

# TROUBLE-SHOOTING THE GIS WEB APPLICATIONS

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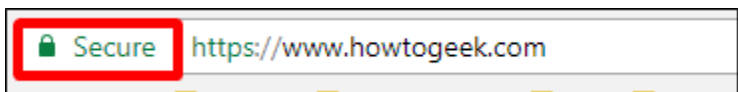
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## Allowing Ads

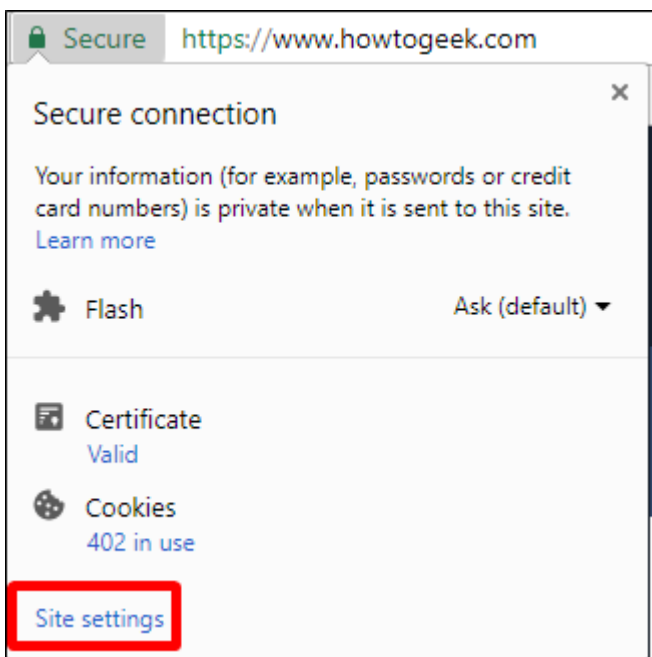
If some of the tabs on the Property Information Center (PIC) are not displaying data, check your ad blocker and set it to allow 'ads' on the Clark County GIS website.

Navigate to <https://gis.clark.wa.gov/gishome/property/>

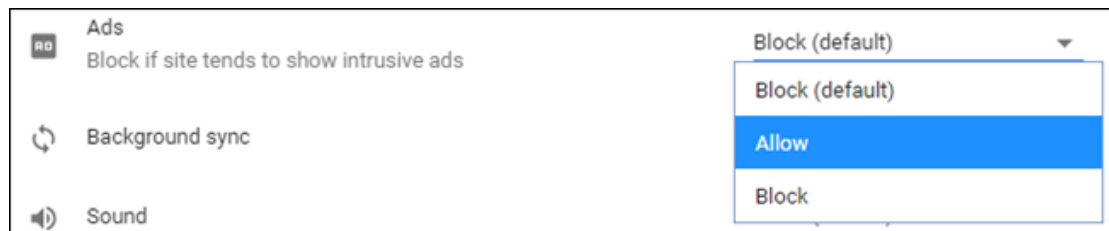
Then click the area just to the left of the URL—it should show the word “Secure”. (or possibly an “i” bubble)



In this new dropdown, click on **Site Settings**.



Find the “**Ads**” entry, then choose Allow in the menu.



From now on, all ads will be allowed on this specific site, but intrusive ads will continue to be blocked on others.

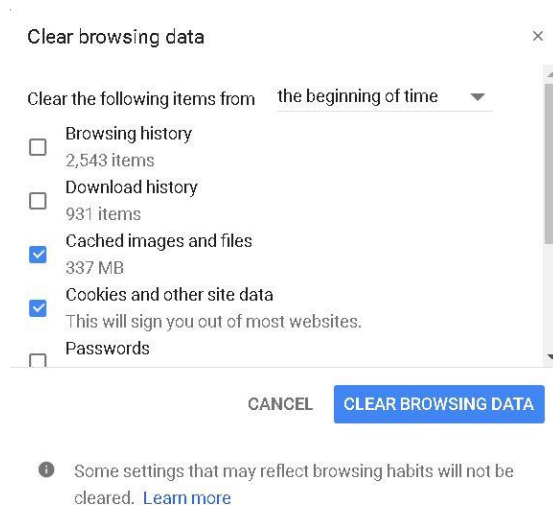
## Clear your Cache ..... useful when web pages not behaving properly

