



Technical support

If your web page is not displaying correctly or you are unable to use our Online Services, the pages in this troubleshooting guide will help you.

Further information

[My page is not displaying correctly](#)

Is your page not displaying correctly? Are you receiving a page cannot be displayed message? It may be that you need to clear your cache/temporary internet files.

[The website text is too small, how can I make it bigger?](#)

Are you having difficulty reading our website due to the text or font size? This is an online guide to help you increase the text size for a range of different browsers.

[I am unable to view documents on the website](#)

Are you unable to view documents on our website? If you have clicked on a document and nothing appears, it may be that you have a pop-up blocker installed on your PC. Here are a few of the most common pop-up blockers we have encountered and instructions on how to enable and disable pop-up blockers.

[My browser screen does not appear to be compatible](#)

You may find that you can use our website with no problems; however this screen is to serve as a caution that if you are using a browser that is not recognised by our website you may encounter some problems.

[Clearing your temporary internet files](#)

Are you being presented with odd web page views? Your temporary internet files may need to be deleted. This is an easy process and is good practise to complete on a regular basis.

[I am unable to view the published specification document for an IP Record](#)