Troubleshooting common errors and issues

Check what you can do to troubleshoot common errors and issues you may experience when accessing our online services.

Technical errors - all audiences ›

How to resolve common errors and issues affecting all audiences when accessing ATO online services.

Technical errors - business and tax professionals ›

How to resolve common errors and issues affecting business and tax professionals accessing ATO online services.

How to confirm your Windows version or MAC operating system ›

Step by step instructions for confirming your Windows version or Mac operating system.

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QC 72791

Technical errors – all audiences

How to resolve common errors and issues affecting all audiences when accessing ATO online services.

Last updated 2 December 2025

A system error has occurred

Possible cause

ATO online services outage or error.

What you can do

- Refresh the web page (Windows: **Ctrl + F5**; Mac: **Command + R**).

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- Restart your computer.

Browser crashes, closes or page hangs

Possible cause

Server has timed out or internet connection issues.

What you can do

- **Clear the cache and cookies in your web browser** and try again.

- Restart your computer and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- Check if there is an issue with your network settings by logging in from a mobile or laptop connected over cellular 4G or 5G (not to an office or corporate Wi-Fi).

- If you're using a business security solution, such as VPN, contact your internal IT support.

If none of these options have worked, and you are using Chrome, contact your internal IT support to create a new Chrome profile.

Site under maintenance or under construction

Possible cause

Website is being updated.

What you can do

- Check our **system maintenance** page for outage notifications.

- Refresh the web page (Windows: **Ctrl + F5**; Mac: **Command + R**).

- **Clear the cache and cookies in your web browser** and try again.

Unexpected error or Process error or Internal error

Possible cause

ATO online services outage or software issue.

What you can do

- Check our **system maintenance** page for outage notifications.

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- If you are using Firefox, make sure you enable **Remember history**

  - select the menu button (3 horizontal lines near top right) and select **Settings**

  - select the **Privacy and Security** panel and go to the **History** section

  - select the drop down and change to **Remember history**

  - close and re-open Firefox.

Error: Function unavailable or Unknown Error

Possible cause

ATO online services outage or error.

What you can do

- Refresh the web page (Windows: **Ctrl + F5**; Mac: **Command + R**).

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- Restart your computer.

Error: PRX-(###) proxy error

Possible cause

Internal connectivity or network issues within ATO systems. This may result in error codes that begin with PRX, followed by 3 digits (for example, PRX-001, PRX-002, PRX-003, PRX-010, PRX-019).

What you can do

- Refresh the web page (Windows: **Ctrl + F5** or Mac: **Command + R**).
- Close and reopen the browser and try again.
- Check our **system maintenance** page for outage notifications.
- Try an alternative supported web browser such as Firefox or Chrome.
- Try again later.

Error opening file for writing or autorun.inf

Possible cause

Firewalls.

What you can do

Start the installation again and select **Ignore** when the error appears.

This connection is untrusted or Your connection is not secure

Possible cause

A Firefox error or the ATO's Security Certificate has expired or is not yet valid.

What you can do

1. Select **I understand the risks** or **Advanced** (or both).
2. Select **Add Exception**.

3. Pause and select **Confirm Security Exception** (this setting only applies to the Government Authentication Service).

If you're unable to select **Confirm Security Exception** then clear the cache and cookies in your web browser and try again.

Access denied or Existing or new session detected

Possible cause

Multiple sessions running or bad connection.

What you can do

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- Try using a different device.

Session expired

Possible cause

Session has timed out.

What you can do

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- Make sure the date, time, and time zone are set to Australia

  - Windows – select the date and time in the bottom right corner of your screen

  - Mac – select the date and time in the top right corner of your screen.

- Restart your computer.

404 File or directory not found

Possible cause

The resource has been removed, changed name or is temporarily unavailable.

What you can do

- Check your computer is connected to the internet. If you're unable to connect to the internet, contact your internet service provider.

- Refresh the web page (Windows: **Ctrl + F5** or MAC: **Command + R**).

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- If your computer is connected to a business network, contact your internal IT support.

HTTP 403 forbidden

Possible cause

The URL requested is denied due to security configuration.

What you can do

- Check your computer is connected to the internet. If you're unable to connect, contact your internet service provider.

- If your computer is connected to a business network, speak with your internal IT support to check if the website is blocked.

- **Clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Firefox or Chrome.

- Check if there is a firewall.

