

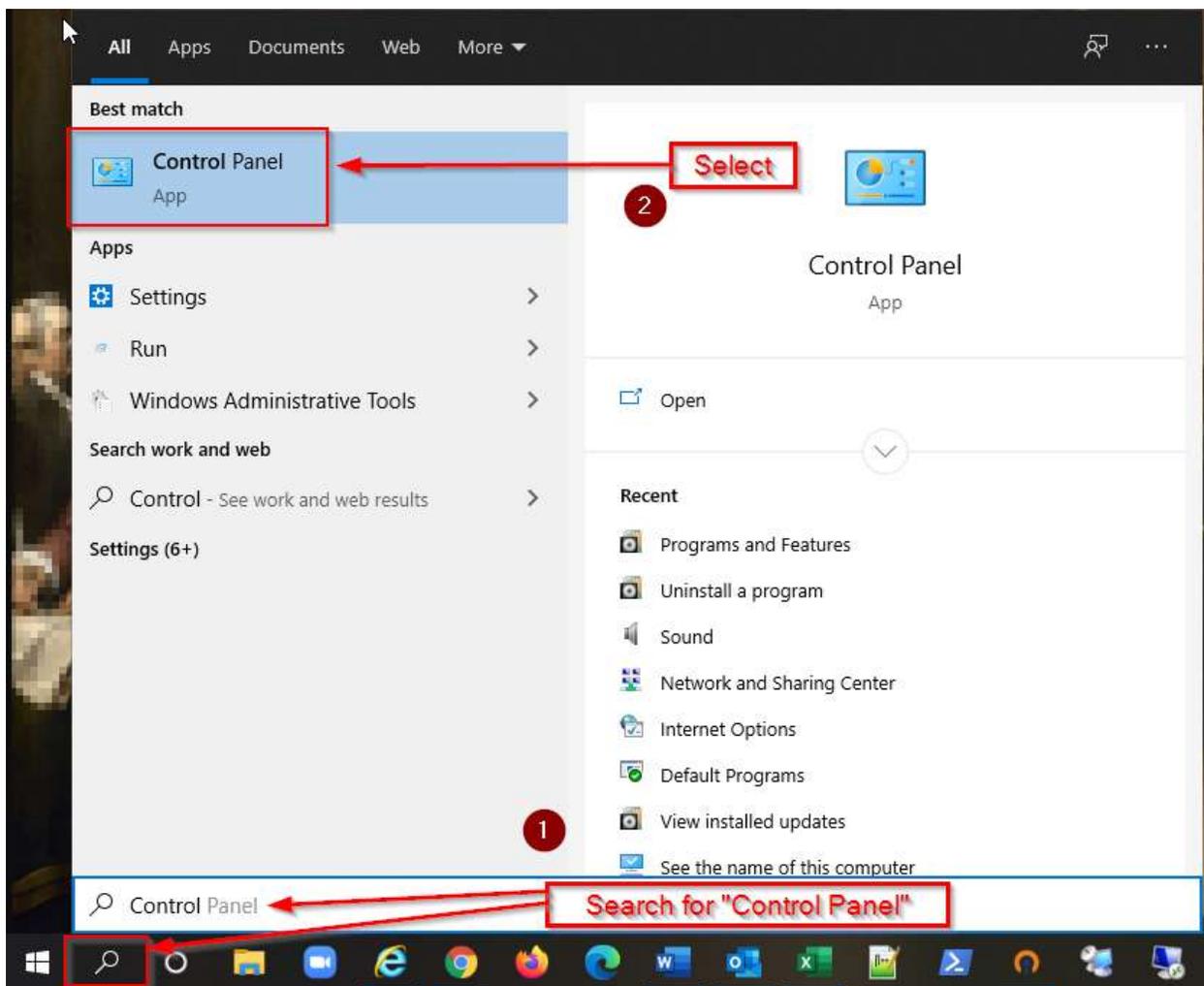
ProjectDox Components and Browser Cache

(Internet Explorer (IE) ONLY)

Uninstall/Reinstall Components

Uninstall the ProjectDox Components that are currently in your machine.

Select the search icon and begin typing "Control Panel" in the search box. This should populate early as shown below, then select the Control Panel App.



You may then proceed to <https://planreview.cityofchicago.org> in your Internet Explorer browser and follow the steps to (re)install new ProjectDox components.

