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

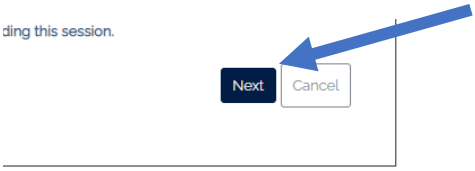
INTERNET BROWSERS

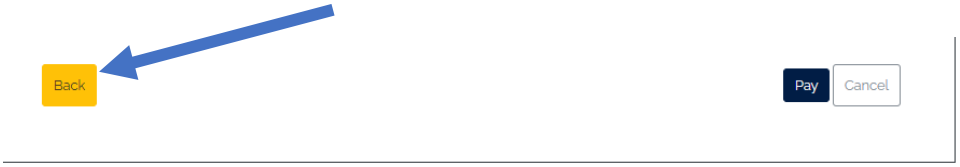
Use Microsoft Edge, Google Chrome, or Firefox (Mozilla)
Do NOT use Internet Explorer, as this browser is no longer supported.

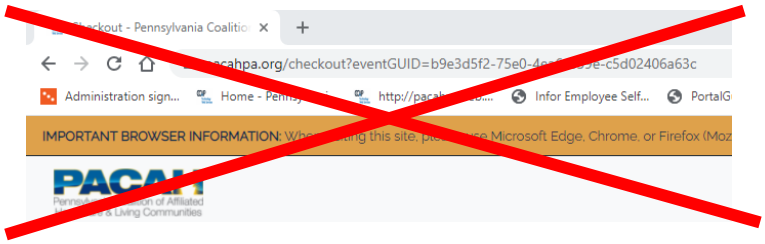
REGISTRATION STEPS

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.

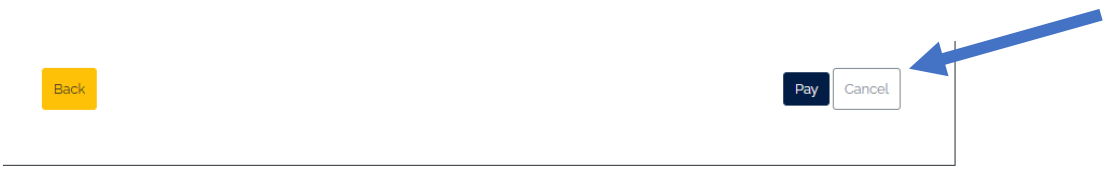






CLEARING REGISTRATION DATA

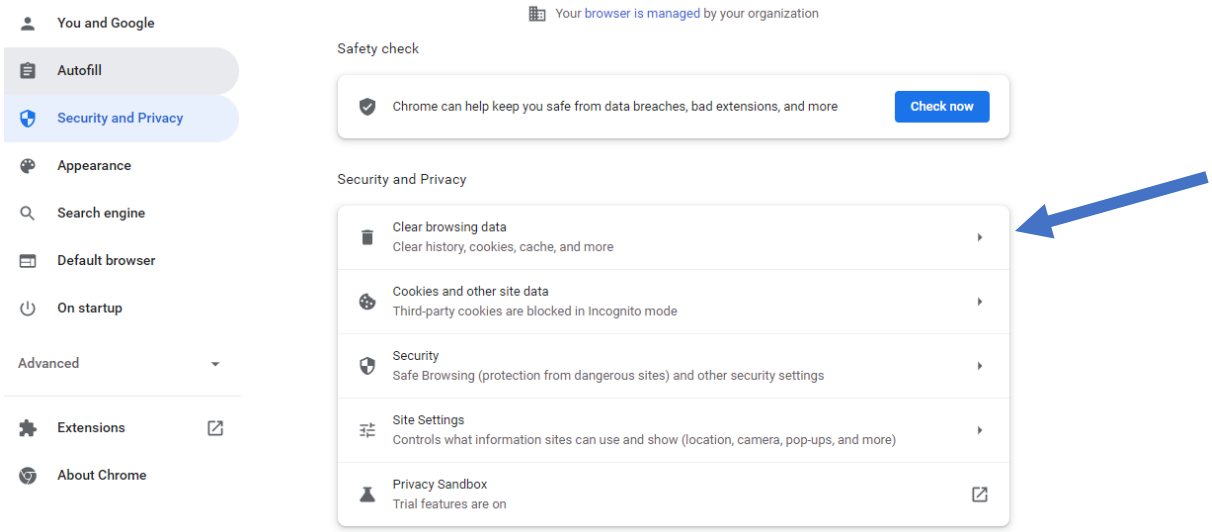
If you receive an error, or the screen will not advance to the next page, click **Cancel**. This will clear out your cart so you can start the registration process again.



BROWSER HISTORY

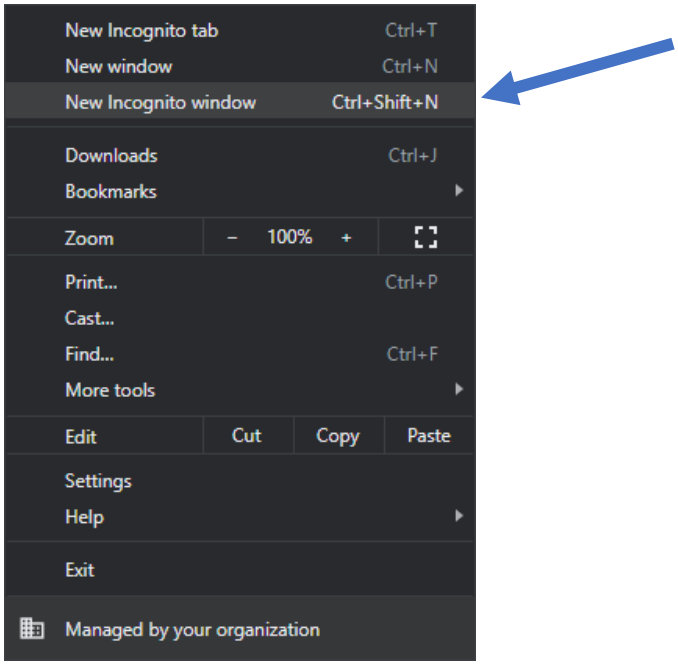
If you are using Microsoft Edge, Google Chrome or Firefox (Mozilla) and still have issues during the **Event Registration** process, clear your browsing history and cookies.

Example (Chrome):



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):



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.