████████ **and** ████████ **Overview**

████████████████ are ████████ web applications for the entering and tracking of requests. ████████ also allows users to generate reports and statistics.

You can access these applications with the following links:

████████████████████████████████

These programs will function best in Google Chrome, although they will work in other browsers.

Site Cannot Be Reached

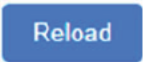This is one of the only errors you will encounter when attempting to enter ████████.

This site can't be reached

████████████████ server IP address could not be found.

Try running Windows Network Diagnostics.

DNS_PROBE_FINISHED_NXDOMAIN

Reload

1. Make sure you are connected to the internet;
2. Ensure you're going to the correct website: ████████████████

████████████   ████████

Reset Password

If this is your first time using ████████, we recommend changing your password from the default, auto-generated password. Passwords expire every 90-days. We require passwords be at least eight (8) characters long, and they must include UPPERCASE, lower-case letters, numbers, and a special character *$&#@

Slowness or Intermittent Errors

Most of the time, especially after periodic updates, you may need to clear your history and cache in order to solve this issue.

To clear your history and cache in Chrome:
1. On your computer, open Chrome.
2. At the top right, click More
3. Click More tools. Clear browsing data
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

To clear your history and cache in Microsoft Edge:
1. Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services.
2. Under Clear browsing data, select Choose what to clear
3. Select "Cached images and files" and "Cookies and other site data" check box and then select Clear.

If the above step does not work, then you may need to either restart the browser or restart the computer. This will solve most of the issues you experience.