

FACTS Error Messages

FACTS is heavily dependent on the web browser on your computer. That means that when FACTS makes updates to their system, that update may "break" FACTS on your laptop. Getting an error message like "500 internal server error" is one of the side effects.

Here are the two steps that FACTS asks us to do when you get those messages:

- Make sure that your browser is up-to-date.
<https://www.whatismybrowser.com/guides/how-to-update-your-browser/>
- Delete all of your browsing data (cache and cookies) from the last week or so.
<https://www.whatismybrowser.com/guides/clear-cache-history-cookies/>

This usually fixes most of the issues. Please let the IT Director know if you need help doing any of these things.