

# Browser Trouble-Shooting Guide

The most common browser issues and resolution that users may experience when using EPA SA WasteTracker.

Note, Internet Explorer is the recommended browser to use.



### Problem:

Compatibility View: websites designed for older browsers will often look better, and problems such as out-of-place menus, images, or text will be corrected.



## **Resolution:**



1. Left-click on the symbol in the address bar:



and enable compatibility if mentioned in the pop up message.

OR

- 2. Select *Tools* then *Compatibility Settings* from browser menu in the top ribbon
- 3. Type in *sa.gov.au* and click *Add* then *Close*:

Compatibility View Settings	<b>—</b>
Change Compatibility View Settings	
Add this website:	
sa.gov.au	Add
Websites you've added to Compatibility View:	
	Remove
<ul> <li>Display intranet sites in Compatibility View</li> <li>Use Microsoft compatibility lists</li> <li>Learn more by reading the <u>Internet Explorer privacy state</u></li> </ul>	<u>tatement</u>
	Close

4. Refresh the WasteTracker page (F5) and login if necessary.

#### Problem:

Pop-up Blocker: Usually if nothing happens, for example, when printing a transport certificate, a prompt will appear at the top or bottom of the screen. Users can allow the popups for this site and the browser will remember not to block pop-ups from WasteTracker.



#### **Resolution:**

1. Click on the "Always allow" option

OR

- Select Tools then Pop-up Blocker > Turn off Pop-up Blocker from browser menu in the top ribbon
- 3. Type in www.wastetracker.sa.gov.au and click Add then Close:

op-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups f websites by adding the site to the list below. Address of website to allow:	irom specific
https://www.wastetracker.sa.gov.au/	Add
Allowed <u>si</u> tes:	
www.microsoft.com	Remove all
Notifications and blocking level:	
✓ Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	
Medium: Block most automatic pop-ups	•
Learn more about Pop-up Blocker	Close

4. Refresh the WasteTracker page (F5) and login if necessary.

#### Problem:

Pop-up Blocker: Usually if nothing happens, for example, when printing a transport certificate, a prompt will appear at the top or bottom of the screen. Users can allow the popups for this site and the browser will remember not to block pop-ups from WasteTracker.

#### **Resolution:**

1. Click on the "Always allow pop-us from www.wastetracker.sa.gov.au" option

OR

- 2. Select Settings then Settings > Show advanced settings > Privacy > Content Settings > Pop-ups > Manage exceptions from browser menu in the top ribbon
- 3. Type in http://www.wastetracker.sa.gov.au and click Allow then Done:

Hostname pattern	Behavior
	Allow
http://www.wastetracker.s	Allow
arn more	Done

4. Refresh the WasteTracker page (F5) and login if necessary.



#### Problem:

Pop-up Blocker: Usually if nothing happens, for example, when printing a transport certificate, a prompt will appear at the top of the screen. Users can allow the pop-ups for this site and the browser will remember not to block pop-ups from WasteTracker.

#### **Resolution:**

1. Left-click on the "Always Allow on this site" option

#### OR

2. Select Options then Content Tab > Exceptions next to the Block pop-up windows from browser menu in the top ribbon
EPA online applications profile × \* Options × +

Firefox about:pre	eferences#content	C <sup>e</sup> Q Search		☆自	+	俞	9 (	, ≡
0 General	Content		(?)					
Content  Applications  Privacy	DRM content  ✓ Play DRM content  Notifications  Choose which sites are allowed to send you notifications		Learn more					
Security	Do not disturb me No notification will be shown until you restart Firefox <b>Pop-ups</b> V Block pop-up windows		Exceptions					
	Fonts & Colors Default font: Times New Roman    Size: 16		Advanced					
	Languages Choose your preferred language for displaying pages		Choose					
It looks like you haven't	started Firefox in a while. Do you want to clean it up for a fresh, like-new experience? And by the way, welcon	me back!				Rg	fresh Fire	fox ×

3. Type in www.wastetracker.sa.gov.au and click Allow then Save Changes:

EPA online applications profile	× 🗱 Options	× +	The second second								×
Firefox about:preference	ces#content		G	Q. Search		☆自	+	⋒	9		
General	Content				?						
<b>L</b> Search											
Content	DRM content										
	✓ Play DRM co	ntent		Lea	rn more						
<b>P</b> rivacy	Notifications	A11	owed Sites - Pop-ups		×						
Constitu	Choose which si		owed sites - Pop-ups								
Security	Do <u>n</u> ot dist	You can specify which websites are allo site you want to allow and then click Al	wed to open pop-up windows. Typ llow.	e the exact address of the							
) Sync	No notification	Address of website:									
Advanced	Pop-ups	www.wastetracker.sa.gov.au									
	✓ Block pop-			Allow							
	Fonts & Colors	Site	S	Status							
	Default font: T										
	Languages										
	Choose your pre										
		Remove Site Remove All Sites									
				Cancel Save Changes							
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4. Refresh the WasteTracker page (F5) and login if necessary.

#### For further information or assistance:

Telephone (Freecall outside metro): 1800 623 445 Direct Phone: (08) 8204 2039 Email: <u>epalicensing@sa.gov.au</u> Website: <u>www.epa.sa.gov.au</u>