Unable or failed to print

Possible cause

Adobe reader is incorrectly set, has known issues with printing or is using an incorrect print process.

What can you do

- Make sure the printer is turned on and run a test by printing from another software program such as Word.

- Check that the correct printer is selected in the **Print settings**.

- Try printing using the Microsoft XPS writer

- Change the printer to **Microsoft XPS Document Writer** in **Print settings**

  – select **Print** – this will prompt you to **Save** the document to your PC

  – right click on the saved XPS document

  – left click **Open with,** and

  – select **XPS viewer** or **Internet Explorer**

  – then select **Print**.

Online services system requirements check tool returns compatibility issues

Possible cause

Device is not compatible.

What can you do

- Make sure your browser meets the **minimum requirements**. If you're using a mobile device, the browser will need to be updated to meet minimum requirements via the App Store (iOS) or Play Store (android).

- Enable JavaScript

  – [How to enable Javascript – desktop browsers using Chrome](#)

  – [How to enable Javascript – desktop browsers using Firefox](#)

  – [How to enable Javascript – desktop browsers using Internet Explorer](#)

- How to enable Javascript – desktop browsers using Edge

- How to enable Javascript – desktop browsers using Safari

- How to enable Javascript – mobile browsers using Safari for iOS

- How to enable Javascript – mobile browsers using Chrome for Android.

- Accept cookies

  - How to accept cookies – desktop browsers using Chrome

  - How to accept cookies – desktop browsers using Firefox

  - How to accept cookies – desktop browsers using Internet Explorer

  - How to accept cookies – desktop browsers using Edge

  - How to accept cookies – desktop browsers using Safari

  - How to accept cookies – mobile browsers using Safari for iOS

  - How to accept cookies – mobile browsers using Chrome for Android.

- Check your computer is connected to the internet. If you're unable to connect to the internet, contact your internet service provider or use another network (if applicable).

Enable JavaScript

How to enable JavaScript – desktop browsers using Chrome

1. On your computer, open **Chrome**.

2. At the top right, select the 3 vertical dots.

3. Select **Settings**.

4. At the bottom, select **Advanced**.

5. Under **Privacy and security**, select **Content settings**.

6. Select **JavaScript**.

7. Turn on **Allowed (recommended)**.

How to enable JavaScript – desktop browsers using Firefox

1. Open **Firefox**.

2. Select the 3 horizontal lines in the top right corner.

3. Select **Help**.

4. Select **Troubleshooting Information**.

5. Select **Refresh Firefox** in the top right corner.

How to enable JavaScript – desktop browsers using Internet Explorer

1. Open **Internet Explorer**.

2. Select the cog icon in the top right corner.

3. Select **Internet options**.

4. Select the **Security** tab.

5. Select **Custom level**.

6. Scroll down to Scripting. Under **Active scripting**, set it to **Enable**.

How to enable JavaScript – desktop browsers using Edge

JavaScript can't be disabled in Edge.

How to enable JavaScript – desktop browsers using Safari

1. Select **Safari** along the top menu bar.

2. Select **Preferences**.

3. Select **Security**.

4. Select the **Enable JavaScript** checkbox to enable it and try again.

How to enable JavaScript – mobile browsers using Safari for iOS

1. Navigate to the **Settings** app.

2. On the left-hand bar, select **Safari**.

3. Scroll to the bottom and select **Advanced**.

4. Enable **Javascript**.

How to enable JavaScript – mobile browsers using Chrome for Android

1. Open **Chrome**.

2. Select the 3 vertical dots in the top right corner.

3. Select **Settings**.

4. Select **Content settings**.

5. Select **Enable Javascript**.

Accept cookies

How to accept cookies – desktop browsers using Chrome

1. On your computer, open **Chrome**

2. At the top right, select the 3 vertical dots.

3. Select **Settings**.

4. At the bottom, select **Advanced**.

5. Under **Privacy and security**, select **Content settings**.

6. Select **Cookies**.

7. Turn on **Allow sites to save and read cookie data**.

How to accept Cookies – desktop browsers using Firefox

1. Open **Firefox**.

2. At the top right, select the 3 horizontal lines.

3. Select **Settings** or **Options**.

4. Select **Privacy & Security**.

5. In the drop-down menu in the History section choose **Remember history**.

Note: If this is set to **Use custom settings**, an additional menu will expand, and you can select **Accept cookies from websites**.

