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

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**Google Chrome:**

1. Click on the three vertical dots at the top right corner.
2. Select "History" from the drop-down menu.
3. Under "History", click on "Clear browsing data".
4. Check the box next to "Cookies and other site data" and press "Clear data".
RESOLVING ISSUES CAUSED BY ACCELA SOFTWARE UPGRADE

Microsoft Edge:

1. Click on the three dots in the top right corner of the Microsoft Edge browser.
2. Select "History" from the dropdown menu.
3. Click on the "..." button next to "History" in the dropdown menu.
4. Select "Clear browsing data" from the dropdown menu.
RESOLVING ISSUES CAUSED BY ACCELA SOFTWARE UPGRADE

**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)