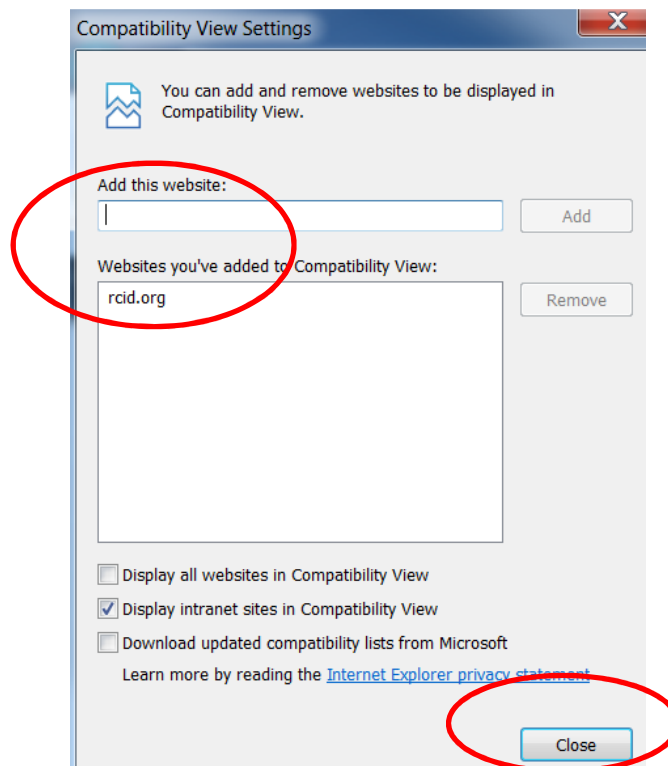
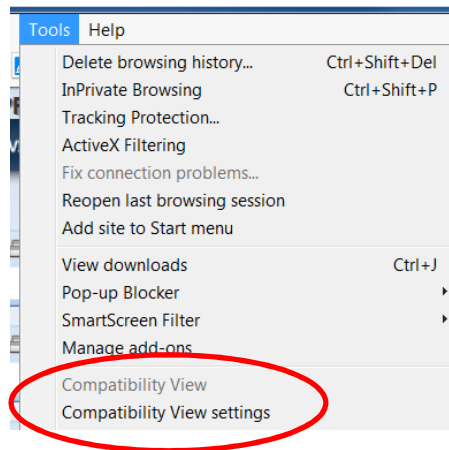


ACA BROWSER COMPATIBILITY TIPS

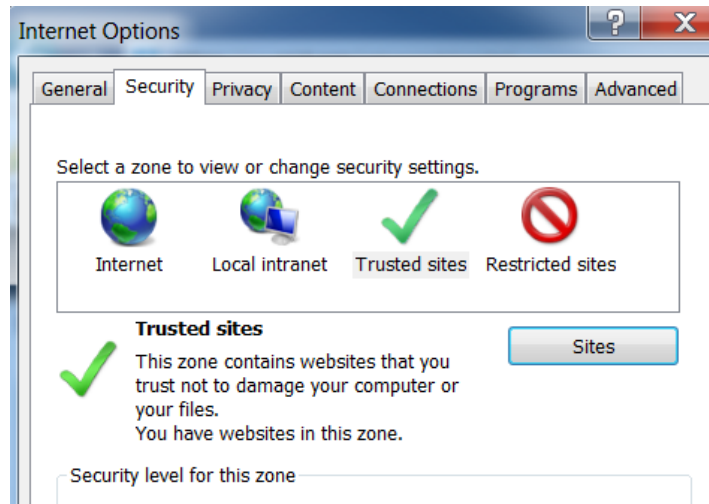
Following are tips to ensure the RCID Online Permitting System, ACA, is fully compatible with online browsers:

COMPATIBLE BROWSERS:

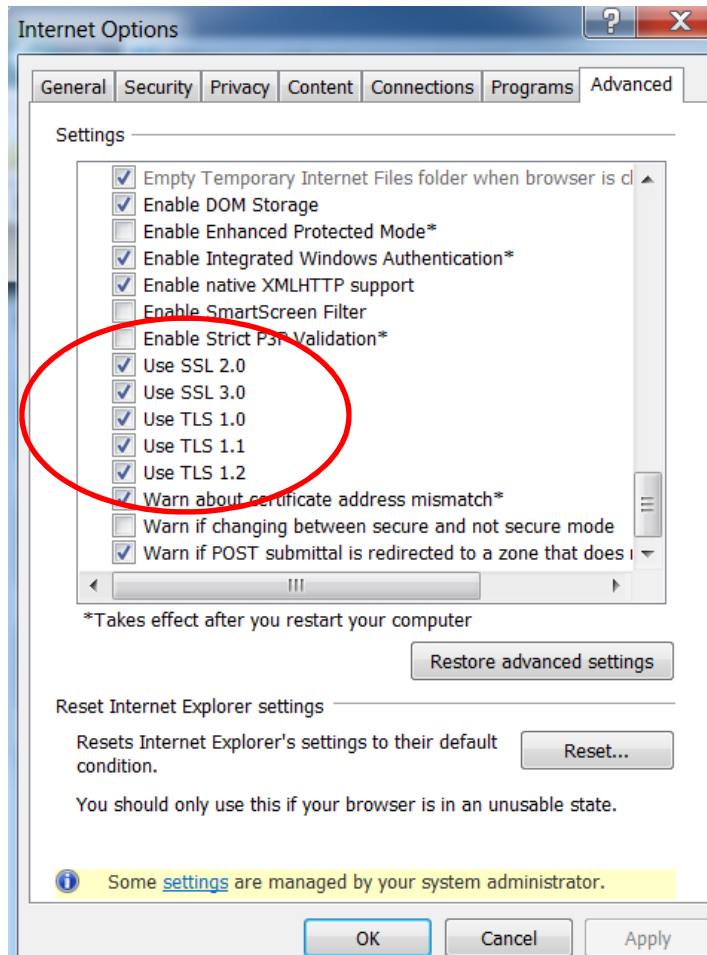
- Internet Explorer 10 (should not need any setting changes, but if having issues, add Compatibility View below)
- Internet Explorer 11 (only works with the following tweaks to the IE browser):
 - ✓ Compatibility View – Open the ACA homepage, go to Tools / Compatibility View Settings / Add (“rcid.org” will then appear in the bottom box) / Close



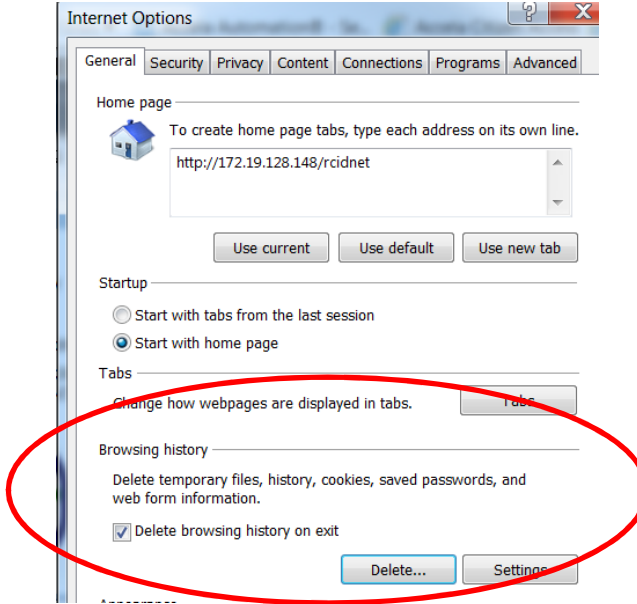
- ✓ Security / Trusted Sites – Open the ACA homepage, go to Tools / Internet Options / Security Tab / Sites (system will automatically populate website) / Add / Close



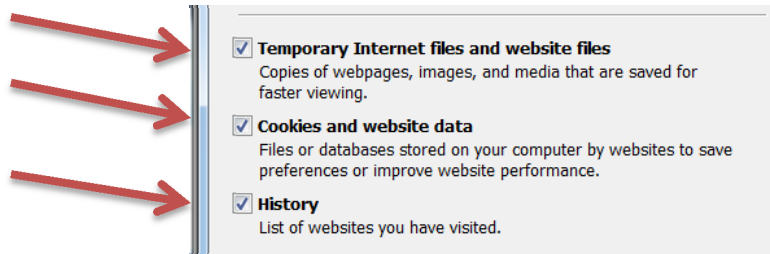
- ✓ Advanced Settings – Open the ACA homepage, go to Tools / Internet Options / Advanced / Settings (scroll to the bottom of the list). Click on all the SSL and TLS settings then Okay:



- ✓ Browsing History – Open the ACA homepage, go to Tools / Internet Options / General / Two-thirds down the table is Browsing History / Delete (once Delete is selected, be sure the three items below are checked then select Delete). The final step is to select Apply / OK and the system will clear the history:



- Make sure that at least the following three items are checked:



- ✓ Close Internet Explorer– The last step is to completely close Internet Explorer and let the changes take effect and clear previous settings. You should now be able to access ACA.

SILVERLIGHT

- Silverlight 5 must be installed to upload and view documents

OTHER SUPPORTED BROWSERS (May not be successful in uploading documents)

- Firefox 32
- Safari 6
- Google Chrome 37
- Opera 24

Note: Windows 10 defaults to EDGE as the preferred browser. Close Edge and open INTERNET EXPLORER to access ACA.