How to accept cookies – desktop browsers using Internet Explorer

1. Open **Internet Explorer**.

2. Select the gear in the top right corner.

3. Select **Internet options.**

4. Select the **Privacy** tab.

5. Select **Advanced.**

6. Set **First-party Cookies** to **Allow**, set **Third-party cookies** to **Block.**

7. Check the box for **Always allow session cookies**.

How to accept cookies – desktop browsers using Edge

1. Open **Edge**.

2. Select the 3 horizontal dots in the top right corner.

3. Select **Settings.**

4. Select **View advanced settings.**

5. Under the **Cookies** section, select either **Don't block cookies** (default) or **Block only third-party cookies.**

6. Restart Edge and try again.

How to accept Cookies – desktop browsers using Safari

1. Select **Safari** along the top menu bar.

2. Select **Preferences.**

3. Select **Privacy.**

4. Uncheck the box that says **Block all cookies** under **Cookies and website data**.

How to accept cookies – mobile browsers using Safari for iOS

1. Navigate to the **Settings** app.

2. On the left-hand bar, select **Safari.**

3. Ensure **Block All cookies** is disabled.

How to accept Cookies – mobile browsers using Chrome for Android

Accepting cookies – mobile browsers using Chrome for Android:

1. Open **Chrome**.

2. Select the 3 vertical dots in the top right corner.

3. Select **Settings.**

4. Select **Content settings.**

5. Enable **Accept cookies**.

Server not found

Possible cause

ATO online services outage or error.

What you can do

- Refresh the web page (Windows: **Ctrl + F5**; Mac: **Command + R**).

- **Clear the cache and cookies in your web browser** and try again.

- If you're using Internet Explorer add trusted zones for **ato.gov.au**, (as well as [abr.gov.au](#) ⧉ and [business.gov.au](#) ⧉ if you're a business user), then close all browsers and try again.

- Check your computer is connected to the internet. If you're unable to connect, contact your internet service provider.

- Restart your computer.

- Try an alternative supported web browser such as Firefox or Chrome.

System has timed out

Possible cause

Website has been idle for too long.

What you can do

- Refresh the web page (Windows: **Ctrl + F5**; Mac: **Command + R**).

- **Clear the cache and cookies in your web browser** and try again.

Your connection is not private

Possible cause

Your browser can't verify if a website is safe to visit.

What you can do

1. Select **Advanced** to proceed.

2. Select **Proceed to [website] (unsafe)** link at the bottom of the message if it appears.

If the issue persists:

- **Clear the cache and cookies in your web browser** and try again.

Login timeout

Possible cause

Session has expired.

What you can do

- Go back to the login page of the service you were trying to access and try logging in again with your Digital ID, such as myID.

- **Clear the cache and cookies in your web browser**, close the browser and try to log in again.

- If you're using Firefox, log in with another supported browser such as Chrome, and then attempt to log in with Firefox again.

Error downloading PDF files

Possible cause

Restricted browser settings or firewalls.

What you can do

1. If you use a computer mouse, right click on the **PDF download** link.

2. Select the **Save link as** or **Save target as**.

3. Choose a location on your PC where you will download to, give the file a name and click **Save**.

4. When the download completes open the PDF file with a suitable PDF viewer.

ATO online URL check and Network test

Possible cause

Software or network settings may be blocking a page from loading.

What you can do

Perform the ATO online URL check:

1. Select this link https://onlineservices.ato.gov.au/cdn/cdntest.txt ⬀ or copy and paste it into the address bar of your browser and press **Enter**.

2. If you can't access this page, add the URL **atoonlinecdnstream.azureedge.net** to the whitelist within your proxy or firewall.

3. If the URL check returns the message **ATO CDN Working** then go back to ATO online services and try to reload the screen that was not working.

Perform a network test:

1. Disconnect your device from the current network and connect it to an alternative internet source such as another network or mobile hotspot.

2. Try to reload the screen within ATO online services which was not loading. If the screen loads properly and you were previously connected to a business network, contact your internal IT support.

MC005

Possible cause

An old session is used when attempting to authenticate.

What you can do

- Refresh the web page (Windows: **Ctrl + F5** or Mac: **Command + R**).

- Close all sessions of the browser and open a new browser window.

- **Clear the cache and cookies in your web browser** and try again.

ATOBE.PKG can't be opened

Possible cause

Restricted browser settings or server issues.

This error only occurs in Mac operating systems.

