RESOLVING ISSUES CAUSED BY ACCELA SOFTWARE UPGARDE

1. **What web browsers is the <u>ePermitJC</u> compatible with?**
   - Google Chrome
   - Microsoft Edge
   - Safari
   - Firefox

2. **I am having trouble getting the <u>ePermitJC</u> to load.**
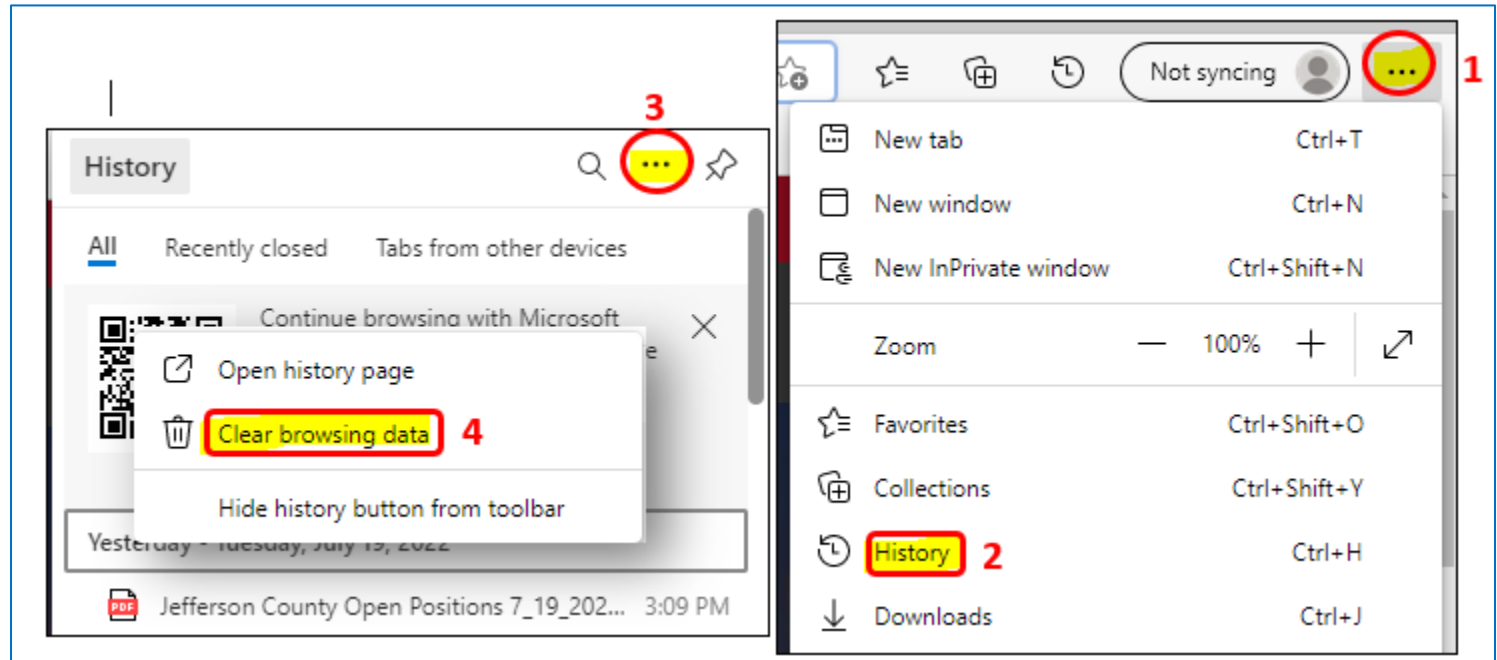   Try clearing your browser's cookies and cache

Google Chrome:

Microsoft Edge:

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 OK .

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