

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.



Do you need help with...

[Optimum software and settings](#)

If you are having trouble navigating or viewing our site, find out here how to optimise your online experience by choosing the best website viewing and browser settings.

[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 can't 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. Here are a few of the most common pop-up blockers we have encountered and instructions on how to enable and disable pop-up blockers.

[How do I clear my 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 good practise to complete on a regular basis.

[How can I make the website text bigger?](#)

Are you having difficulty reading our website due to the text or font size? This is an online guide to help you increase the text size for a range of different browsers.

[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.

[Standard set for Monday night maintenance outages](#)

The length and timing of planned weekly maintenance outages has been set to fall within a standard two hours between 9:00 pm and 11:00 pm on Monday evenings.

[Installing the Acrobat Reader](#)

How to download and install the Adobe Acrobat Reader.

[What is RSS?](#)

RSS, short for 'Really Simple Syndication' or 'Rich Site Summary', allows you to keep up to to date with Companies Office news from this website.