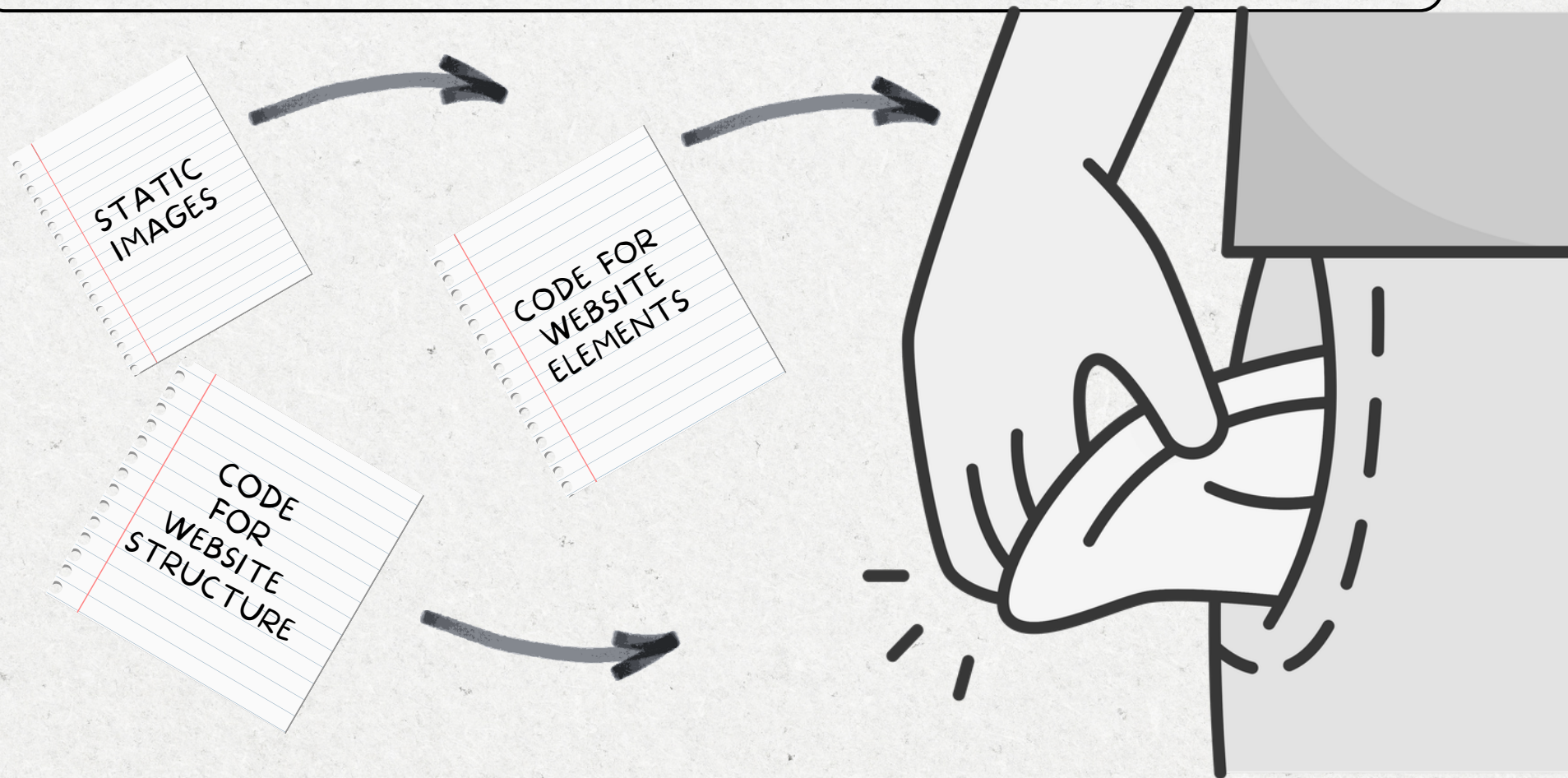
WHY ARE COOKIES SO AWESOME?

- For a Personalized Experience: Cookies remember your preferences, like language settings and shopping cart items. It's like having a personal assistant who knows just what you need!
- For Seamless Access: They keep you logged into your favorite sites, so you don't have to remember all those passwords.
- For Improved Services: By understanding user behavior, cookies help websites improve and tailor their services to your needs.



WHAT'S THE DEAL WITH CACHE?

Cache is your browser's turbo boost cheat code. It stores parts of websites—like images and scripts—so they load faster the next time you visit. Think of them as notes that go into your browser's pockets, keeping things quick and easy.

