

## DHD#10 EXPERIENCING WEBSITE ISSUES

September 2, 2021 – District Health Department #10 (DHD#10) is currently experiencing website issues due to a recent migration to a new platform. Many may get an error message when trying to access the site while it is fully promulgating. Because every system is different, it may take more time for the site to restore on some systems than others. The hope is that the site will be up and running smoothly by the end of the week.

In the meantime, an important step you should take is clearing your browser of your history and cached images before the site will fully restore on your computer, and you may need to do this several times. Clearing your browser involves more than just refreshing the site. There are instructions online if you do a search for how to do this depending on the browser you are using, whether it is Google Chrome, Internet Explorer, Safari, etc. The following site provides up to date instructions that you may find helpful: <https://its.uiowa.edu/support/article/719>. Once DHD#10's website is fully restored on your system, please refresh the site to see the latest version.

“We apologize for any inconvenience this migration may cause,” stated Jeannine Taylor, Public Information Officer for DHD#10. “Our website is fairly large with many links and forms, so it is taking more time than anticipated for all the pieces to reconnect. We ask for your patience as this process works to completion.”

If you are in need of services that you typically schedule online, please call **888-217-3904** for assistance or email us at [info@dhd10.org](mailto:info@dhd10.org).

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### MEDIA CONTACT

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