

# 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](mailto:kdeline@pacounties.org)

## INTERNET BROWSERS

Use Microsoft Edge, Google Chrome, or Firefox (Mozilla)

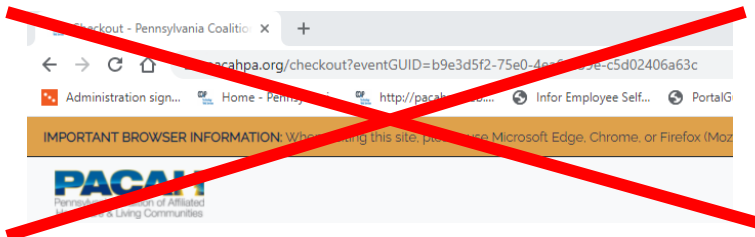
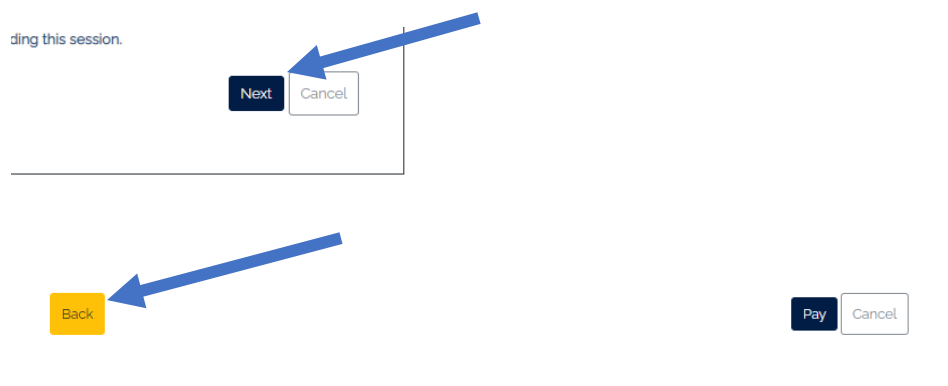
Do NOT use Internet Explorer, as this browser is no longer supported.

## 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

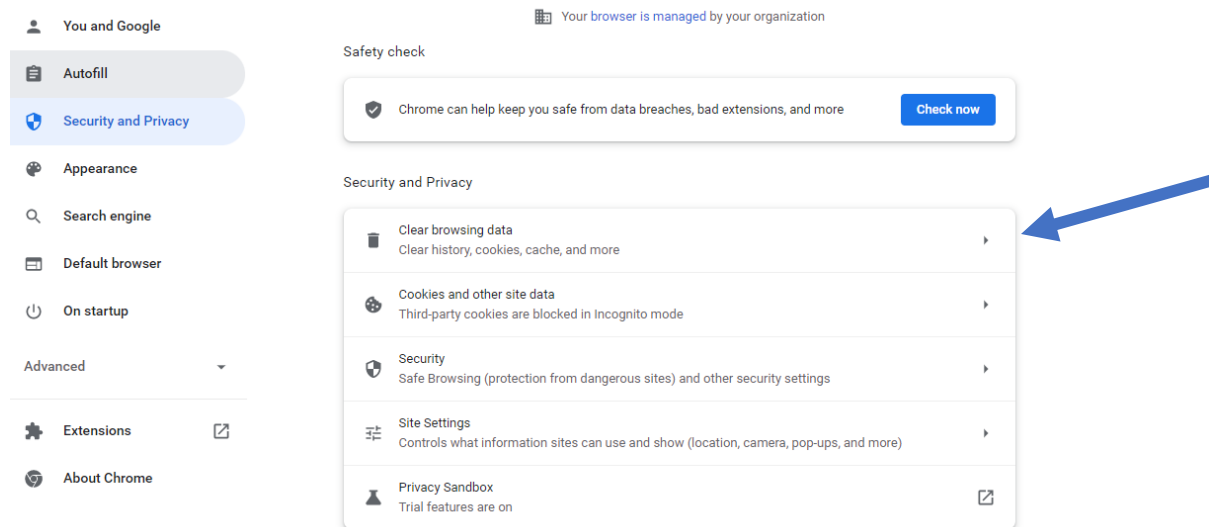
If you receive an error, or the screen will not advance to the next page, click **Cancel**. This will clear out your cart so you can start the registration process again.



## 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):

