ProjectDox Components and Browser Cache

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.

Then select "Programs and Features" from the Control Panel items listed.

From the list of installed programs, select "ProjectDox Components", and then select "Uninstall". This will then uninstall the old ProjectDox Components from the machine.
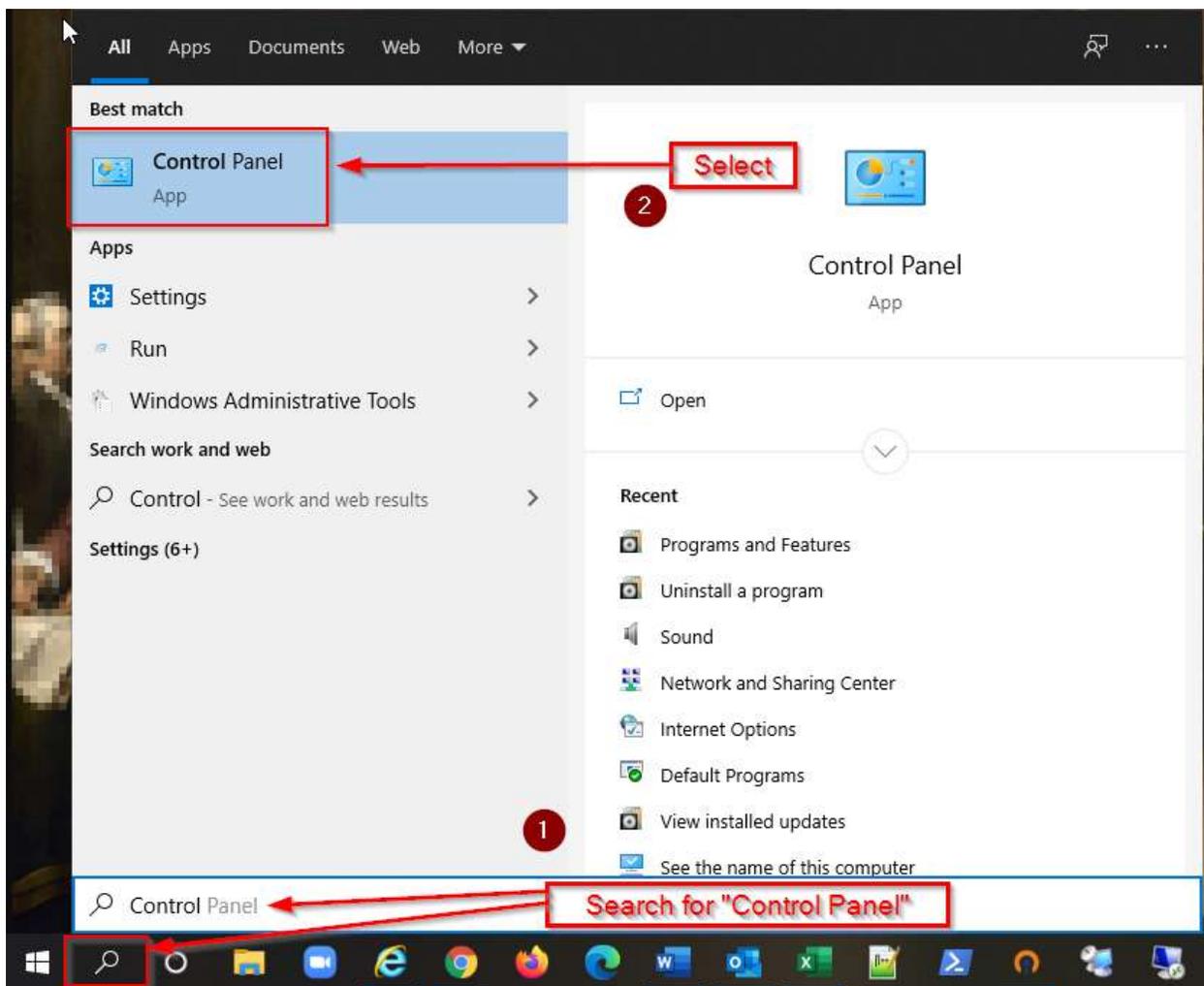
You may then proceed to https://planreview.cityofchicago.org **in your Internet Explorer browser and follow the steps to (re)install new ProjectDox components.**

You have successfully installed ProjectDox Components!

