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.

Internet Explorer

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.
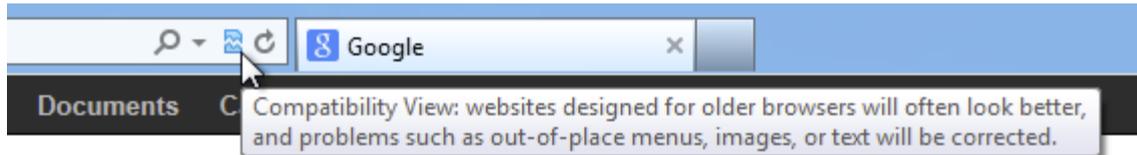
Resolution:

1. Left-click on the symbol in the address bar:
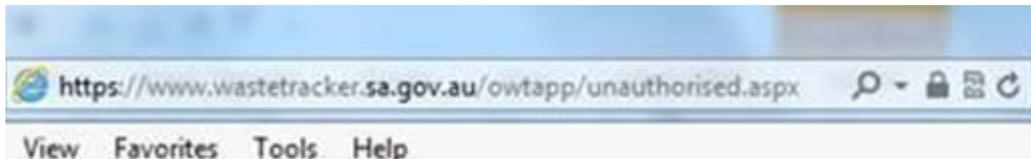
and enable compatibility if mentioned in the pop up message.

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:*

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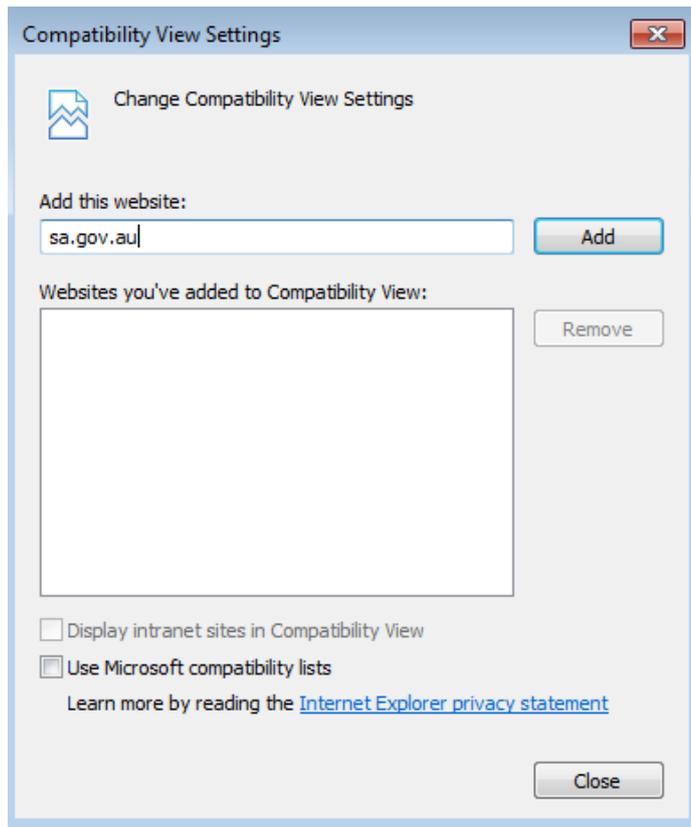
4. Refresh the WasteTracker page (F5) and login if necessary.

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 pop-ups for this site and the browser will remember not to block pop-ups from WasteTracker.