City of Chicago

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[Component Installation and Troubleshooting Guide](#)

ProjectDox

To install ProjectDox components
[Click here](#)

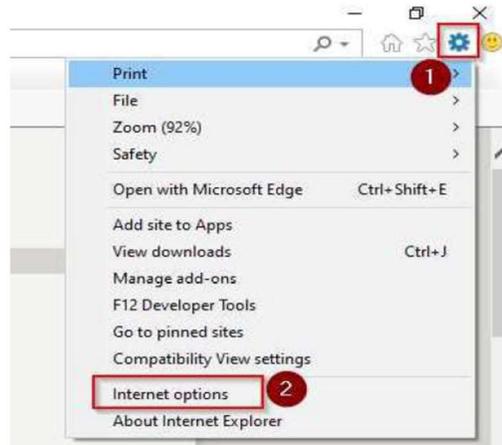
To create a desktop shortcut
drag & drop icon on your desktop

To add ProjectDox to your favorites
[Click here](#)

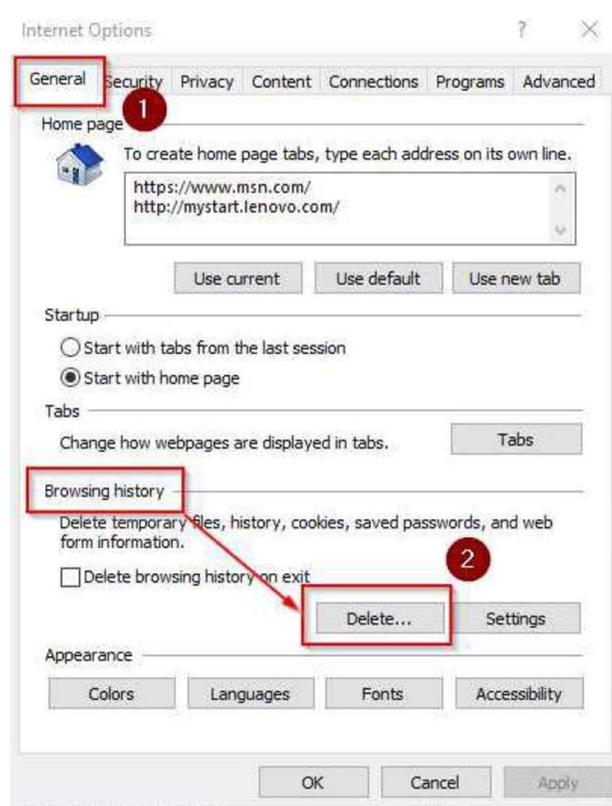
Clearing the Browser Cache (Delete browsing history)

(Internet Explorer (IE) ONLY)

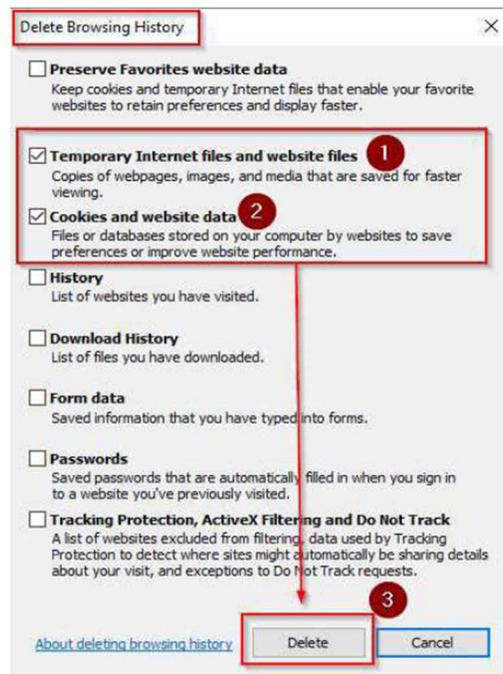
Open Internet Explorer (IE) settings in the top right corner in any IE browser window and click on the GEAR icon to open the settings menu, then click on “Internet Options”.



In the Internet Options window in the “General” tab and under the section “Browsing history”, click on “Delete”.



After the “Delete Browsing History” window appears, confirm that ONLY the “Temporary Internet files and website files” and “Cookies and website data” are checked. The remaining items in the list can be unchecked. You may then click on “Delete”.



Following this action, you will receive a confirmation (typically at the bottom of the browser window) “Internet Explorer has finished deleting the selected browsing history.” Following this, you are free to close the window by clicking on the “X” as shown below.



NOTE: The “Delete Browsing History” window shown above can be immediately accessible by pressing the “**CONTROL_SHIFT_DELETE**” buttons simultaneously on the computer keyboard.