



## Cleaning Your Internet Cache History

With the New Point & Pay Vendor we have secured for online payments, we have been informed of a possible anomaly between the Point and Pay system and the SmartGov payment/receipt system due to an isolated problem with the lack of space within an internet browser cache or history.

If you notice that you have made a payment, yet the permitting system in SmartGov does not reflect that, you may need to "refresh" your system as SmartGov is using your CACHE/COOKIES from previous entries and not using the code for the new vendor.

You will only need to do this the one time – here is how to Clean the Cache for the current Web Browser Types:

- **GOOGLE/CHROME:** <https://www.technipages.com/google-chrome-clear-cache>
- **INTERNET EXPLORER/EDGE:** <https://clear-my-cache.com/en/windows/internet-explorer-11.html>
- **FIREFOX:** <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
- **SAFARI (MAC):** <https://clear-my-cache.com/en/apple-mac-os/safari.html>
- **SAFARI (MOBILE):** <https://support.apple.com/en-us/HT201265>