

PLA LIBRARY NOTICE

Dear Member,

Please see the message below on how to resolve issues with the COVID-19 active screening app from Frank Skubic, Director - Justice Sector Security & Emergency Management (December 21, 2020).

*Thank you,
Peel Law Association*

There have been various reports where users across the province are having issues with the on-line screening application, not loading, locking etc.

I have connected with ODS and received the following information;

- That there was an update to the application on December 16, 2020
- The resulting update may be causing local "caching issues" on some devices of regular users
- This error can be cleared by;
 - A. Opening your web browser settings and clearing browser history (cache) **or**
 - B. Open a private browser window (aka Incognito on Chrome)

In computer-speak, some browsers seek a "refreshed version" of the app each time it is accessed, while others look to the browser history for some of the app information previously accessed and when there is an update, this latter process creates a conflict for those users.

Employing the above process whenever issues are experienced will resolve any issues (both now and with future updates).

Regards,

Frank Skubic

Director - Justice Sector Security & Emergency Management Ministry of the Attorney General

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