

Methods to Delete Cache with Orion

Revision History

Last updated:

Ref	Date	Author	Description	Source
1	07/05/2007	Heidi DeVore	Initial Creation	
2	09/17/2012	Heidi DeVore	Added section on Windows 7	
3	01/09/2018	Rae Schnacker	Update with Windows 10 instructions	
4	01/12/2023	Beth Shaw	Removed window 7 info, updated windows 10 info, add Chrome and Edge cache info	

After receiving a new patch, when experiencing difficulty signing into Orion, or at various other times, users must delete cache on their pc's. This involves deleting Orion-specific cache as well as internet cache and temporary internet files. Since this will occur on a somewhat regular basis on each pc, all users (even those outside of the appraiser office) should be familiar with these procedures. This guide will detail the processes for deleting each type of cache manually and provide information on how to use an automated program to delete all cache at once.

The cache folder location is different depending on the version of Windows installed on the pc. You may wish to create a desktop shortcut which will make locating the cache folder easier in the future.

Before beginning any of these processes, you should sign out and close all open sessions of Orion. After deleting cache, you will experience a slight delay the first time signing back into Orion.

Deleting Orion Cache in Windows 10 or 11

The path to the Cache folder:

This PC\OS(C): \Users\ individual user's Windows sign-on\AppData\Local\Tyler Technologies\Orion Assistant\Cache

Right click on the Cache folder and select the option to Delete.

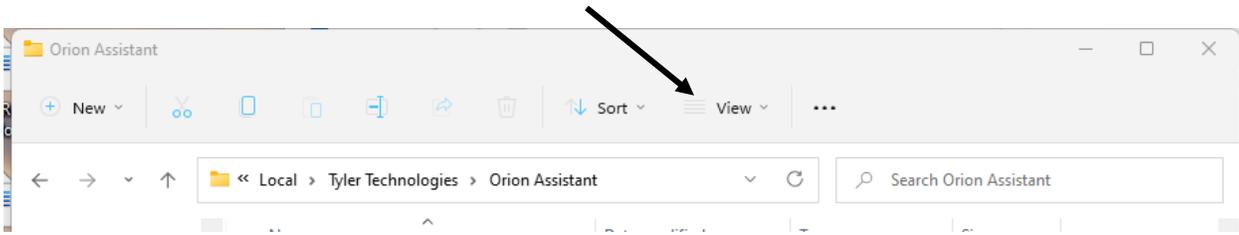


Individual user's Windows sign-on

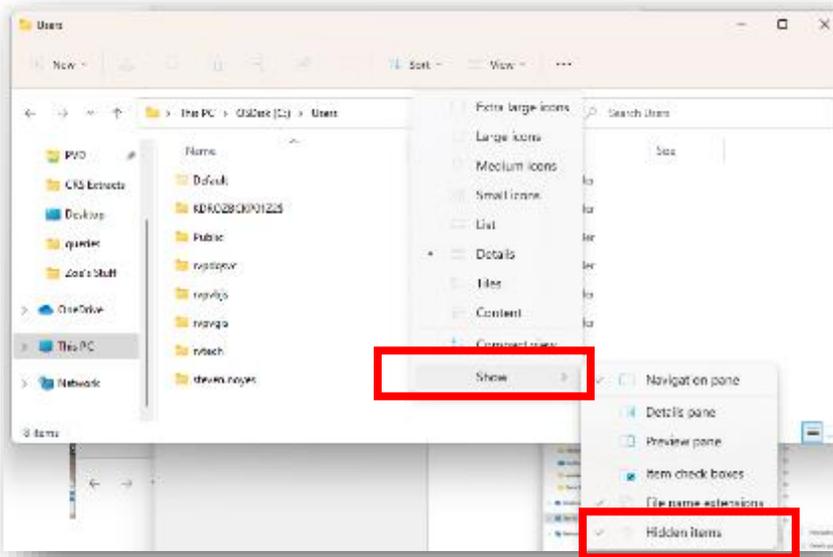
If you do not see the "AppData" or "Local" folder, they may be hidden.

