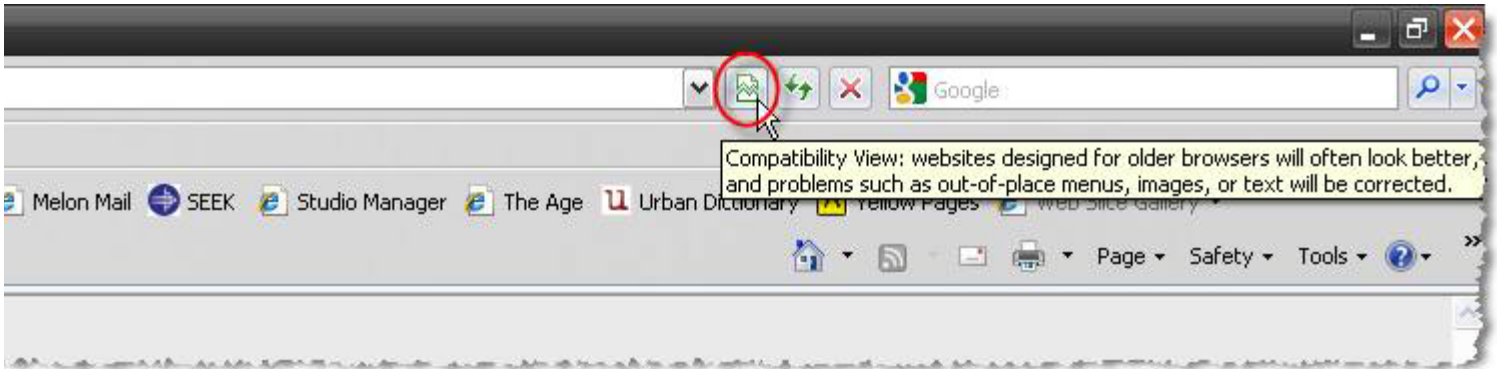


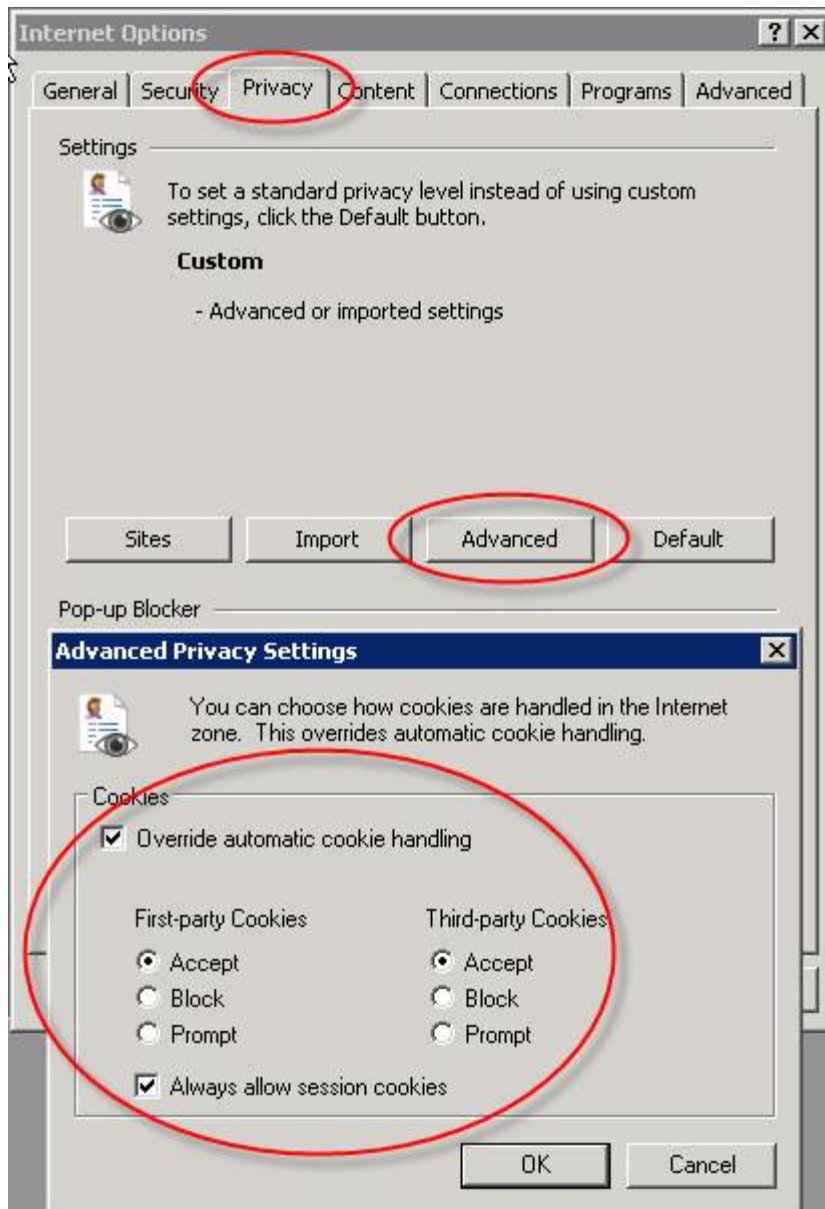
INTERNET EXPLORER

The following instructions are for IE7, but will work for IE8, although the screenshots may differ slightly. If you follow these instructions and you still cannot access the site, you may need to run in compatibility mode, which allows IE8 to run as if it were IE7. To do this click the compatibility view icon, as circled below **

