Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

Access Error and Clearing Web Cache

Why am I getting an error when trying to access the Customer Portal?

If you experience an error while trying to access the Building, Planning and Land Development system online Customer Portal, please clear the cache on your internet browser. The cache stores information about a web page and clearing the data can improve speed and responsiveness, resolving the issue. The following provides instructions on how to clear a cache for different browsers and devices.

Google Chrome

1. On the browser window, select the **three stacked dots** in the upper right-hand corner.

2. From the list, select '**Delete browsing data…**'.

3. On the Delete browsing data pop-up window:

   a. Set the Time range to '**All time**',

   b. Ensure **all** items are **checked**,

   c. Then select the '**Delete data**' button.

4. Once complete, close the web browser, open a new one and navigate to the online Customer Portal.
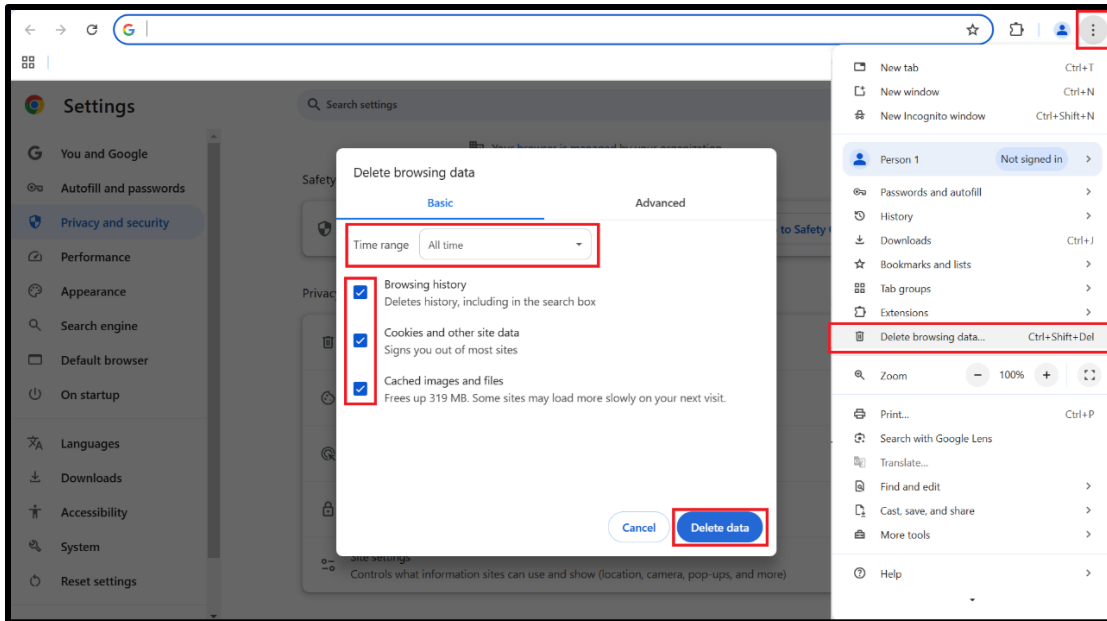
Microsoft Edge

1. On the browser window, select the **three dots** in the upper right-hand corner.

2. From the list, select '**Settings**'.

3. In the new window opened, select '**Privacy, search and services**' from the list on the left-hand side.

4. On the right-hand side, scroll down to '**Delete browsing data**' and select the '**Choose what to clear**' button.

5. On the Delete browsing data pop-up window:

   a. Set the Time range to '**All time**',

   b. Ensure **all** items are **checked**,

   c. Then select the '**Clear now**' button.

6. Once complete, close the web browser, open a new one and navigate to the online Customer Portal.
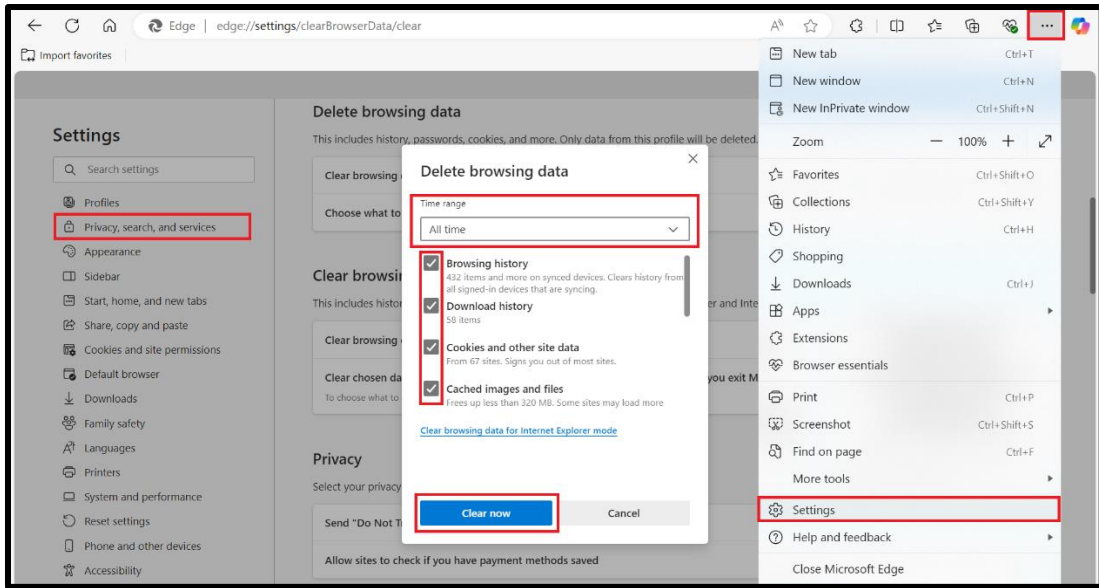
Apple (Safari on Mobile)

1. On your device, open the **Settings** application.

2. In the settings menu, scroll down the list and select '**Apps**'.

3. Once in the Apps menu, scroll to locate and select '**Safari**'.

4. Find and tap the '**Clear History and Website Data**' option.

5. On the Clear History pop-up, ensure '**All history**' is checked and then select the '**Clear History**' button.

6. Once complete, close the Settings application, open the Safari application and navigate to the online Customer Portal.

Android (Chrome on Mobile)

1. On your device, open the **Chrome** application.

2. To the right of the address bar, select the **three stacked dots** and then '**Delete browsing data**'.

3. On the Delete browsing data pop-up window, select '**More options >**' and a new window will open.

4. On the new window, set the Time range to '**All time**' and ensure '**Cookies and site data**' and '**Cached Images and Files**' are **checked**.

5. Now select the '**Delete data**' button.

6. Once complete, close the web browser, open a new one and navigate to the online Customer Portal.