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!

Step 2 – Choose "Application"

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

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/...)

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

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.

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.