To enable the viewing of hidden and protected system files, follow these steps:

1. Click on the View option in the tool bar.



2. Select "Show" then "Hidden Items".

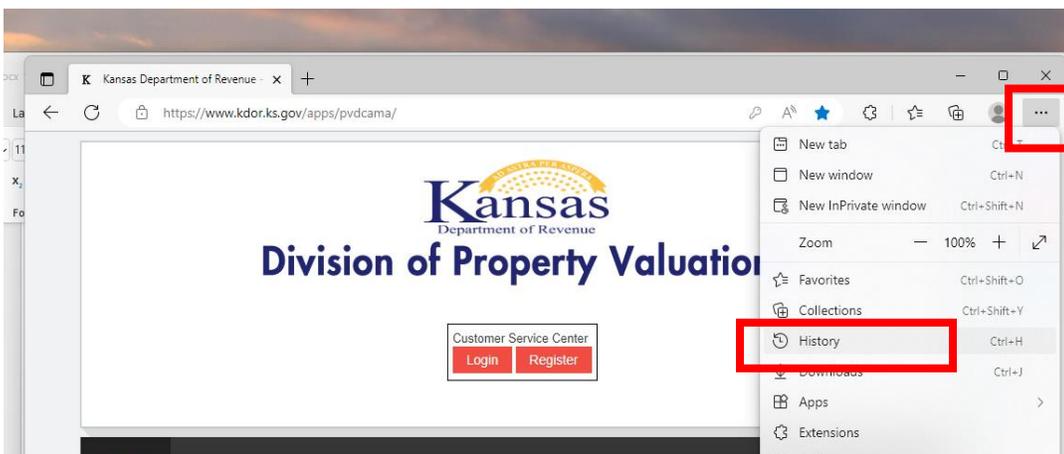


You should now see hidden folders.

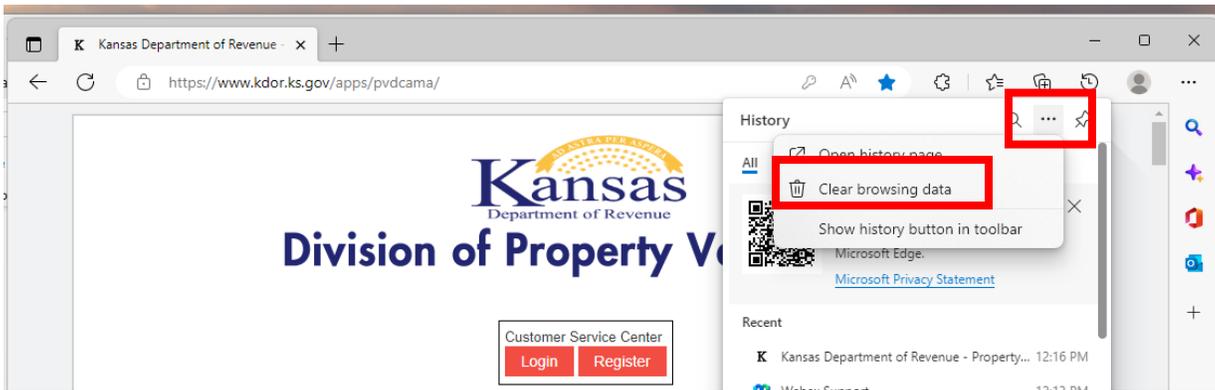
Deleting Internet Cache for Edge

While working with Orion, there may be a need to perform a cache delete on each PC.