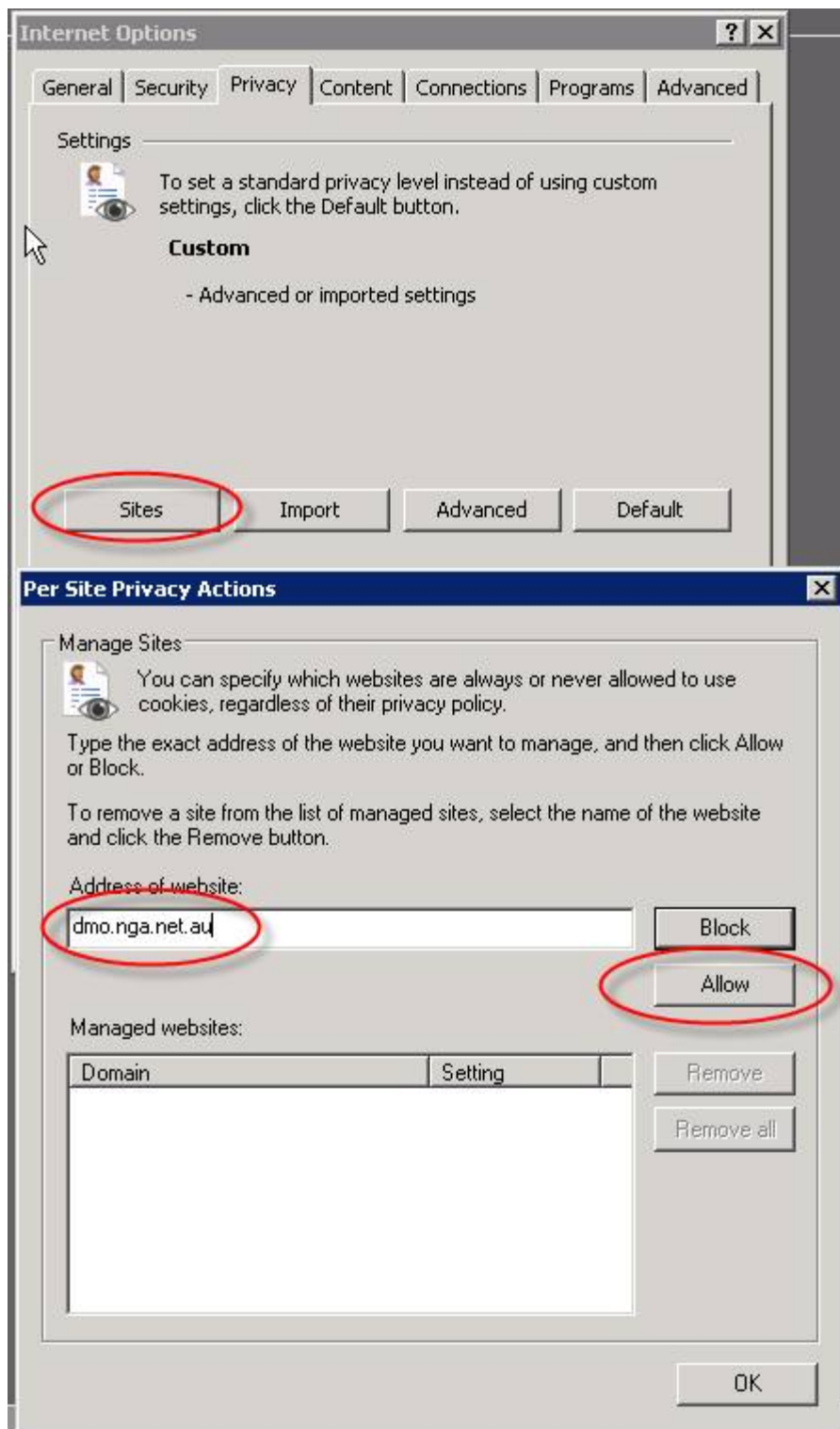


If you are having cookie issues using IE7, please try the following, remembering **to close ALL browser windows after you have made the changes, then retry:**

- Go to 'Tools' and choose 'Internet Options';
- A new dialogue box will open;
- Choose the 'Privacy' tab;
- Click on the 'Advanced' Button;
- A new dialogue box will open;
- Tick the check box which is labelled 'override automatic cookie handling';
- Ensure that both of the 'Accept' radio buttons under 'First-Party Cookies' and 'Third-Party Cookies' are selected;



- Click OK to close the current dialogue box;
- Click on the 'Sites' Button;
- In the "Address of Web Site" text box, type the web page address which you are trying to access e.g.(dmo.nga.net.au) and then click "Allow";

