Updates to Contextual Help Widget 2.0 caching

Last Modified on 12/28/2022 12:24 pm EST

We recently updated some of the caching rules for **Contextual Help Widget (2.0)**.

We made these caching changes after monitoring the performance and calls that the widget was making, when we noticed a lot of unnecessary traffic back and forth to our servers.

We're always looking for ways to keep the widget loading quickly for your end-users, and removing unnecessary resource calls seemed like a good candidate to keep the widget lean and responsive.

These changes shouldn't impact much about how the widget works, but if you are updating **Settings > Widget**, you may run into them. Some changes to these settings may take up to an hour to show up in the browser of an end-user who already had the widget open.

This type of caching may occur when making changes to:
- **Widget Settings section**
- **Widget Admin Settings**
- **Widget Customize Text section**
- **Widget Contact Form section**

In all cases, a hard refresh or viewing the widget in a different browser or Incognito tab should show the updates instantly, though.

Changes to **Custom Widget Styles** and **Custom Widget Javascript** should not be impacted by these changes and should show up without a hard refresh.

Let us know if you run into any issues making updates to your widget configuration.