



# Troubleshooting: Clearing the Browser Cache



Most issues with ProjectDox, or any web application, can be solved by:

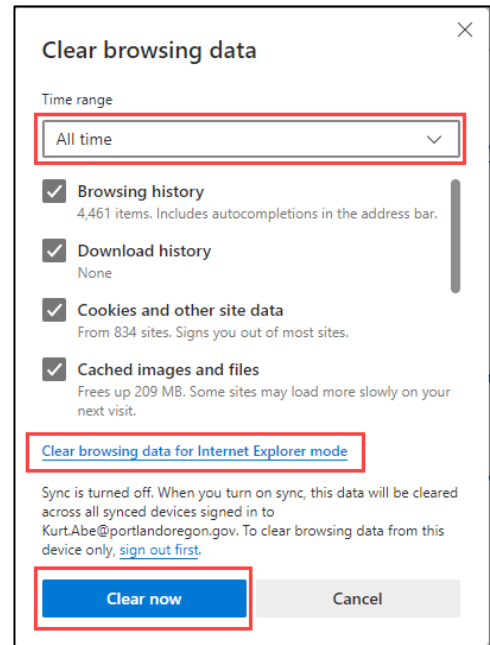
- a. Enabling pop-up windows from ProjectDox, and:
- b. Clearing the browser's cache and/or cookies.

Clearing the browser cache and/or cookies varies slightly by browser. To clear the browser cache and/or cookies, follow the steps below.

## MICROSOFT EDGE

Microsoft Edge is the City of Portland's preferred browser. Here's how to clear your browsing data in Microsoft Edge:

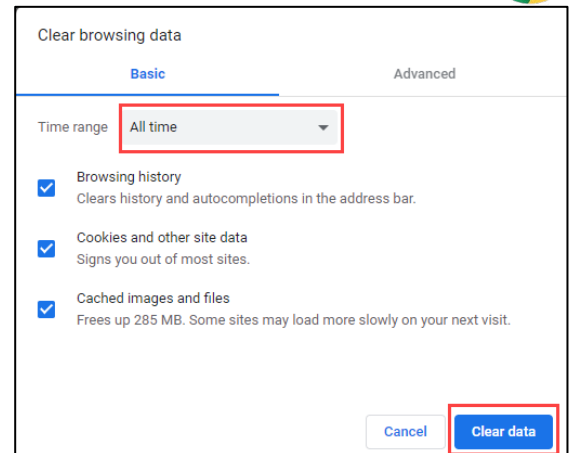
1. At the top right, click **Settings and more** **...**.
2. Click **Settings** .
3. From the left side panel, click **Privacy, search, and services** .
4. Under **Clear browsing data**, select **Choose what to clear**. A pop-up window displays, see image on the right.
5. In the **Time range** drop-down menu, select **All time**.
6. Leave the default selected data types: Browsing history, Download history, Cookies and other site data, and Cached images and files.
7. Click **Clear browsing data for Internet Explorer mode**.
8. Select **Clear now**. The pop-up closes and the selected items are cleared from your history.



## GOOGLE CHROME

Here's how to clear your browsing data in Google Chrome:





1. At the top right, click **Customize and control Google Chrome** **⋮**.
2. Click **More tools** > **Clear browsing data**.
3. In the Time range drop-down menu, select **All time**.
4. Leave the default selected data types: Browsing history, Cookies and other site data, and Cached images and files.
5. Click **Clear data**. The pop-up closes and the selected items are cleared from your history.

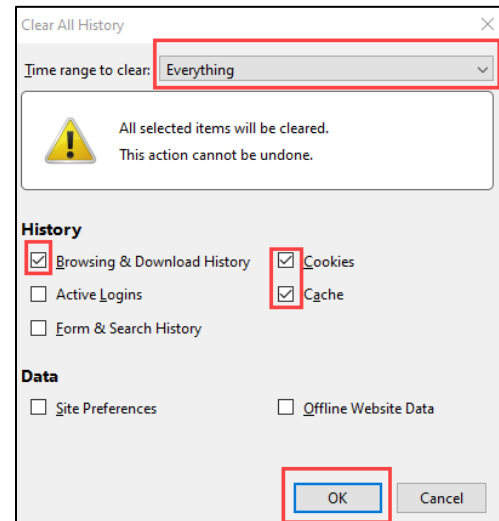


## MOZILLA FIREFOX



Here's how to clear your browsing data in Firefox:


1. Click the Library button  on the toolbar.  
**NOTE:** If the button is not visible, click the menu button  then click Library.
2. Click **History** .
3. Click **Clear Recent History....** .
4. In the Time range drop-down menu, select **Everything**.
5. In the History section, deselect Active Logins but leave **Browsing & Download History**, **Cookies**, and **Cache**.
6. Click the **OK** button.  
The pop-up closes and the selected items are cleared from your history.



## MICROSOFT INTERNET EXPLORER



Microsoft support for Internet Explorer (IE) ends on June 15, 2022. Microsoft 365 will end support for IE on August 17, 2021. Here's how to clear your browser data in IE:

1. In Internet Explorer, select the **Tools**  button,
2. Click point to **Safety**.
3. Click **Delete browsing history**.  
A pop-up window displays.
4. Leave the default selected data types: Browsing history, Download history, Cookies and other site data, and Cached images and files.
5. Click **Delete**.

