

## Technical support

If your web page is not displaying correctly or you are unable to use our Online Services, the pages in this troubleshooting guide will help you.

### Further information

#### [My page is not displaying correctly](#)

Is your page not displaying correctly? Are you receiving a page cannot be displayed message? It may be that you need to clear your cache/temporary internet files.

#### [I am unable to view documents on the website](#)

Are you unable to view documents on our website? If you have clicked on a document and nothing appears, it may be that you have a pop-up blocker installed on your PC. Below are a few of the most common pop-up blockers we have encountered and instructions on how to enable and disable pop-up blockers.

#### [My browser screen does not appear to be compatible](#)

You may find that you can use our website with no problems; however this screen is to serve as a caution that if you are using a browser that is not recognised by our website you may encounter some problems.

#### [Clearing your temporary internet files](#)

Are you being presented with odd web page views? Your temporary internet files may need to be deleted. This is an easy process and is a good practice to complete on a regular basis.