What you can do

1. Check if the error message has an **Open** button.

2. If there is no **open** button and you have a computer mouse, right click on **ATOBEinstaller.pkg** and select **Open**. You should now see an **Open** button on the error message.

3. After clicking **Open**, the program should install successfully.

Security certificate not valid

Possible cause

The ATO's security certificate has expired or is not yet valid.

What you can do

Select **Continue to this website** if the prompt shows up on the page.

Publisher could not be verified

Possible cause

Running an executable file on Windows XP or higher a security warning will be displayed.

What you can do

1. Confirm if you wish to run the program.

2. If yes, select **Run** on the security warning pop-up message.

Firefox or Chrome is running

Possible cause

Firefox or Chrome is running and needs to be closed.

What you can do

Using Firefox

1. Close all active Firefox browser windows and re-open Firefox again.

2. Open the **Windows Task Manager** by pressing **Ctrl** + **Shift** + **Esc.**

3. Select the **Processes** tab.

4. Select any **firefox.exe** processes and select **End task.**

5. Once the list is clear of all Firefox processes, close the Windows Task Manager and try the browser again.

6. Restart your computer and try again.

Using Chrome

1. Close all active Chrome browser windows and re-open Chrome again.

2. Open the **Windows Task Manager** by pressing **Ctrl + Shift** + **Esc.**

3. Select the **Processes** tab.

4. Select any **chrome.exe*32** processes and select **End task.**

5. Once the list is clear of all Chrome processes, close the Windows Task Manager and try the browser again.

6. Restart your computer and try again.

This publisher has been blocked

Possible cause

Windows blocks the installation of the ATOBE extension software.

What you can do

1. Close the **Windows protected your PC** warning box if it is still open.

2. Locate the file you downloaded. If you can't find the file, go back to the [ATO Browser Extension](#) ⬚ page and download the **Windows** extension again. Make sure you save this file to your downloads folder or desktop.

3. If you use a computer mouse, right click on the file, then select **Properties**.

4. Select the **General** tab, check the **Unblock** box at the bottom, then select **OK**.

5. If prompted, select **Continue**, and select **Yes** (you are the administrator) or enter password of administrator.

6. When you have completed the above steps, if you use a computer mouse double click on the downloaded file (**atobeInstaller.exe**) to attempt the installation again.

7. If these steps fail, or if the **Unblock** option doesn't appear, clear the cache and cookies in your web browser and try again.

Buttons missing within ATO online services

Possible cause

Device may not be compatible.

What you can do

- Check your device is compatible using the ATO online services system requirements check.

- Try an alternative supported web browser such as Firefox or Chrome.

If you are using Internet Explorer

1. Select the cog icon.

2. Select **Settings**.

3. Check if any ato.gov.au page is listed under the **compatibility view** list. If yes, select it, then click **remove**.

4. If the error persists, unselect **Use Microsoft compatibility lists**.

Slow download or download dropping out

Possible causes

Slow download speed.

What you can do

Windows:

- Delete setup file, **clear the cache and cookies in your web browser** and try again.

- Try an alternative supported web browser such as Chrome or Firefox.

- Try saving to file to another location on your hard drive or a USB stick.

Mac:

- Try to download the file again later.

- Try an alternative supported web browser such as Chrome or Firefox.

Page or website blocked

Possible cause

Browser settings or firewalls.

What you can do

- Refresh the web page (Windows: **Ctrl + F5**; Mac: **Command + R**).

- Try an alternative supported web browser such as Firefox or Chrome.

- **Clear the cache and cookies in your web browser** and try again.

- Add **ato.gov.au** as a trusted site in Internet Explorer.

Connection to server was reset

Possible cause

Internet connection lost or disrupted.

What you can do

- Refresh the web page.

- **Clear the cache and cookies in your web browser** and try again.

- Restart your computer.

Mozapps error: the add-on downloaded from this site could not be installed because it appears to be corrupt

Possible cause

Occurs when trying to install ATOBE add-on to Firefox from file instead of running ATOBEinstaller.exe.

What you can do

1. [Download and reinstall](#) ↗ the ATOBE software.

2. Run the **ATOBE installer** from your computer.

3. If the error persists, use an alternative supported web browser such as Chrome or Edge.

Display issues (Graphics)

Possible cause

Various.

What you can do

- Ensure the browser meets supported requirements for the ABR system.

- Make sure that your screen resolution is set to a minimum of 1024 × 768.

