# PACAH CONFERENCE EVENT REGISTRATION -TROUBLE-SHOOTING GUIDE

The purpose of this guide is to walk you through suggested steps to take **if you have issues** during the **Event Registration** Process.

If you have any additional questions, please send them to kdeline@pacounties.org

### **INTERNET BROWSERS**

Use Microsoft Edge, Google Chrome, or Firefox (Mozilla) Do NOT use Internet Explorer, as this browser is no longer supported.

#### **REGISTRATION STEPS**

During the registration process, be sure to click on Next and Back buttons.

Do not use the arrows on your browser's address bar to go to previous pages.

Please note: if you press the back button on the browser or refresh the browser, you will have to start completely over in your registration process.



## **CLEARING REGISTRATION DATA**

If you receive an error, or the screen will not advance to the next page, click **Cancel**. This will clear out your cart so you can start the registration process again.



### **BROWSER HISTORY**

If you are using Microsoft Edge, Google Chrome or Firefox (Mozilla) and still have issues during the **Event Registration** process, clear your browsing history and cookies.

#### Example (Chrome):

<u>.</u>	You and Google	Your browser is managed by your organization	
Ê	Autofill		
0	Security and Privacy	Chrome can help keep you safe from data breaches, bad extensions, and more	heck now
۲	Appearance Security and Privacy		
Q	Search engine	Clear browsing data	•
	Default browser	<ul> <li>Clear history, cookies, cache, and more</li> </ul>	
Ċ	On startup	Cookies and other site data Third-party cookies are blocked in Incognito mode	•
Adv	anced 👻	Security Safe Browsing (protection from dangerous sites) and other security settings	•
*	Extensions	Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•
0	About Chrome	Privacy Sandbox Trial features are on	Ø

If you continue to have issues, open a private/incognito browser, paste this link into the address bar and register from the private/incognito browser.

#### **Example (Chrome):** New Incognito tab New window Ctrl+Shift+N New Incognito window Downloads Bookmarks :3 100% Zoom + Print... Cast... Find... More tools Edit Cut Copy Paste Settings Help Exit Managed by your organization

### **PAYMENT ISSUES**

Our credit card payment system uses a high level of security; therefore, you must enter ALL credit card information correctly. An incorrect mailing address, expiration date, number, or CVV code will generate an error.