



## Working with EnerGov

The City of Cape Coral updated its operating systems on 9/14/23. If you are experiencing issues since the upgrade, please do ALL of the following:

- Make sure you are working in GOOGLE CHROME
- CLEAR YOUR BROWSER HISTORY, COOKIES, and CACHE
  - Go to Google Settings – Privacy & Security – Clear Browsing Data
  - Select: Time Range = All Time
  - Place a checkmark next to Browsing history, Download history, Cookies and other site data, and Cached images and files
- CLOSE Google Chrome COMPLETELY (all tabs), then reopen Google Chrome
- DELETE BOOKMARKS RELATED TO ENERGOV AND THE CITY
- GO TO [www.CapeCoral.gov/energov](http://www.CapeCoral.gov/energov) to access the EnerGov Citizen Self-Service Portal, then sign into your account
- You may recreate bookmarks at this point.

If you continue to experience issues, please contact Permitting via email ([permits@capecoral.gov](mailto:permits@capecoral.gov)) or phone (239-574-0546, M-Th, 7:30-4:30).