- Refresh the web page (Windows: **Ctrl + F5** or MAC: **Command + R**).

- Close and reopen your web browser.

Browser blocking download

Possible cause

Your computer security setting blocked the file.

What you can do

1. If you use a computer mouse, right click on the link and select **Save as** or **Save target as**.

2. Select **Desktop** and select **Save**.

This site can't be found or reached or Website or service temporarily unavailable or Problem accessing the site

Possible cause

Unable to locate the requested URL.

What you can do

- Check your computer is connected to the internet. If you're unable to connect, contact your internet service provider.

- **Clear the cache and cookies in your web browser** and try again.

- Check our **system maintenance** page for outage notifications.

- If your computer is connected to a business network, contact your internal IT support.

Application server error or Connection timed out

Possible cause

Unable to locate the requested URL.

What you can do

- Check your computer is connected to the internet. If you're unable to connect, contact your internet service provider.

- **Clear the cache and cookies in your web browser** and try again.

- Check our **system maintenance** page for outage notifications.

- If your computer is connected to a business network, contact your internal IT support.

QC 72797

Technical errors – business and tax professionals

How to resolve common errors and issues affecting business and tax professionals accessing ATO online services.

Last updated 6 November 2025

Software required (machine credential)

Possible cause

ATO browser enabler software isn't installed or not enabled correctly.

What you can do

Make sure the ATO browser extension is on. Follow these instructions depending on whether you have Chrome or Firefox.

Chrome

1. Select the Google menu (3 vertical dots in the top right corner) and select 'More tools' then 'Extensions' (or type 'chrome://extensions' in the address bar and press Enter).

2. Locate ATOBE Browser Enabler and enable the slide bar – it should be blue.

Firefox

1. Select the Firefox menu (3 horizontal lines on the top right corner) and select 'Add-ons'– alternatively, type '**about: addons'** in the address bar, or use the keyboard shortcut (**Ctrl + Shift + A**).

2. Select 'Extensions' on the left and locate 'ATO browser enabler' in the extensions list.

3. If ATO browser enabler has disabled (in brackets) then Enable it. Select 3 dots and select 'Enable' or select the Enable button on the right-hand side if the 3 dots menu doesn't appear.

After you have done that, ensure the ATOBE extension is installed in Programs, Apps and Features.

For Windows, if it doesn't appear, install it from inside Relationship Authorisation Manager (RAM). See How to install a machine credential ⧉ for guidance.

For Mac/LINUX, if it doesn't appear, reinstall ATOBE extension software. See How to install a machine credential ⧉ for guidance.

If you're using Chrome as your web browser and the ATOBE extension has installed correctly but it's missing from Chrome, Manually add the extension from the store ⧉.

Finally, try an alternative supported web browser such as Firefox or Chrome.

The system is temporarily unavailable (Error number A918.27)

Possible cause

Restricted access.

What you can do

1. Check your device meets our minimum system requirements.

2. Try using a different browser, such as Firefox or Chrome.

3. Check your RAM ⧉ authorisation and Access Manager permissions are correct– if they need to be updated, contact your principal authority or authorisation administrator.

Incorrect password (machine credential)

Possible cause

Incorrect or forgotten password when installing an additional machine credential using the same keystore path.

What you can do

Make sure the password is correct, and meets the minimum requirements of at least 10 characters with at least one:

- uppercase letter

- lowercase letter

- number OR symbol.

Make sure the CAPS LOCK is not enabled.

Try the password with upper and lower case letters reversed.

If you can't remember your password, rename your old Machine Credential ATOMAS folder and create a new machine credential.

Windows

1. Open the 'Run program or file' window (Windows key + R) and type %appdata% in the text box.

2. Locate the ATOMAS folder and rename it to ATOMAS-OLD.

3. Install a new Machine Credential, see **How to install a machine credential** ⧉ for guidance.

Mac

- Locate the ATOMAS folder for keystore.xml

  - Option 1: Open finder, select the 'Go' menu, select 'Go to folder' and type '~/library/Application Support' and look for the ATOMAS folder.

  - Option 2: Hold down the 'Option' key whilst on the 'Go' menu to show the 'Library' option. Select 'Library', then navigate to 'Application Support' and 'ATOMAS'.

  - Option 3: Hold down CMD+Shift+G to bring up the 'Go to Folder' box; type '~/library/Application Support' and look for the 'ATOMAS' folder.