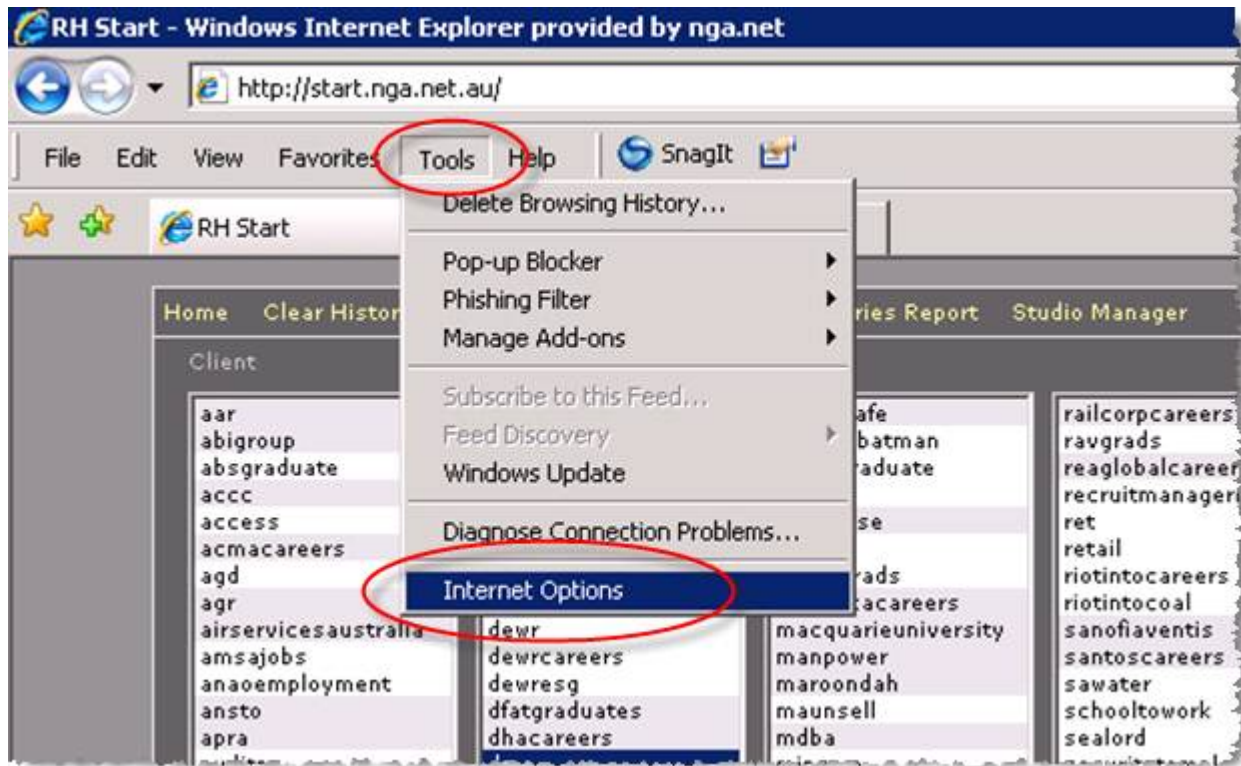


- Click OK to close the current dialogue box;
- Click OK again to close the 'Internet Options' window.