Resolution:

1. Click on the "Always allow" option

    OR

2. 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:*

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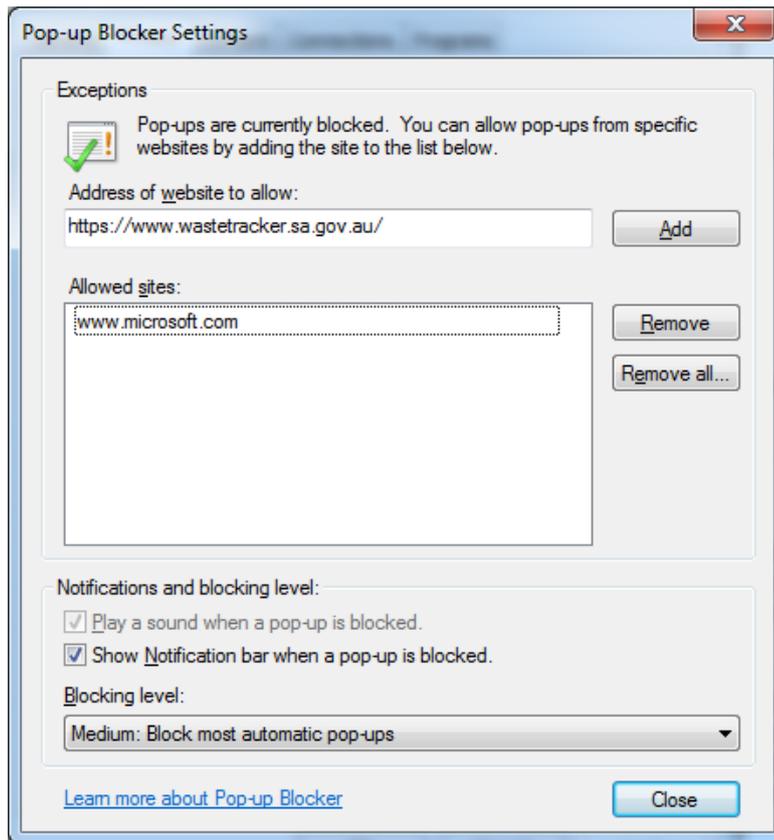
4. Refresh the WasteTracker page (F5) and login if necessary.

Google Chrome

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 pop-ups 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:*

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

Tip: For quick access to WasteTracker, create a shortcut in your Internet browser or Desktop to www.wastetracker.sa.gov.au   *Version 26/03/2017*
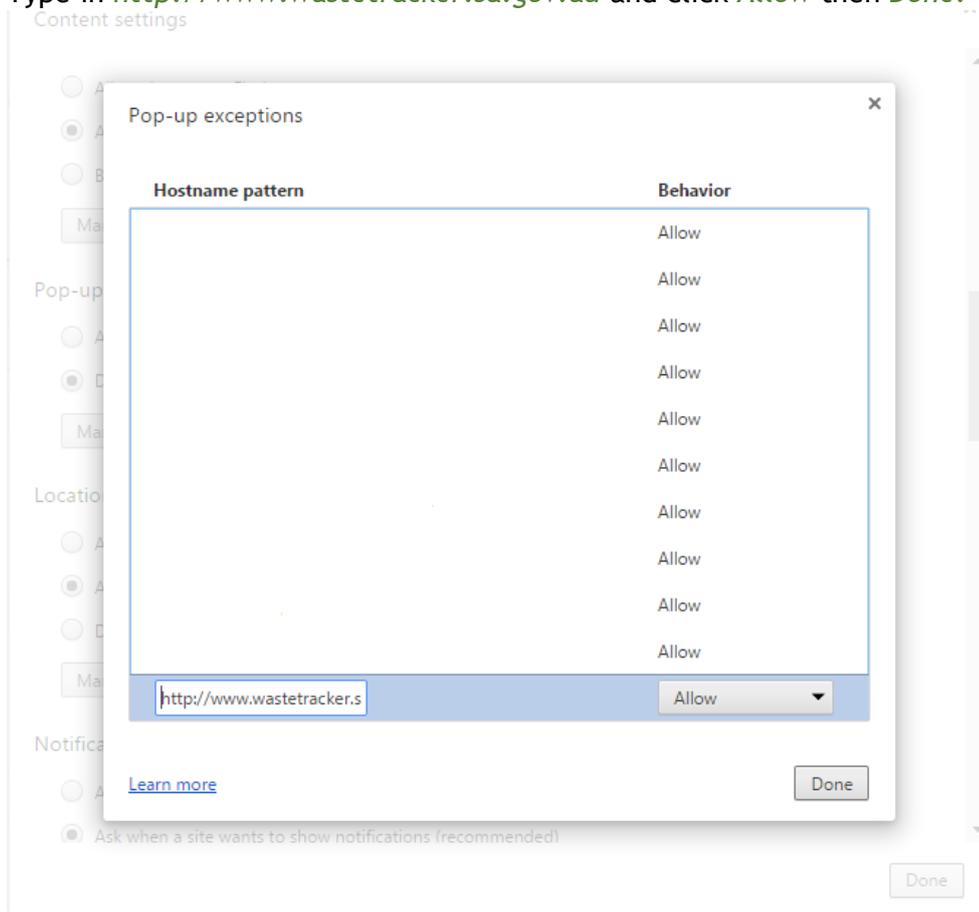
 Mozilla Firefox