After locating the ATOMAS folder, if you use a computer mouse right-click on it and rename it to ATOMAS-OLD.

Install a new Machine Credential, see **How to install a machine credential** ⧉ for guidance.

If you need machine credentials for multiple ABNs, you will need to get a new machine credential for each ABN and use the same password for each ABN on one computer.

Invalid ABN

Possible cause

An invalid ABN has been provided.

What you can do

- Check the ABN on **ABN Lookup** ⧉. If the ABN isn't active, phone the **ABR** on **13 92 26**.

- If the ABN field is blank, **clear the cache and cookies in your web browser** and try again.

The business name is not a link or unable to click business link (machine credential)

Possible cause

You don't have permission to act on behalf of the business.

What you can do

If the business name is greyed out or not a link, you won't be able to manage the credentials and act on behalf of the business.

See **Machine credentials** ⧉ for more information.

QC 72801

How to confirm your Windows version or MAC operating system

Step by step instructions for confirming your Windows version or Mac operating system.

Last updated 3 June 2025

Confirm Windows 11 version

Option 1 – press WINDOWS key + Pause/Break key and a pop-up window will appear displaying the Windows version.

Option 2 – press Windows key + R and Type 'winver', then press enter (Winver can also be entered into the 'search all programs' in the 'Start' menu).

Confirm Windows 8 / 10 version

If you use a computer mouse, right Click on the Windows 'Start' menu.

Select 'System' in the pop-up Menu box.

Confirm Windows 7 and lower version

1. Select the 'Start' menu.

2. If you use a computer mouse, right click on 'Computer' or 'My computer'.

3. Select 'Properties'.

4. The windows version will be displayed in the window that pops up.

Confirm MAC (all versions) operating system

5. Select the 'Apple' icon on the desktop.

6. Select 'About this Mac'.

7. The operating system version (OSX) is displayed in the window that pops up.

QC 72802

How to confirm your web browser version

Step by step instructions for confirming your web browser version.

Last updated 3 June 2025

Confirm Google Chrome version (Windows and Mac)

Option 1:

1. Select the 3 dots or horizontal bars near the top right corner. This is the 'Customize and 'Control Google Chrome' button.

2. Select 'Help' and then Select 'About Google Chrome' (If you can't see 'Help' then look for 'About Google Chrome' instead).

3. A new tab will open with the version number displayed.

Option 2:

1. Type 'about:' or 'chrome://help' into the address bar.

2. The browser version number will be displayed.

Confirm Google Chrome version (Mac only)

1. Select the 'Google Chrome' menu in the top left corner.

2. Select 'About Google Chrome'.

3. Version number is displayed in the window that will pop up.

Confirm Mozilla Firefox version (Windows)

Option 1:

1. Select 3 horizontal lines in top right.

2. Select the question mark(?) or 'Help' at the bottom.

3. Select 'About Firefox'.

Option 2:

1. Press Alt + H to drop down the Help menu.

2. Select 'About Firefox'.

3. Version number is displayed in the window that will pop up.

Option 3:

1. Type 'about:support' into the address bar.

2. The browser version number will be displayed.

Option 4:

1. Go to 'Control panel' and select 'Programs and features' list.

2. Look for Mozilla Firefox in the list.

3. Version number will be displayed with the name.

Confirm Mozilla Firefox version (MAC)

1. Select the 'Firefox' menu in the top left corner.

2. Select 'About Firefox'.

3. The version number will be displayed in the window that appears.

Confirm Safari version

1. Select the 'Safari' menu in the top left corner.

2. Select 'About Safari'.

3. Version number is displayed in the window that will pop up.

Confirm Microsoft Edge version

Option 1:

1. Select the 3 dots near the top right corner. This is the 'Settings and more' button.

2. 'Select Help and feedback' and then select 'About Microsoft Edge'.

3. A new tab will open with the version number displayed.

Option 2:

1. Select the 3 dots near the top right corner. This is the 'Settings and more' button'.

2. Select Settings and select 'About Microsoft Edge' on the left-hand panel. It will display the version of Edge.

Option 3 (version 10 or older):

1. Select the 3 dots near the top right corner.

2. Select 'Settings' and scroll to the bottom. It will list the version of Edge.

Confirm Internet Explorer version

Option 1:

1. Press 'Alt + H' to drop down the help menu.

2. Select 'About Internet Explorer'.

3. Version number is displayed in the window that pops up.

Option 2:

1. Select the question mark in the top right.

2. Select 'About Internet Explorer'.

3. Version number is displayed in the window that pops up.

Option 3:

1. Press Alt + H + A.

2. Version number is displayed in the window that pops up.

Option 4:

1. Select the cog icon in top right corner.

2. Select 'About Internet Explorer'.

3. Version number id displayed in the window that pops up.

How to reset your web browser

Step by step instructions on resetting your web browser, by browser type.