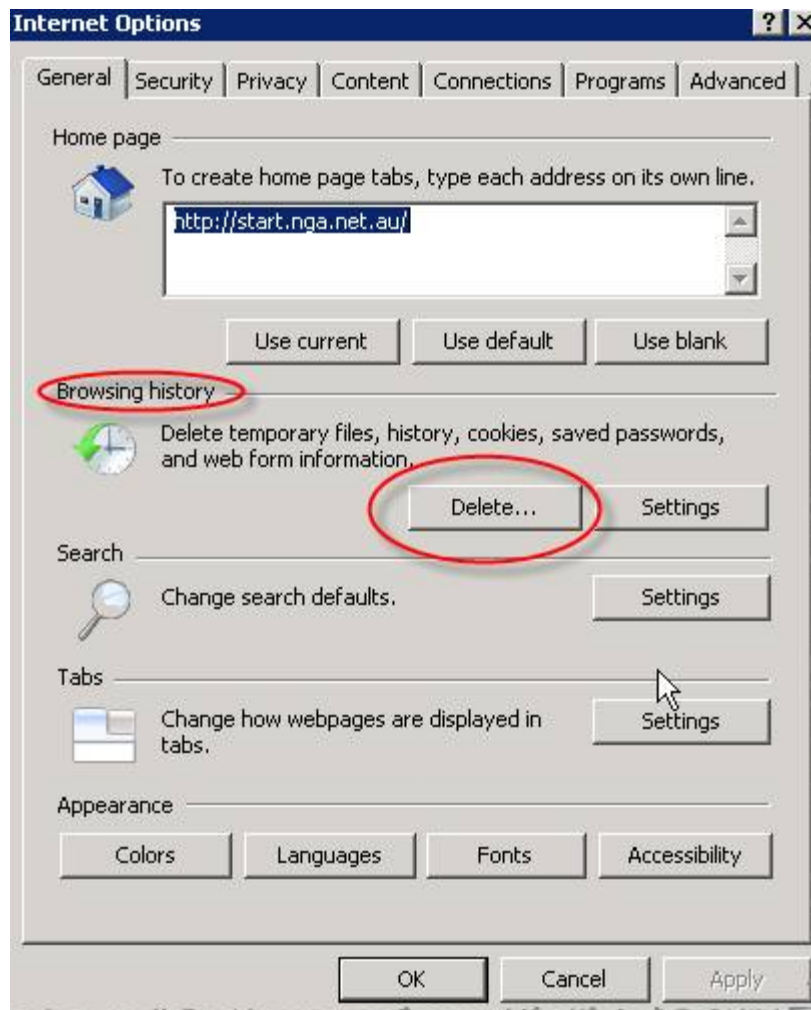
Once you have done this, close **ALL** browser windows, reopen a browser and try again.

