



RESOLVING ISSUES CAUSED BY ACCELA SOFTWARE UPGARDE

1. What web browsers is the ePermitJC compatible with?

- Google Chrome
- Microsoft Edge
- Safari
- Firefox

2. I am having trouble getting the ePermitJC to load.

Try clearing your browser's cookies and cache

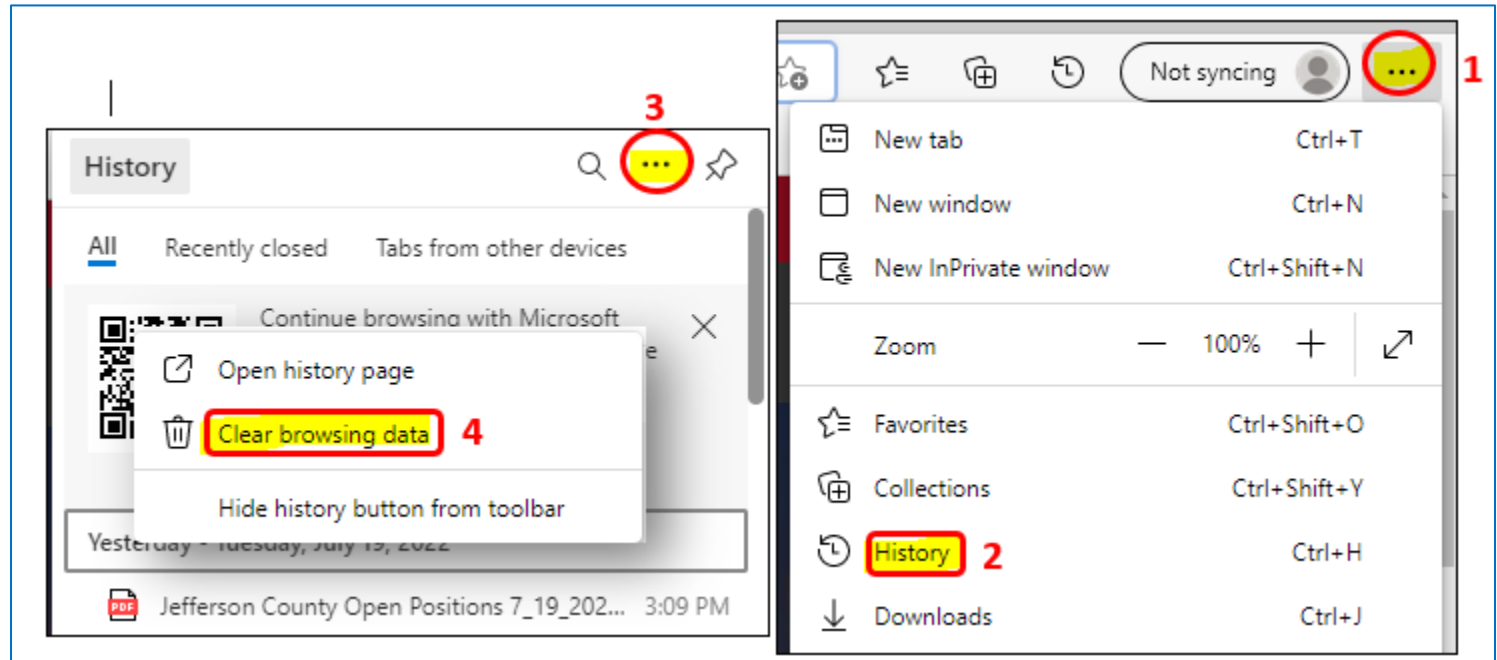
Google Chrome:

The screenshot shows the Google Chrome browser interface. The top menu is open, with the 'History' option highlighted. A red circle labeled '1' is around the menu icon in the top right corner. The 'History' page is displayed below, with a search bar and a list of browsing history. A red circle labeled '2' is around the 'History' option in the menu. A red circle labeled '3' is around the 'History' option in the menu. A red circle labeled '4' is around the 'Clear browsing data' option in the left sidebar.



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Microsoft Edge:






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Safari

1. Go to Safari and click on Preferences
2. Go to Privacy and select Remove all Website Data
3. Click on Confirm

Firefox

1. Click the menu button  to open the menu panel.
2. Click **History** and select **Clear Recent History...**
3. In the *Time Range to clear:* drop-down, select **Everything**.
4. Below the drop-down menu, select both **Cookies** and **Cache**. Make sure other items you want to keep are not selected.
5. Click .

Reload ePermitJC page (<https://permits.jccal.org/CitizenAccess>)