Last updated 5 November 2025

Resetting Chrome

Warning: Resetting Chrome will reset your homepage, new tab page and search engine, disable your extensions, unpin all tabs, clear other temporary and cached data, such as cookies, content, and site data.

1. Open Chrome.

2. Select the Chrome menu (3 vertical dots or bars on the top right corner).

3. Select 'Settings' or type 'chrome://settings' in the address bar (press Enter) to open the Settings tab.

4. Scroll to the bottom and click 'Advanced' to expand more options (if not already visible).

5. Go to the 'Reset'/'Reset and Clean Up' section.

6. Select 'Restore settings to their original defaults'. A box will appear, select 'Reset settings' to confirm.

7. Close and reopen the browser to ensure the changes take effect.

Resetting Firefox

Warning: Resetting Firefox will save your bookmarks, browsing history, open tabs, windows, passwords, cookies, and web form auto-fill information. However, your extensions and themes will be removed, and your preferences will be reset.

1. Press 'Alt + H' on your keyboard to drop down the help menu, or in the browser address bar type in 'about: support'.

2. Select 'Troubleshooting Information'; to open a new tab called Troubleshooting Information.

3. Select 'Refresh Firefox...' in the right-hand corner. Select 'Refresh Firefox'. Firefox will automatically close and reopen when this task is complete.

Resetting Internet Explorer

Warning: Resetting Internet Explorer will impact your stored history, cookies and cache, passwords, add-ons etc. It does not delete you favourites or bookmarks.

1. Press 'Alt + T' on your keyboard to bring up the 'Tools' menu.

2. Select 'Internet options'.

3. Select the 'Advanced' tab.

4. Select the 'Reset' option under 'Reset Internet Explorer settings'.

5. Make sure all windows are closed. A prompt will advise of this. Cannot proceed until all IE tabs are closed.

6. Ensure check box for 'Delete personal settings' is ticked.

7. Select 'Reset'.

8. Select 'Close' when you see '4 green ticks'.

9. Restart your computer.

Resetting Safari 6 and 7

1. Select the 'Safari' menu.

2. Select 'Reset Safari'.

3. Ensure **all** check boxes are ticked.

4. Select 'Reset'.

5. Safari will now close and reopen automatically.

Resetting Safari 8 and 9

The reset function is unavailable, and the following is the closest process available:

1. Select the 'Safari' menu.

2. Select 'Preferences'.

3. Select 'Privacy'.

4. Select 'Remove all website data'.

5. Select 'Remove now'.

6. Close browser and reopen to ensure changes take effect.

Resetting Safari 10 and onwards

Follow the instructions on how to **clear the cache and cookies in your web browser** specific to Safari.

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How to export your bookmarks

Step by step instructions on exporting your bookmarks.

Last updated 3 June 2025

Exporting bookmarks with Chrome

1. Select the Chrome menu (3 vertical dots or bars on the top right corner).

2. Select 'Bookmarks', then 'Bookmark manager'.

3. In the manager, select the 'Organise' menu.

4. Select 'Export bookmarks'.

Chrome will export your bookmarks as an HTML file, which you can then import into another browser.

Exporting bookmarks with Firefox

1. Hold down 'Ctrl + Shift + B' on your keyboard to bring up 'Library'.

2. Select 'Import and backup' from the top and choose 'Export bookmarks to HTML'.

3. In the 'Export bookmarks file' window that opens, choose a location to save the file, which is named bookmarks.html by default. The desktop is usually a good location, but any place that is easy to remember will work.

4. Select the 'Save' button.

Your bookmarks are now successfully exported from Firefox. The bookmarks HTML file you saved is now ready to be imported into another web browser.

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How to clear the cache and cookies in your web browser

Step by step instructions on how to clear your browser cache and cookies, by operating system and web browser type.

Last updated 3 June 2025

Windows – clear the cache and cookies on Internet Explorer

Option 1:

1. Hold down 'Ctrl + Shift + Delete' on your keyboard to bring up 'Delete browsing history'.

2. De-select 'Preserve favourites website data' and ensure the next 3 options are selected – Temporary internet files, cookies, and history.

