



Waukesha County GIS Viewer Troubleshooting*

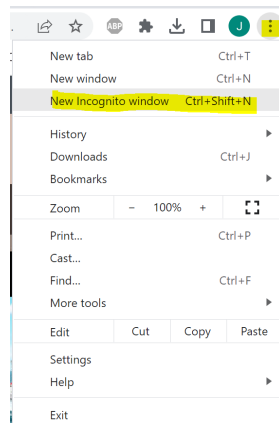
We are sorry to hear you are experiencing issues with the GIS Viewer. Here are some things to try to help fix the issue.

Clear your browser cache:

- Depending on your browser, here is a link on how to clear its cache.
<http://www.wikihow.com/Clear-Your-Browser's-Cache>
- Another way to clear your browser's cache (depending on the browser) is to hold down the Control Key on the keyboard and then click Refresh

In Google Chrome, try using an Incognito window:

- Sometimes error messages get cached and can be bypassed by opening the application in a Google Chrome's incognito window. Instructions below:
1. In the upper right corner of the browser, click the three vertical dots, then New Incognito window



2. Paste the URL into the search bar.
https://prd1.waukcogeo.com/HTML5Viewer/?viewer=html_viewer_ext

Try using a different browser:

- Try a different browser. We recommend using Chrome, as it seems to load faster and works well with the GIS site. You can download it at: <https://www.google.com/intl/en/chrome/browser/>

- Another browser choice would be Firefox. <http://www.mozilla.org/en-US/firefox/new/>
- Another browser choice would be Microsoft Edge: <https://www.microsoft.com/en-us/edge/download?form=MA13FJ>

Try a different device or computer:

- The GIS website also works on mobile devices so maybe try accessing the site on a tablet or smartphone to see if it works there.

If you're still having problems, contact the Land Information Systems division by [Email](#)

*Please note that the site is occasionally taken offline for data updates and software upgrades. All attempts will be made to do this maintenance during low volume hours.