### Google Chrome

1. On the web browser menu click on the "Customize and control Google Chrome" icon and select "More tools".



2. Select "Clear browsing data".
3. Check the boxes for "Cached images and files ..." and "Cookies and other site data".



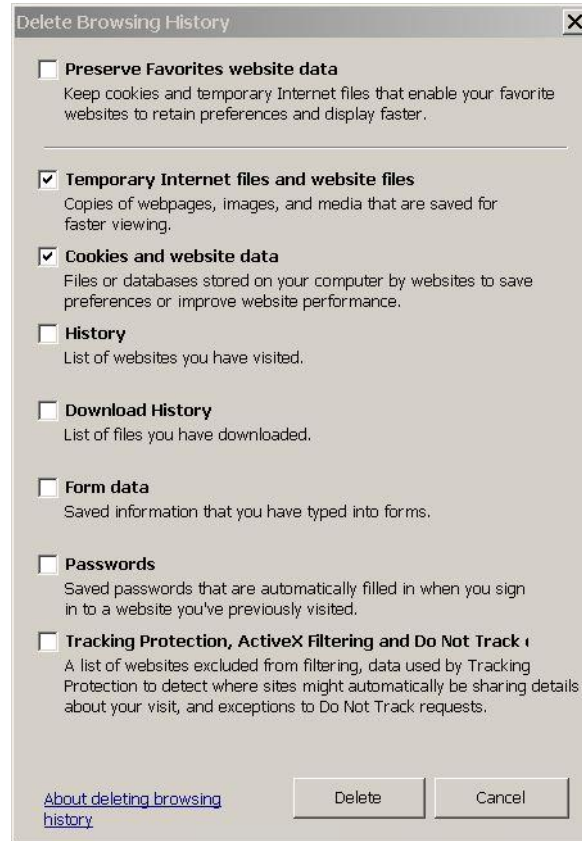
4. Click on "CLEAR BROWSING DATA".
5. Close "Settings".
6. Click on the "Reload this page" button of the web browser to refresh the page.

### To clear the cache each time the browser is closed:

1. On the web browser menu click on the "Customize and control Google Chrome" icon and select "Settings".
2. Scroll to the bottom of screen and click on "Advanced".
3. Under the "Privacy and security" section, expand "Content Settings"
4. Expand "Cookies"
5. Turn on the "Keep local data only until you quit your browser" setting

## Internet Explorer

1. Under the web browser Tools menu, select "Delete browsing history".
2. Check the boxes for "Temporary Internet files ..." and "Cookies and website data".



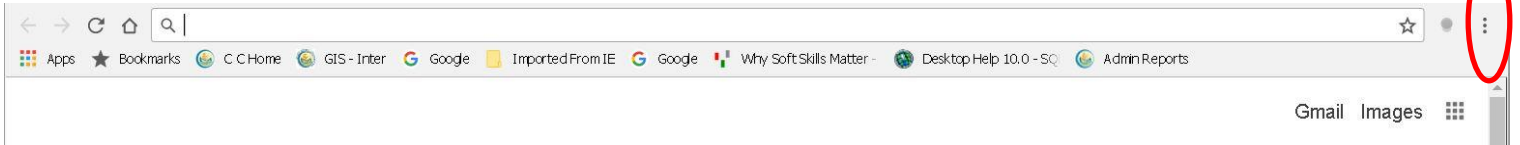
3. Click the "Delete" button.
4. Click on the "Refresh" button of the web browser to refresh the page.

## Enable JavaScript

*useful when Property Information Center not behaving properly*

### Google Chrome

1. On the web browser menu click on the "Customize and control Google Chrome" icon and select "Settings".



2. In the "Settings" section click on "Advanced" (at bottom of page)
3. Under the the "Privacy and security" section, click on "Content settings".
4. When the dialog window opens, look for the "JavaScript" section and select "Allowed (recommended)".
5. Close "Settings".
6. Click on the "Reload this page" button of the web browser to refresh the page.

### Internet Explorer

1. On web browser menu click "Tools" icon and select "Internet Options".
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab click on the "Custom level..." button.
4. When the "Security Settings – Trusted Sites Zone" dialog window opens, look for the "Scripting" section (towards the bottom).
5. In the "Active Scripting" item select "Enable".
6. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
7. In the "Internet Options" window click on the "OK" button to close it.
8. Click on the "Refresh" button of the web browser to refresh the page.