

How to Clear Browser Cache

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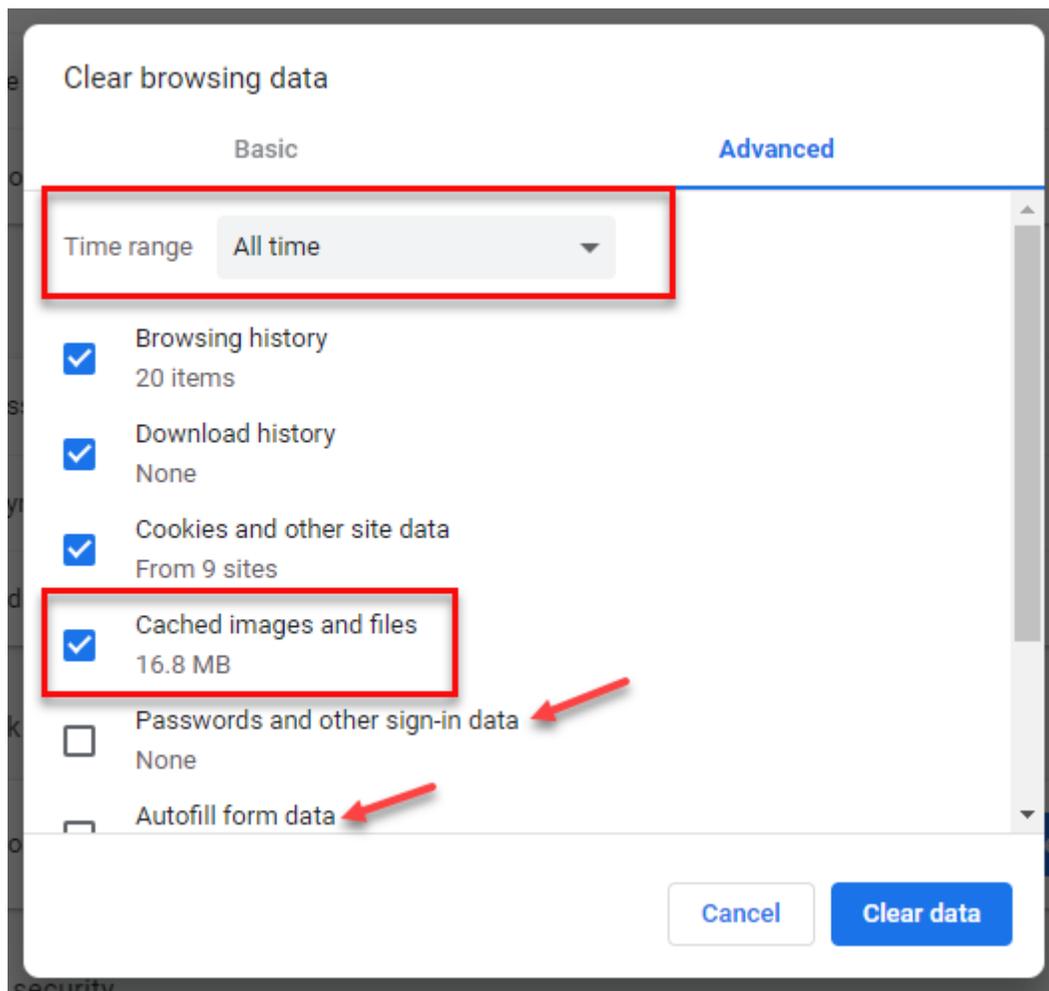
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Step 1: Open the Web Browser

Chrome, Firefox, Edge, Internet Explorer, etc.) that you use to access [ePlanReview](#) or the [Permitting and Licensing System](#)

Step 2: Access the Cache Settings

On your keyboard, press the Ctrl (or Command, if using a Mac), Shift, and Delete keys simultaneously to open your file history clearing tool.

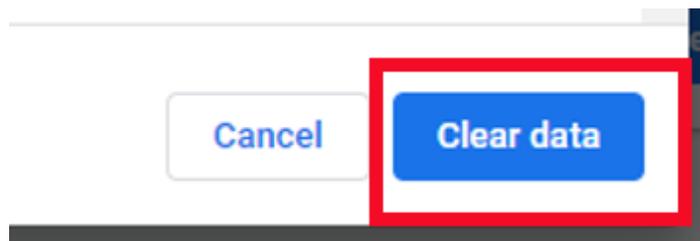


Screenshot Taken from the Permitting and Licensing Site

- o The sample image above is from Google Chrome – other browsers will look slightly different
- o Make sure that if a time range is specified you choose “All Time” or the longest available option, and that the Cached images and files option is selected
- o Clearing other items can be good maintenance for your computer (particularly browsing history and cookies), but if you save your passwords, make sure that you uncheck any Password or Form Data options

Step 3: Click Clear Data

If you have a lot of items saved in your history, it may take a few moments to complete the process.



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