

Online Services

Tips and Tricks

Fixing Display Issues

If you can't see the Submit button or the plus/minus buttons needed to add your organization or submit a report:

- Adjust your browser's zoom
- Windows users: Press Ctrl + plus (+) to make things bigger or Ctrl + minus (-) to make things smaller or press Ctrl + 0 to reset to normal size
- Mac users: Press Command + plus (+) or Command + minus (-) to adjust the view or press Command + 0 to reset to normal size

General Troubleshooting

Having trouble accessing our Online Services? Please try the following:

Step 1: Check Your Internet

Is your internet working?

- Open any website like Google.com
- If it loads, your internet is working
- If nothing loads, try unplugging your internet router for 30 seconds, then plug it back in

Step 2: Try a Different Browser

Not working in your current browser?

- If you use Chrome, try Firefox or Edge
- If you use Safari, try Chrome or Firefox
- If you use Firefox, try Chrome or Edge
- If you use Edge, try Chrome or Firefox
- If it works in the new browser, you can use that instead!

Step 3: Clear Your Browser's Memory

Your browser might be storing outdated information

- Press these keys together: Ctrl + Shift + Delete
- Check the boxes for "Cookies" and "Cached images and files"
- Click "Clear data"
- Close your browser completely
- Open it again and try our service

Step 4: Turn Off Browser Add-ons

Sometimes add-ons (extensions) can cause problems

- In Chrome: Click the three dots → More tools → Extensions → Turn off all switches
- In Safari: Click Safari in the menu → Preferences → Extensions → Uncheck the boxes
- In Firefox: Click the menu button → Add-ons and themes → Turn off all switches
- In Edge: Click the three dots → Extensions → Turn off all switches
- Try our service again after turning them off

Tip 5: Solving Website Access Problems

If the website still isn't loading properly:

- Look in your browser's security or privacy settings for any restrictions
- If using a work computer, ask your IT department for help accessing the site
- If at home, check your firewall settings and add <https://airia.airquality.org> to your allowed sites list

Step 6: Pay Attention to Error Messages

If you're seeing an error message:

- Write down the error message exactly or take a screenshot.
- Search for this error message online to find possible solutions.
- Try the suggested solutions you find.
- After trying the solutions:
 - Open a new browser tab
 - Try accessing our service again

Have you completed all the above and are still having trouble? Please contact Sac Metro Air District at (279) 207-1122.