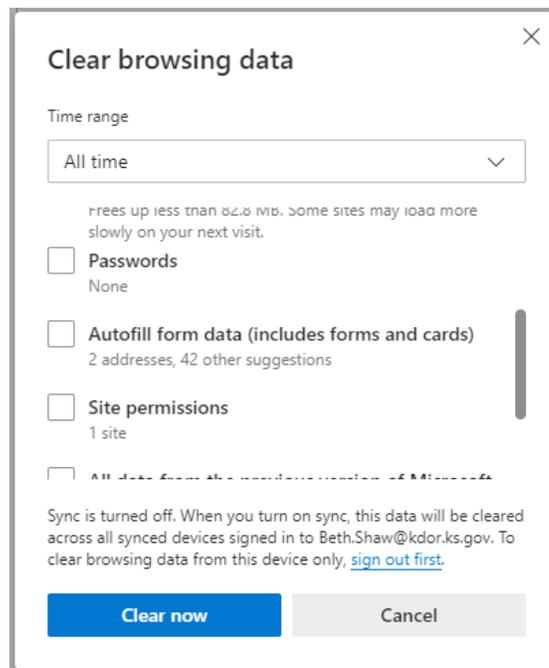
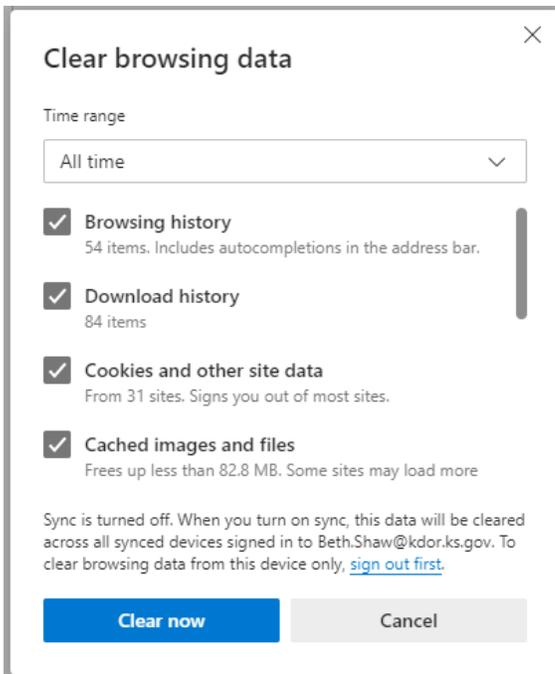
1. Open Edge, click on the three dots in the top right corner of the screen and select History from the dropdown.