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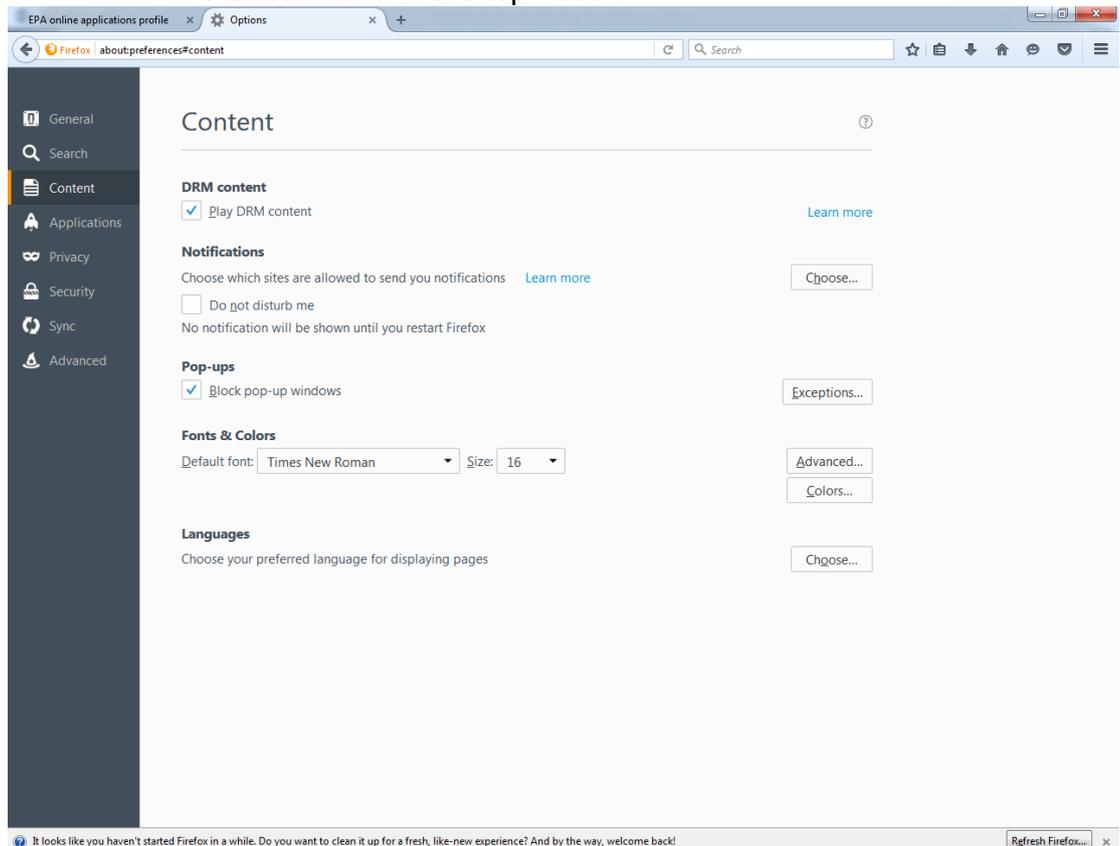
3. Type in *www.wastetracker.sa.gov.au* and click *Allow* then *Save Changes:*

