

Chrome Browser troubleshooting

There was a recent Chrome update that may cause problems for portal users. Some are unable to connect to the site and might get an error that the site “cannot be reached.” Clearing the browser cache and / or reinstalling Chrome can fix the issue, or, contact your IT department.

- First, check that the correct url is being entered: <https://cityviewportal.thorntonco.gov/>
If that doesn't work, try the following options:

OPTION 1

Clear out the cache in Chrome

1. On your computer, open Chrome.
2. At the top right, click More (The three dots).
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.

OPTION 2

Reinstall Chrome

OPTION 3

Switch to a different updated internet browser