

# Permitting, Planning, Licensing & Compliance Solution System Requirements

For the best experience using our system:

- **Your browser must be current** - The following browsers in the most current version are supported: Chrome (Windows and macOS), Firefox (Windows and macOS), Edge (Windows), Safari (macOS).
- **Cookies must be enabled** - Cookies are controlled in your browser settings. The Customer Portal only retains these cookies for the duration of the session; they are deleted when the browser is closed or the session times out.
- **JavaScript must be enabled** - JavaScript is controlled in your browser security settings. All supported browsers have at least JavaScript 1.1 installed as a plugin by default, but customers may need to enable it if it has been turned off.
- **Pop-Up blockers must be turned OFF** – Pop-up blockers are controlled in your browser settings. The system uses pop-up windows to request additional information throughout the application.
- **Browser Autofill should not be used** - Browser autofill may cause unnecessary errors when using the system.

Are you having issues logging into your account? [View these troubleshooting tips!](#)