

Potential Issues Completing Questionnaires in eJuror

The Administrative Office (AO) has identified an ongoing nationwide issue with eJuror that is affecting the public's ability to complete their Questionnaire (both JQQ and JIF) through the online eJuror portal.

Potential jurors may be unable to complete questionnaires due to the following:

- eJuror login page fails to load completely.
- Buttons are missing.
- eJuror freezes on a question.
- Questionnaire starts over.

While the AO works to find a permanent solution to this national problem, we recommend potential jurors clear their browser cache and cookies then attempt to resubmit their Questionnaire.

Clearing Your Cache in Different Web Browsers

How to Clear Your Cache in Edge:

1. Click the **ellipses (...)** in the upper right-hand corner. A drop-down menu will appear.
2. Select **History**. A new **History** drop-down menu will appear.
3. Click the **trash can icon** on the top of the **History** drop-down. The "**Clear browsing data**" window will open.
 - You can also access the **Clear browsing data** options by pressing one of these three keyboard commands:
 - *Windows*: Press Ctrl + Shift+ Del.
 - *Mac*: Press Command + Shift + Del.
 - *Chromebook*: Press Ctrl + Shift + Backspace.
4. The first four boxes should already be checked. Select any additional types of information you want to remove.
5. Click **Clear Now** to clear your cache and cookies.
6. Close and reopen Edge for the changes to take effect.

How to Clear Your Cache in Chrome:

1. Click the **ellipses (...)** in the upper right-hand corner. A drop-down menu will appear.
2. Select **Delete browsing data**. The "**Clear browsing data**" window will open.
 - You can also access the **Clear browsing data** options by pressing one of these three keyboard commands:
 - *Windows*: Press Ctrl + Shift+ Del.
 - *Mac*: Press Command + Shift + Del.
 - *Chromebook*: Press Ctrl + Shift + Backspace.
3. Choose a time range, like **Last hour** or **All time**.
4. The first four boxes should already be checked. Select any additional types of information you want to remove.
5. Click **Delete data** to clear your cache and cookies.
6. Close and reopen Chrome for the changes to take effect.