



Online Services

Troubleshooting Tips and Tricks

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

- 1) Confirm you're connected to the internet and your internet connection is stable**
 - a. Open your network and internet settings
 - b. Check if you're connected to the internet and have a stable connection
 - c. If necessary:
 - i. Restart your router
 - ii. Reconnect to the internet
 - d. If you're connected to the internet and have a stable internet connection:
 - i. Open a new browser tab
 - ii. Check if you can now access Online Services

- 2) Confirm your internet service is active, and you can access other websites**
 - a. Open a new browser tab
 - b. Enter a URL for a different website (e.g., www.google.com; www.msn.com)
 - c. If you can access a different website:
 - i. Open a new browser tab
 - ii. Check if you can now access Online Services

- 3) Clear your browser cache and cookies**
 - a. Open a new browser tab
 - b. On your keyboard, press the Ctrl + Shift + Delete buttons at the same time
NOTE: This keyboard shortcut works for Chrome, Edge, and Firefox
 - c. A pop-up window will appear to "delete browsing data"
 - d. Follow the prompts to clear your browser cache and cookies
 - e. After you've cleared your browser cache and cookies:
 - i. Open a new browser tab
 - ii. Check if you can now access Online Services

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Troubleshooting Tips and Tricks *continued*

4) **Try a different internet browser, and if necessary, disable browser extensions in your primary browser**

- a. Online Services can be accessed using the following browsers: Chrome, Edge, and Firefox
- b. If you can access Online Services in another browser, the issue might be with your primary browser's extensions, and you might need to disable these
- c. To disable extensions, search online to find the instructions for your primary browser and complete the required steps

NOTE: Instructions to disable extensions will be slightly different for Chrome, Edge, and Firefox.

- d. Once you've disabled extensions for your primary browser:
 - i. Open a new browser tab
 - ii. Check if you can now access Online Services

5) **Take note of any error messages**

- a. Error messages can provide clues about what's wrong
- b. Note any error codes or messages you see, and search online for troubleshooting tips to resolve the errors
- c. Once you've completed the troubleshooting tips for the error messages:
 - i. Open a new browser tab
 - ii. Check if you can now access Online Services

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