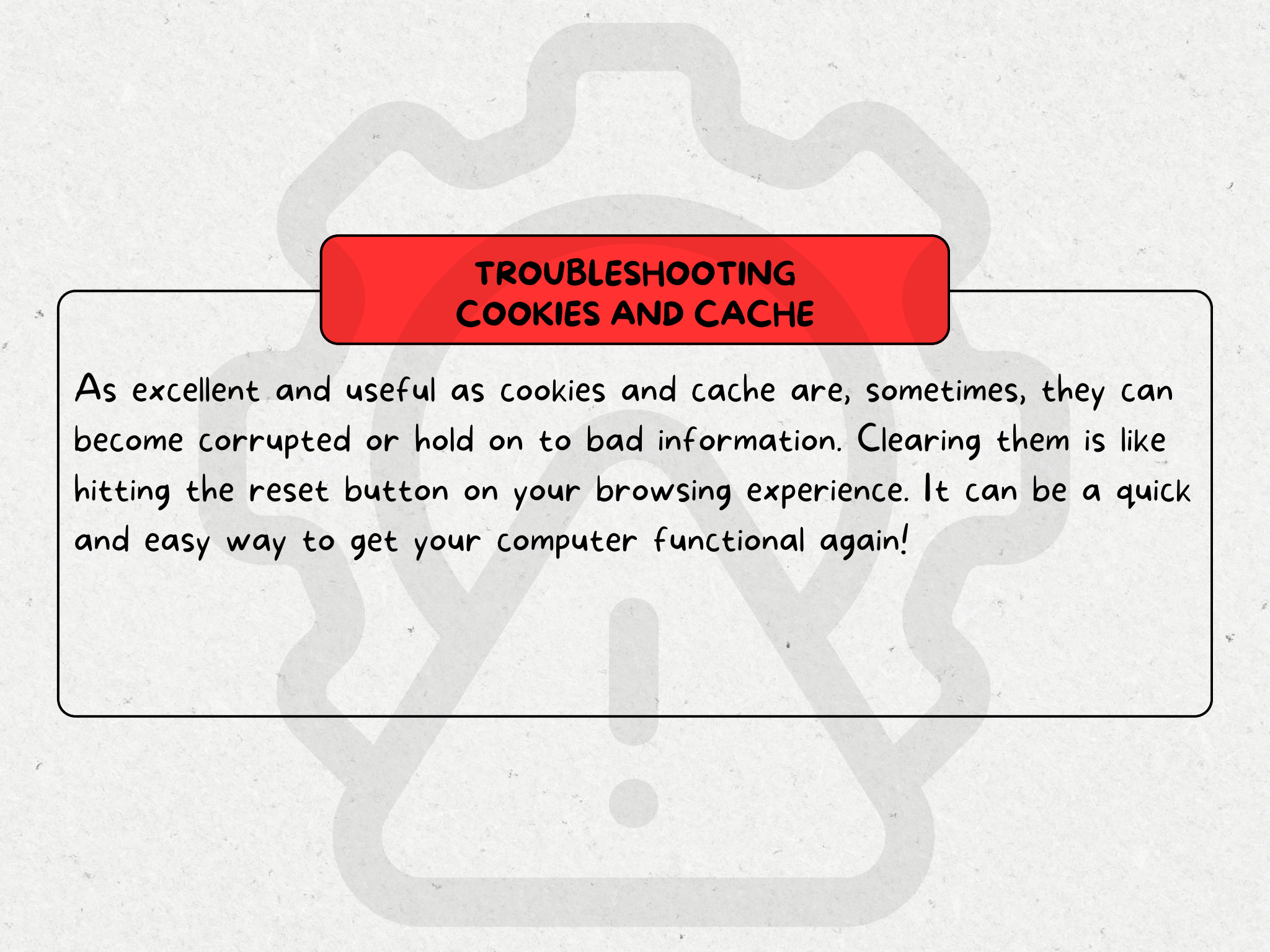


WHY CACHE IS YOUR BROWSING BFF

Cache Allows...

- **Lightning-Fast Loading:** Cached data means pages pop up in a flash.
- **Data Saver:** It cuts down on data usage since your browser doesn't need to reload every little thing.
- **Reliable Performance:** By easing the load on web servers, cache helps prevent site crashes.





TROUBLESHOOTING COOKIES AND CACHE

As excellent and useful as cookies and cache are, sometimes, they can become corrupted or hold on to bad information. Clearing them is like hitting the reset button on your browsing experience. It can be a quick and easy way to get your computer functional again!

WHY SHOULD WE CLEAR CACHE AND COOKIES?

Sometimes cookies and cache disrupts our users from using the website and service to its full potential! Clearing cache and cookies is a quick, easy way to get a "fresh start" for the website.

But **beware!** Clearing cache and cookies is not a cure all and can lead to further frustration! Clearing cache and cookies will force the browser to log them out of all of their websites... which is annoying!

Pro Tip: If you suspect that the cache and cookies are the culprit, you can test your theory by asking the user to open an incognito window! By design, incognito windows cannot save cache and cookies, so if the website is still being weird, it's something else!

WHEN TO CONSIDER CLEARING COOKIES AND CACHE

These are just a couple of examples!

- If a user received a "Forbidden 403" message
 - this usually means that the webpage acknowledges that you want to access it, but you don't have permission to do so
 - Sometimes, this is because cookies are corrupted or out of date
- If a user is having trouble printing- no error message, the button just isn't reacting
 - The Print button is an interactive feature of the website, which can be saved by cache. If the cache is corrupted, you probably won't get an error message because one hasn't been programmed. The website simply won't acknowledge the click.

WHEN TO KEEP CLEARING COOKIES AND CACHE IN YOUR BACK POCKET

Cookies and cache may be the issue here- but try some less disruptive troubleshooting first!

- If a user has an issue with the website, like making a payment
 - Check other resources first. The payment could be failing for a variety of reasons and we should start with the least invasive.
- If YOU can replicate the issue!
 - If they're getting an error code or being blocked from doing or seeing something on the website and you can reproduce it, it's probably not a browser issue!

CONCLUSION

- Cookies and cache make it easier for webpages to load faster
- But over time, they can become outdated, corrupt, or slow the page down.
 - When that happens, you have to empty the cookie jar and your cache pocket.
- If it ain't broke, don't fix it!
 - Clearing cache and cookies can be very inconvenient and very frustrating, especially if it doesn't solve the issue!
 - Always try an incognito window before suggesting clearing cache and cookies
- If the issue doesn't seem to be browser-related, try other troubleshooting methods first