Tip*: For quick access to WasteTracker, create a shortcut in your Internet browser or Desktop to www.wastetracker.sa.gov.au*   *Version 26/03/2017*
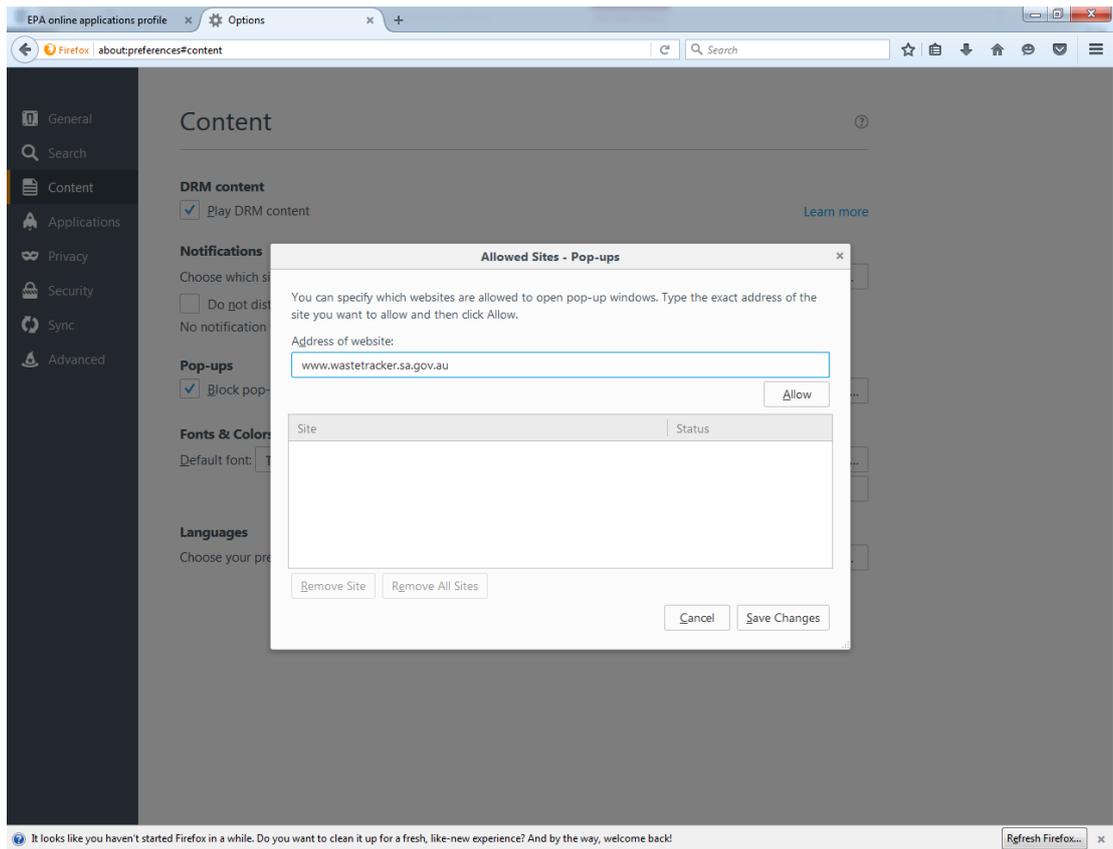
4. Refresh the WasteTracker page (F5) and login if necessary.

For further information or assistance:

Telephone (Freecall outside metro): 1800 623 445

Direct Phone: (08) 8204 2039

Email: epalicensing@sa.gov.au

Website: www.epa.sa.gov.au