3. Select 'Delete'. Once the process has completed, close all Internet Explorer windows, and reopen it to ensure the changes take effect.

Option 2:

1. If you use a keyboard, hold down 'Alt + T' to bring down the Tools menu.

2. Select 'Delete browsing history'.

3. De-select 'Preserve favourites website data' and ensure the next 3 options are selected – Temporary internet files, cookies, and history.

4. Select 'Delete'. Once the process has completed, close all Internet Explorer windows, and reopen it to ensure the changes take effect.

Windows – clear the cache and cookies on Mozilla Firefox

Option 1:

1. Hold down 'Ctrl + Shift + Delete' on your keyboard to bring up 'Clear recent/all history'.

2. Change the 'Time range to clear' to 'Everything'.

3. Only select 'Cookies and cache', then select 'Clear now' at the bottom.

4. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Hold down 'Alt + S' on your keyboard to bring down the 'History' menu.

2. Select 'Clear recent history'.

3. Change the 'Time range' to 'Clear to everything'.

4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.

5. Close and reopen the browser to ensure the changes take effect.

Option 3:

1. Press the 3 lines on the top right-hand side (menu option).

2. Then select 'Library', then select 'History', then select 'Clear recent history'.

3. Change the 'Time range' to 'Clear to everything'.

4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.

5. Close and reopen the browser to ensure the changes take effect.

Option 4:

1. Press the 3 lines on the top right-hand side (menu option).

2. Then select 'Content blocking', scroll down to 'History', then select 'Clear History'.

3. Change the 'Time range' to 'Clear to everything'.

4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.

5. Close and reopen the browser to ensure the changes take effect.

Windows – clear the cache and cookies on Google Chrome

Option 1:

1. Hold down 'Ctrl + Shift + Delete' on your keyboard to bring up 'Clear browsing data'.

2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'all time'.

3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.

4. Select 'Clear browsing data', 'Clear data'.

5. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Select the 3 vertical dots on the top right-hand corner, then select 'More tools' and then 'Clear browsing data'.

2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'All time'.

3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.

4. Select 'Clear browsing data' or 'Clear data'.

5. Close and reopen the browser to ensure the changes take effect.

Windows – clear the cache and cookies on Edge

Option 1:

1. Hold down 'Ctrl + Shift + Delete' on your keyboard to bring up 'Clear browsing data'.

2. Only select 'Cookies and saved website data' and 'Cached data and files'.

3. Select 'Clear'.

4. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Select the 3 horizontal dots on the top right-hand corner, then select 'History'.

2. Inside 'History', select 'Clear browsing data'.

3. Only select 'Cookies and saved website data' and 'Cached data and files'.

4. Select 'Clear'.

5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Safari 9 and above

1. Select the 'Safari' menu.

2. Select 'Clear history'.

3. Ensure that 'All history' is selected in the clear field.

4. Select 'Clear history'.

5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Safari 8

1. Select the 'Safari' menu.

2. Select 'Clear history and website data'.

3. Ensure that 'All history' is selected in the clear field.

4. Select 'Clear history'.

5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Safari 7 and older

1. Select the 'Safari' menu.

2. Select 'Reset Safari'.

3. Select 'All options'.

4. Select 'Reset'.

5. The browser will automatically close and reopen.

Mac – clear the cache and cookies on Mozilla Firefox

Option 1:

1. Select the 'History' menu.

2. Select 'Clear recent history'.

3. Ensure the time range to clear is set to 'Everything'.

4. Select the top 4 options – Browsing and download history, form and search history, cookies, and cache.

5. Select 'Clear now'.

6. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Press the 3 lines on the top right-hand side (menu option).

2. Then select 'Content blocking', scroll down to 'History', then select 'Clear History'.

3. Change the **Time range** to 'Clear to everything'.

4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.

5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Google Chrome

Option 1:

1. Hold down 'Command + Shift + Delete' on your keyboard to bring up 'Clear browsing data'.

2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'All time'.

3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.

4. Select 'Clear browsing data' or 'Clear data'.

5. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Select the 3 vertical dots on the top right-hand corner, then select 'More Tools' and then 'Clear browsing data'.

2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'All time'.

3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.

4. Select 'Clear browsing data' or 'Clear data'.

5. Close and reopen the browser to ensure the changes take effect.

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