2. Click on the three dots and select Clear browsing data.

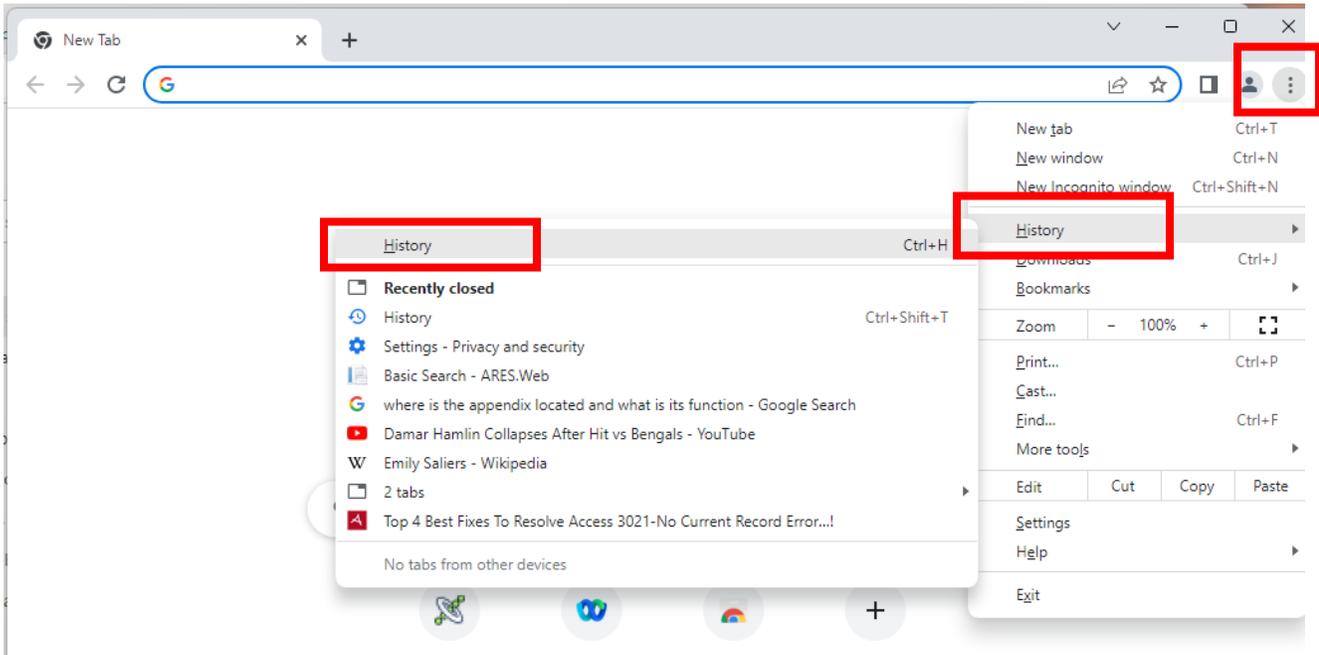


3. Select a Time range and Check the boxes for Cached images and files, Cookies, Download History, etc. Alternatively, you can click all check boxes, but the Passwords saved on your PC will also be deleted. Click “Clear now”.

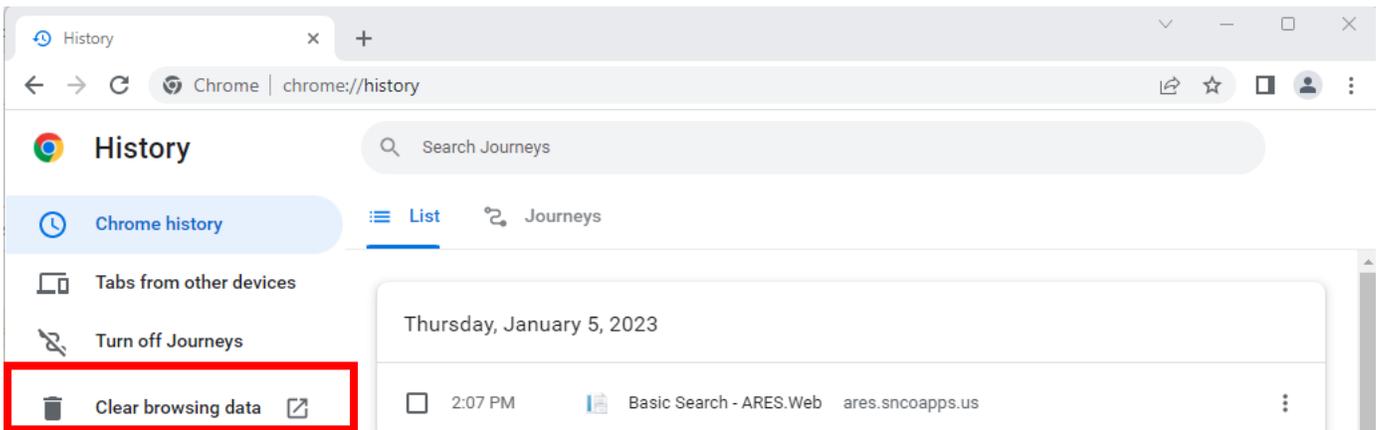


Deleting Internet Cache for Chrome

1. Open Chrome, click on the three dots in the top right corner of the screen and select History.



2. Select Clear browsing data.



3. Select a Time range and check the boxes.
4. Then select Clear data.

Clear browsing data

Basic Advanced

Time range All time

- Browsing history
Clears history, including in the search box
- Cookies and other site data
Signs you out of most sites.
- Cached images and files
Frees up 81.9 MB. Some sites may load more slowly on your next visit.

Cancel Clear data