If you have tried the above and you still cannot access the webpage, I would suggest clearing your temporary internet files.

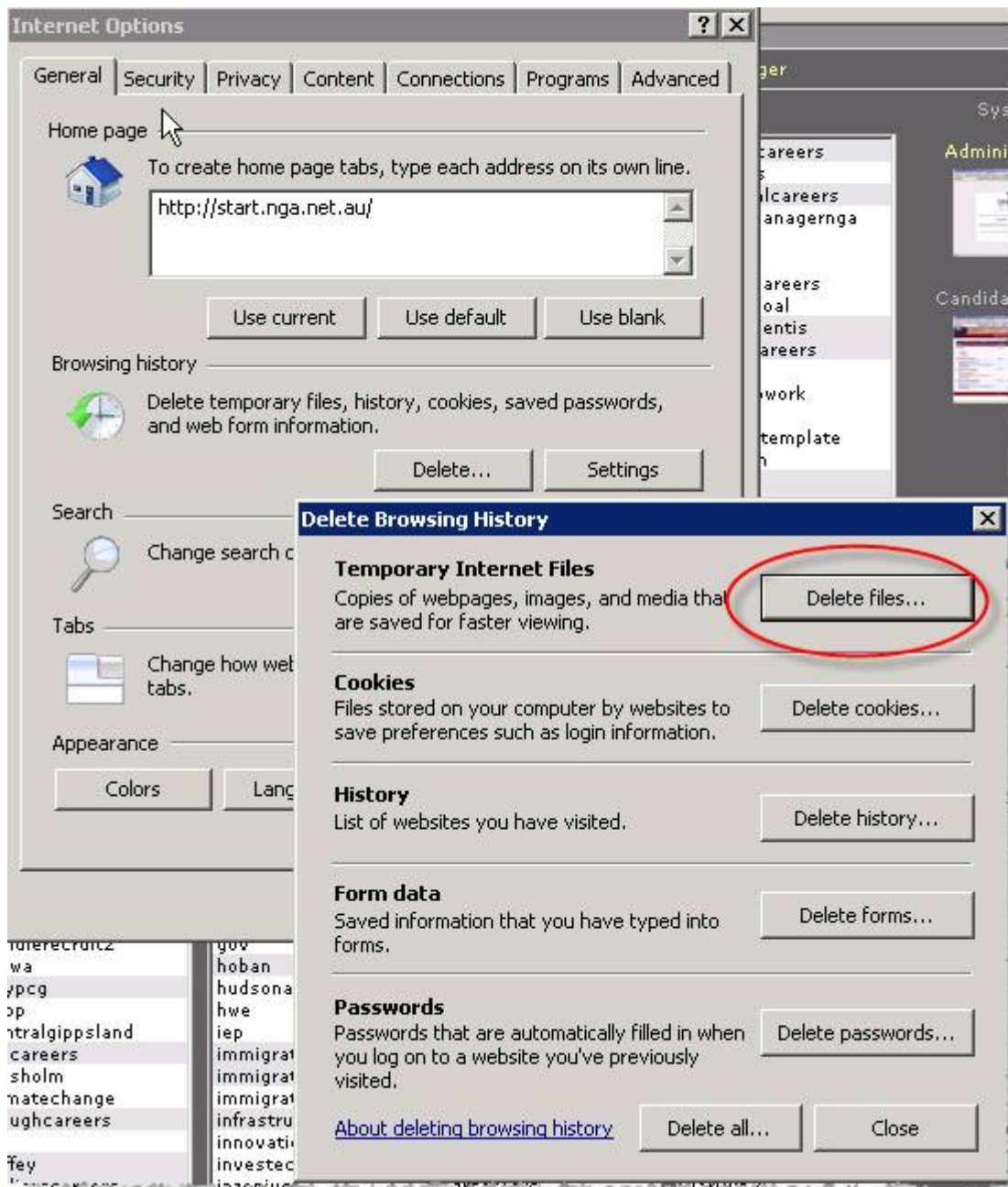
You can do this by selecting the Tools menu in IE7, then selecting internet options:



Then go to the Browsing History section of the window and click Delete:



Then click on Delete Files to delete your Temporary Internet Files:



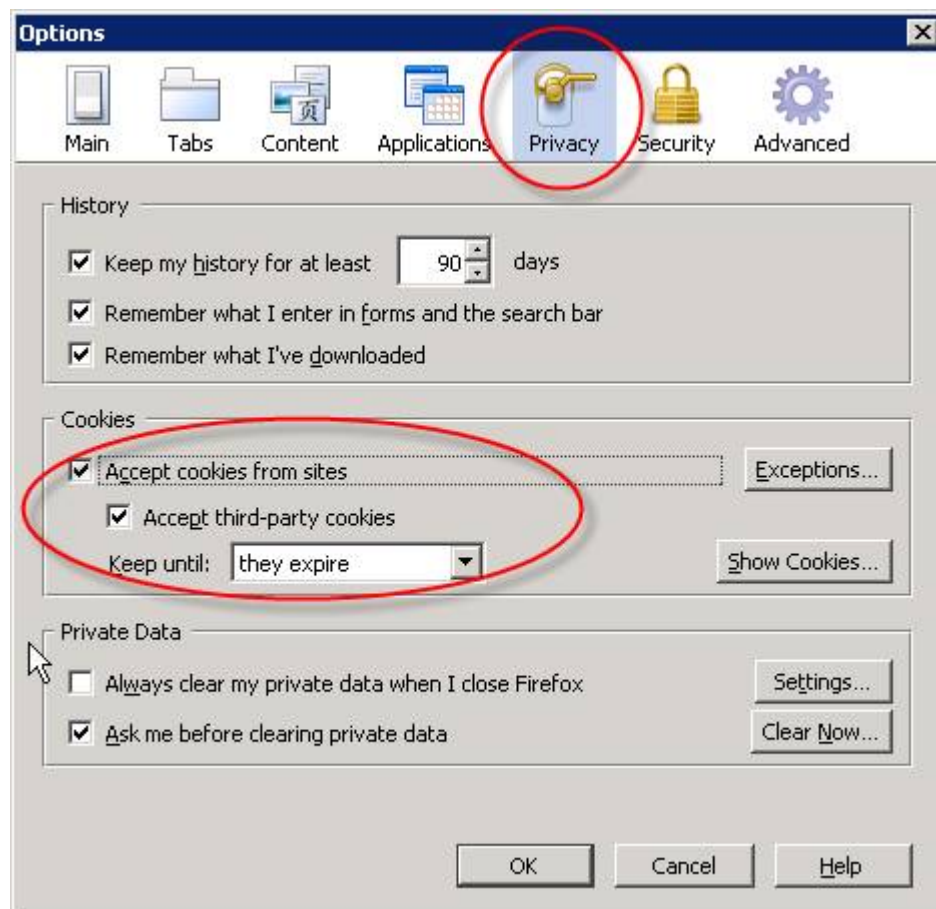
Once you have done this, again close **ALL** Browsers, reopen and try again.

If you still cannot access the page, you may be on a work network with that does not allow cookies, or if at home it may be that your anti-virus/security software may be over riding your changes.

