



August 2016 Enhancements and Clearing Cache

Some areas of the website have been reviewed and updated following user feedback. These include improvements to filters and sorting of the **Your Logs pages**, the ability to download **management groups and schemes** for your institution, and enhancements to the **bulk upload** process with improved notifications and processing speed.

Your Logs pages

Users can now filter between a logs 'status', search across all form types and download the filtered logs. Co-ordinators can also access and review 'Logs from managed providers' using this function, by filtering on 'user'.

Management groups and schemes Download

Co-ordinators can now download their institutions management groups and schemes information in to spreadsheet form. By clicking through **Administration** then **Management Groups** two additional links should now appear alongside **Create new Management Group** which will allow groups and schemes to be downloaded.

Bulk Upload Enhancements

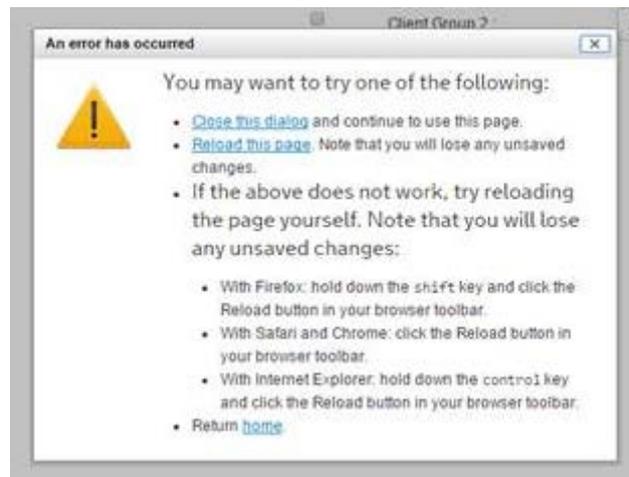
No changes to the process of uploading CORE data via e-CORE have been made. However, providers making use of this function should notice faster processing and upload speed, improved notifications, the ability to view and amend logs whilst others are being processed and uploaded, and the ability to view historic bulk upload error reports.

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From the outset, some users may have difficulty using and viewing these changes due to their web browser attempting to access an older version of the CORE website. If you are encountering problems, or are faced with an error message as below, you will need to clear the cache and browsing history of the web browser you are using.

For Google Chrome follow these steps;

1. Open Chrome
2. In the top right, click Menu 
3. Click **More tools** and then **Clear browsing data**.
4. In the box that appears, at the top, choose a time period, such as **past hour** or **past day**.
To delete everything, select **beginning of time**.
5. Select the types of information that you want to remove – usually just clearing **browsing history** will be all that is required but you may also need to select **cached images and files**.
6. Click **Clear browsing data**.
7. Close Chrome and reopen.



Alternatively, you could simply do an internet search for 'clearing cache' of the web browser you are using and follow any instructions you feel most comfortable with.

If you continue to experience problems, or have any questions about the enhancements, please contact the CORE Helpdesk via CORE.Helpdesk@DCLGDatamart.co.uk