

# Clearing your Cache

Clearing Browser Cache to Ensure you See the Latest VSDCS Updates

# What does clearing my cache mean?

- Your browser stores data about your session on the VSDCS website. VSDCS is not unique in this way, your browser does this with all websites you access.
- It does this to skip some repeated details in the code to make your experience faster. While it makes it faster, it also means it's not reading all the code from the site.

*Think of it as your browser speed-reading, and filling in any gaps with already-known information from previous visits to this site.*

- Clearing your cache is really wiping that stored data, so when you visit VSDCS again, your browser is starting from scratch, and reading all the code behind the site.

# Why do I need to do this?

- We continue to make updates to the code to fix issues and improve the experience
- Without clearing your cache from time to time, your browser may be skipping over fixes we've implemented. So we may be saying something is fixed, while you still see the error.
- Whenever you see a problem that you were told was resolved, before reporting it to us, try the following steps.

# Other FAQs

- Will this wipe all my stored passwords and other data?
  - If you follow the steps in this deck, you'll ONLY be wiping data from your browser about VSDCS. Your other passwords and data will remain stored.
- How often will I need to do this?
  - Over the coming weeks, we will be making fixes as quickly as possible. Best practice would be to start each day by clearing your cache for now.
- I tried to follow the steps, but it looked a little different for me, what did I do wrong?
  - A common mistake is to follow the steps, but to do them in a window without VSDCS up. Navigate to VSDCS first!! Then follow the steps
- Are these instructions for a specific web browser?
  - These steps apply to Google Chrome, which is the recommended browser for VSDCS

# Step 1 – Open the Developer Tools Panel

**Make sure you have VSDCS open in a tab in your Chrome Browser!!**

- Press the F12 button (top row of your keyboard)

*You may need to hold the “fn” key in the lower left of your keyboard depending on your computer/keyboard*

- Result: You will see a panel open on the right side of your screen.

Be sure that you do this with VSDCS open!

The screenshot shows the TRACER web application interface. The header includes the TRACER logo and a search bar. The main content area displays a 'Welcome Agency Admin' message, 'My Links' (including a link for 'AG-0000-1466'), and 'My Queues' (including 'Classes' and 'Instructor Training Due'). A 'Create New' button is visible, which is highlighted by a green callout box with the text 'Pressing f12 will open this panel'. The right side of the screen shows the Chrome Developer Tools panel, which is open and displays the 'Elements' and 'Console' tabs. The 'Console' tab shows a message about 'New CSS length authoring tools'.

# Step 2 – Choose “Application”

- Towards the top of this panel, you will click the right facing double chevrons, and choose “Application”

The screenshot shows the TRACER web application interface. At the top, there is a blue header with the TRACER logo and a search bar. The main content area is titled "Welcome Agency Admin" and contains several sections: "My Links" with a link to "AG-0000-1466" for "Henrico County Sheriff's Office", "Create New" buttons for "Create Class" and "Hire Personnel", "My Queues" with tabs for "Classes", "Officer Training Due", and "Instructor Training Due", and a section for "Owning Entity Id" with a dropdown menu showing "Henrico Sheriff's Office Training Academy". At the bottom, there is a table with columns for "Class Id", "Class Name", "Start Date", "End Date", "Training Type", and "Training Requirement Type".

On the right side, the Chrome DevTools console is open. The "Sources" tab is selected, and the "Application" folder is expanded. A green box labeled "01" highlights the right-facing double chevrons in the console toolbar. A green box labeled "2" highlights the "Application" folder in the Sources list.

## Step 3 – Expand Local and Session Storage Selections

- With the Application panel now in view, expand the “Local Storage” and “Session Storage” sections.
- Also ensure that “Cookies” is expanded

*Use the carat symbols to the left of the labels to expand. All list items with a carat should be expanded*

*You’ll see the beginning of the URL you’re on (VSDCS) below the carats. It should read [https://uat.vsdcs.dcjs.virginia.gov/...](https://uat.vsdcs.dcjs.virginia.gov/)*

