



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.

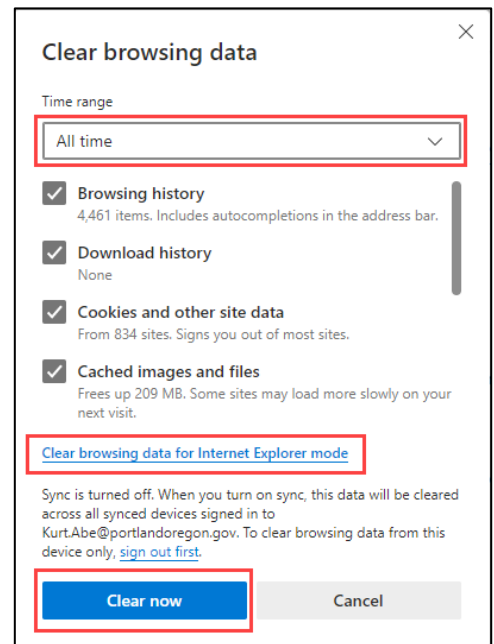
Clearing the browser cache and/or cookies varies slightly by browser. To clear the browser cache and/or cookies, follow the steps below.

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.

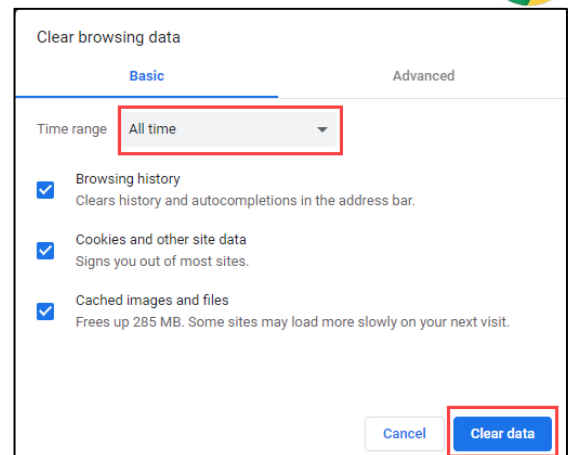


GOOGLE CHROME



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.

