



**OPAL Training Guide**  
(OPAL System Support & Troubleshooting Guide)

*Quick fixes for the Oracle Permitting and Licensing (OPAL) platform.*

### **Access & Account Management**

- **Login Issues:** If your credentials aren't working, use the "**Forgot Password**" link on the login page first. Passwords must meet Oracle's security complexity requirements.
- **Browser Compatibility:** For the best experience, use the latest version of **Google Chrome** or **Firefox**. Clear your browser cache and cookies if the page fails to load or looks "broken."
- **Account Activation:** If you are a new customer, ensure you have clicked the verification link sent to your email after registration.
- **Entering Contacts:** If you would like someone to complete tasks on your project (i.e. scheduling inspections, paying fees, receiving notifications), please add them as contact on your specific record and make sure they have "Full" access.

### **Document Uploads**

- **File Formats:** The system prefers **PDF** files. Avoid uploading .zip, .exe, or high-resolution image formats (like. HEIC) unless it is specified.
- **File Size:** If an upload fails, check the file size. Most individual uploads should be under **50MB**. If a file is larger, try compressing the PDF before re-uploading.
- **Naming Conventions:** Avoid special characters (!, &, @, #, \$, %) in filenames, as these can cause "Upload Failed" errors.

### **Application & Project Status**

- **"Missing" Applications:** If you don't see your application, ensure you are logged into the same account used to start the draft.
- **Incomplete Tasks:** Check your **Dashboard** or "Action Items" for any tasks labeled **"Revisions Required."** You must resolve these before the application moves to the next stage.
- **Review Timelines:** If an application status says, "In Review," it is currently with staff. Refer to the Douglas County Community Development Department standard review timeline before reaching out for status updates.