Search

Create New

Create Class

Hire Personnel

Application

- Manifest
- Service Workers
- Storage
  - Local Storage
  - http://10.192.106.231
  - Session Storage
    - http://10.192.106.231
  - IndexedDB
  - Web SQL
  - Cookies
    - http://10.192.106.231
  - Trust Tokens
- Cache
  - Cache Storage
  - Application Cache
  - Back-forward Cache
- Background Services
  - Background Fetch
  - Background Sync
  - Notifications
  - Payment Handler
  - Periodic Background Sync
  - Push Messaging
- Frames
  - top

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Select a cookie to preview its value

# Step 4 – Clear Local, Session, and Cookie Storage

- Right-click each row under the carats and select “Clear”. You will clear the 3 things you expanded in Step 3

*At right, see the different options you will right-click then clear*

The screenshot shows the Chrome DevTools Application panel with the following sections:

- Application:** Manifest, Service Workers, Storage
- Storage:** Local Storage, Session Storage, IndexedDB, Web SQL, Cookies, Trust Tokens
- Cache:** Cache Storage, Application Cache, Back-forward Cache
- Background Services:** Background Fetch, Background Sync, Notifications, Payment Handler, Periodic Background Sync, Push Messaging
- Frames:** top

Annotations and actions:

- 1. Right click:** A green callout box with an arrow pointing to the expandable carat icons next to the Local Storage, Session Storage, and Cookies entries.
- 2. Click:** A green callout box with an arrow pointing to a green "Clear" button that appears in the context menu for the selected Local Storage entry.

On the left side of the interface, there is a search bar and a menu icon. Below them are two buttons: "Create New" (with sub-options "Create Class" and "Hire Personnel") and a light blue button.

On the right side, a table shows the following data:

Key	Value
tracer_identity	{"systemUser..."}
tracer_token	{"accessToke..."}

At the bottom right, a JSON object is visible:

```
{systemUserId: 1879, userNa...  
  accessGroups: [1005]  
  employingEntity: {related...  
    firstName: "Agency"  
    lastName: "Admin"  
    middleInitial: null  
  }  
  permissions: [...]  
  phoneNumber: null  
  systemUserId: 1879  
  systemUserId: 1002  
  userName: "dcjstesttext+ag..."
```



## Step 5 – Hard Reload of Page

- Almost there! With the panel still open, right click your Refresh button on your browser, then choose “Empty Cache and Hard Reload”

*Don't forget this step! This one finalizes everything you've done so far.*

*After clicking this, you'll be logged out of VSDCS.*

1. Right Click

2. Click this option

\*Panel open

← → ↻ 🏠 ⚠ Not secure | 10.192.106.231

TFS | UAT | TRACER | Prod | TRACER Personnel...

Application

- Manifest
- Service Work
- Storage

Local Storage

- http://10.1...

Session Storage

- http://10.1!
- IndexedDB
- Web SQL

Cookies

- http://10.1!
- Trust Tokens

Cache

- Cache Storage
- Application C
- Back-forward

Background Service

- Background f
- Background S
- Notifications
- Payment Han
- Periodic Back
- Push Messa...

TRACER

Search

### Welcome Agency Admin

#### My Links

[AG-0000-1466](#)  
Henrico County Sheriff's Office

#### Create New

Create Class

Hire Personnel

#### My Queues

Classes | Officer Training Due | Instructor Training Due

Select Lookup below to view classes by academy or agency.

## Step 6 – Log back in

Congratulations! You've successfully cleared your cache using the Chrome Developer Tools!

You will now see any and all updates that have been added to VSDCS in the latest release.

You may now close the Developer Tools panel.

The screenshot shows the TRACER login page with the Chrome Developer Tools panel open. The page has a blue header with the TRACER logo and the text "TRACER". Below the header, there is a "Sign In" section with fields for "Email \*" and "Password \*", a link for "Forgot your email or password?", and a "Login" button. A disclaimer is visible below the login button. The Developer Tools panel is open to the "Application" tab, showing the "Storage" section. A green arrow points to the close button of the Developer Tools panel, with a green callout box saying "Click to Close".

Application

- Manifest
- Service Workers
- Storage
  - Local Storage
    - http://10.192.106.231
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    - http://10.192.106.231
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  - Push Messaging
- Frames
  - top

Console What's New Issues

Highlights from the Chrome 95 update

- [New CSS length authoring tools](#)  
Drag to change the unit value and select unit type from the dropdown in the Styles pane.
- [Hide issues in the Issues tab](#)  
Hide irrelevant issues so you can focus only on those issues that matter to you.