

Optimum software and site settings

Find out how to optimise your service with the best site settings and software.

[Site settings](#)

[Site software](#)

How to optimise this service

- This site should be viewed at a minimum screen resolution of 1024 x 768.
- The number of colours on screen should be set to 256 or higher.
- Use the scroll bars at the right hand side of the web browser to view additional information.
- If you are using a modem 56kB is preferred, however a 28.8 kB modem will provide acceptable performance.
- If browsing this site with Microsoft Internet Explorer ensure you have version 6.0 or higher.
- This site requires Java Script. Macintosh computers require Macintosh Runtime for Java version 2.2.4 or higher.
- This site is not compatible with Internet Explorer 5.2 for Macintosh computers, we recommend Safari for Macintosh users.
- If your session is locking up when you try to login or you encounter "Action Cancelled" or "Page cannot be displayed" messages and are running Windows XP Internet Explorer version 6 with service pack 1, please download [hot fix Q331906](#) from Microsoft.

Links to software downloads

1. This site provides services which generate e-mail reports in a PDF format. You will therefore need PDF viewing software to display these reports received via e-mail.

[Download Acrobat Reader](#)



2. This site provides access to registered documents in Microsoft Word format. If you do not have Microsoft Word installed you will need to download the Microsoft Word viewer.

[Download Word Viewer 2003](#)



3. This site provides access to registered documents in WordPerfect format. If you do not have WordPerfect installed you will need to download the WordPerfect Viewer.

[Download a Netscape/Internet Explorer WordPerfect Viewer for Windows 95/98 or Windows NT](#)



4. This site has been designed for Microsoft Internet Explorer 6.0 and above. If you are experiencing problems with IE 6 service pack 1 please [Download hot fix Q331906](#). This hotfix only applies to Windows XP users.

[Download a version of Microsoft Internet Explorer](#)



5. This site requires Java Script. Macintosh computers require Macintosh Runtime for Java version 2.2.4 or higher.

[Update Macintosh Runtime for Java](#)

6. This site provides access to data files in Microsoft Excel format. If you do not have Microsoft Excel installed, you will need to download the Microsoft Excel viewer.

[Download Microsoft Excel Viewer 2003](#)



7. This site utilises Java in some parts. If you have a Windows PC you may need to download Java Virtual Machine.

[Download Java Virtual Machine](#)

8. Adobe Flash Player is required for the animated demonstrations in the Customer Support section.

[Download Adobe Flash Player](#)

