Problems Accessing Our Web Site

Disclaimer : The following guidance is provided in good faith by Arun District Council to try and **help** you overcome some of the common problems that can be experienced when viewing web sites. Arun District Council does not accept any liability for the effects of making changes to your computer.

• It could be due to a slower than usual Internet connection.

• If a page consistently refuses to load in your browser, try refreshing or reloading the page. Click on the refresh icon located on your internet explorer standard toolbar (or press **F5** on your keyboard).

• Clearing your most recently visited web pages (which are automatically stored by the browser) will also **help**. This can be done using the following menu options: **Internet Explorer: Tools > Internet Options > General > Clear History.**

• Your browser has the ability to temporarily save pages you've visited so that the next time you visit them they will download much more quickly. Sometimes, after the website has been updated, you are still viewing an older page that was "cached" by your browser the last time you visited. To view the updated page, do the following: **Tools > Internet Options > General tab > Clear History** and also **Tools > Internet Options > General tab > Delete Cookies.**

• We recommend that you ensure that you are using the latest version of Internet explorer, to check please visit www.microsoft.com and check for Microsoft updates.

• Please check you have the following installed. Java: http://java.com/en/download/index.jsp

• Please check you have the following installed.
Adobe: http://www.**adobe**.com/products/acrobat/readstep2.html

Some users are also experiencing problems when accessing planning documents. It is to do with the version of Adobe that you are using. Adobe upgraded its product to Reader version X10.1.2 and has caused the problem.

Adobe have issued a patch. We have loaded it on an external home pc and it has fixed the problem. Go to http://helpx.adobe.com/acrobat/kb/pdf-opens-grey-screen-browser.html and follow the instructions.

• If the computer is on a network or domain (normally if you are using a computer belonging to an organisation or company) the system administrator may have implemented policies or controls that determine the user's internet explorer settings. Please see you system administrator if you are part of a domain.

• You may also want to check your security settings. Internet Explorer sets up the trusted zone with a low security level to make it easier for you to do such things as download software without prompting. Add a site to this zone only if you trust that it would never cause harm to your computer. On the other hand, the restricted zone imposes the highest security level for sites you deem untrustworthy; when you visit these sites, Internet Explorer will prompt you at every turn. To see the list of Web sites you've added to Trusted and Restricted sites, on the Internet Explorer **Tools** menu, click **Internet Options**. Click the **Security** tab, and then click either **Trusted sites** or **Restricted sites**. Click the **Sites** button to see the list. When you're finished, click **Cancel** twice. One of the options in the programs tab is to reset the web settings. This option enables you to reset Internet Explorer settings.

• In your **browser settings** you should ensure that you have Java, Javascript and signed applets enabled.

• If you're still encountering major problems with Internet Explorer it may be necessary to perform a repair installation. Click **Start**, **Settings**, **Control Panel**, **Add/Remove Programs**. Double click **Microsoft Internet Explorer 6 and Internet Tools** Select **Repair Internet Explorer** and hit **Ok**. This will fix any *detected* errors in your Internet Explorer installation. **Reboot** for the changes to take effect.

We hope that this guidance helps, however as the number of different configurations and security products you may have on your computer is almost limitless we can not provide guidance for all eventualities.

Please note if you try to view a letter of representation/document and it is not possible to view it although there is an entry, please wait 24 hours as there is a time delay between scanning the document and blocking the signatures on the document. It will not be possible to view it until it has been blocked.