Clearing the Browser Cache (Delete browsing history)

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".
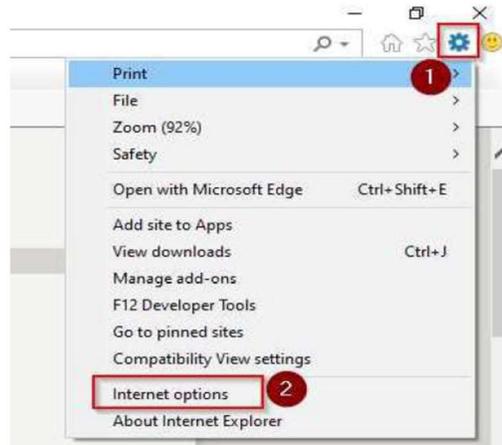
In the Internet Options window in the "General" tab and under the section "Browsing history", click on "Delete".
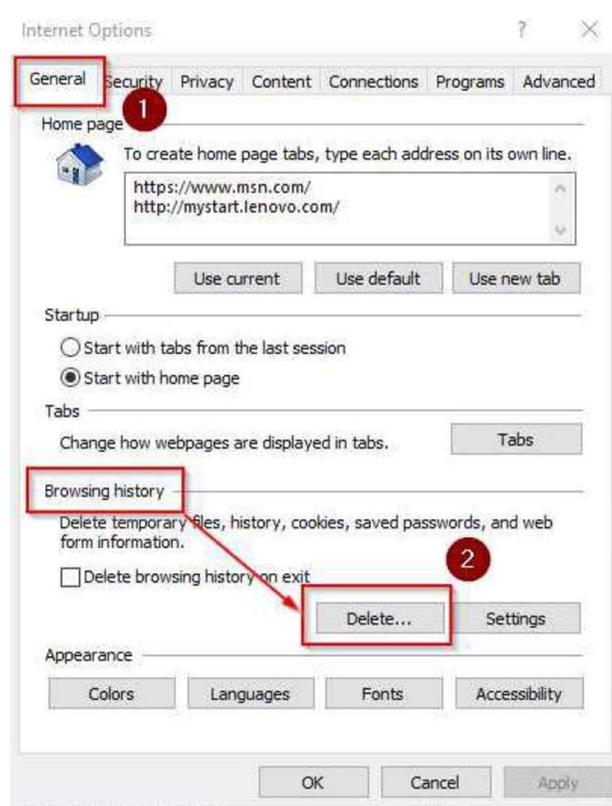
After the "Delete Browsing History" window appears, confirm that ONLY the "Temporary Internet files and website files" and "Cookies and website data" are checked. The remaining items in the list can be unchecked. You may then click on "Delete".
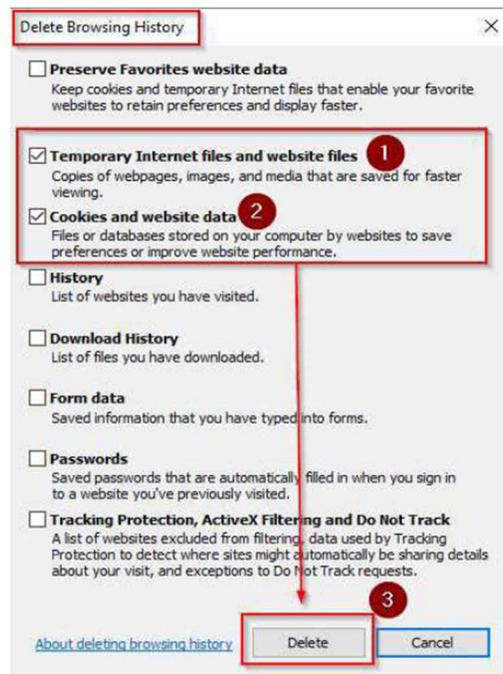
Following this action, you will receive a confirmation (typically at the bottom of the browser window) "Internet Explorer has finished deleting the selected browsing history." Following this, you are free to close the window by clicking on the "X" as shown below.

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