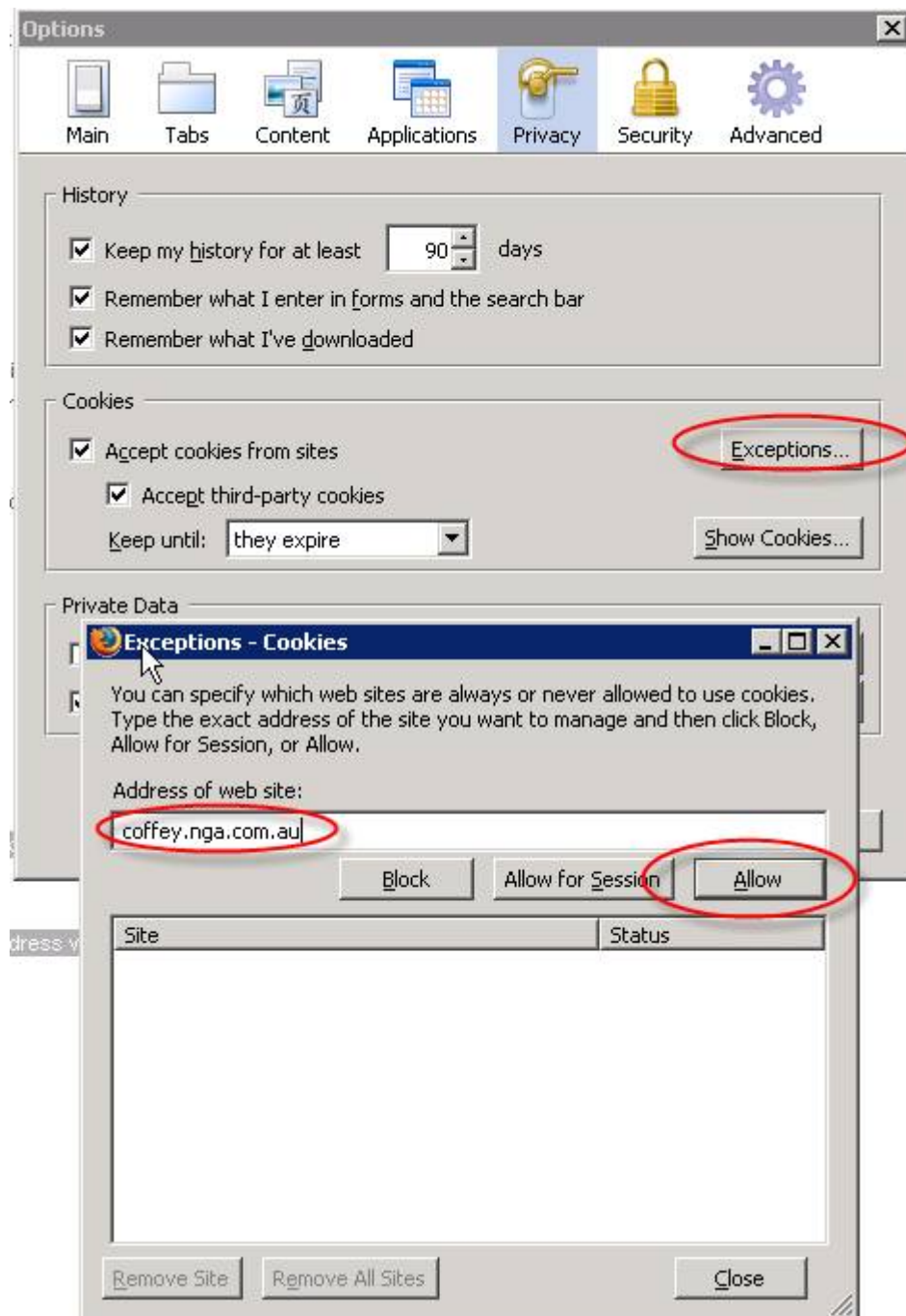
FIREFOX

If you are having cookie issues using Firefox, please try the following, remembering to close ALL browser windows after you have made the changes, then retry:

- Go to 'Tools' and choose 'Options'
- A new dialogue box will open
- Choose the 'Privacy' tab
- Underneath 'Cookies', ensure the box 'Allow sites to set cookies' is ticked



- Click on 'Exceptions'
- A new dialogue box will open
- In the "Address of Web Site" text box, type the web page address which you are trying to access
e.g.(coffey.nga.net.au) NB Change 'Coffey' for the client name that appears in the URL - and then click
"Allow"

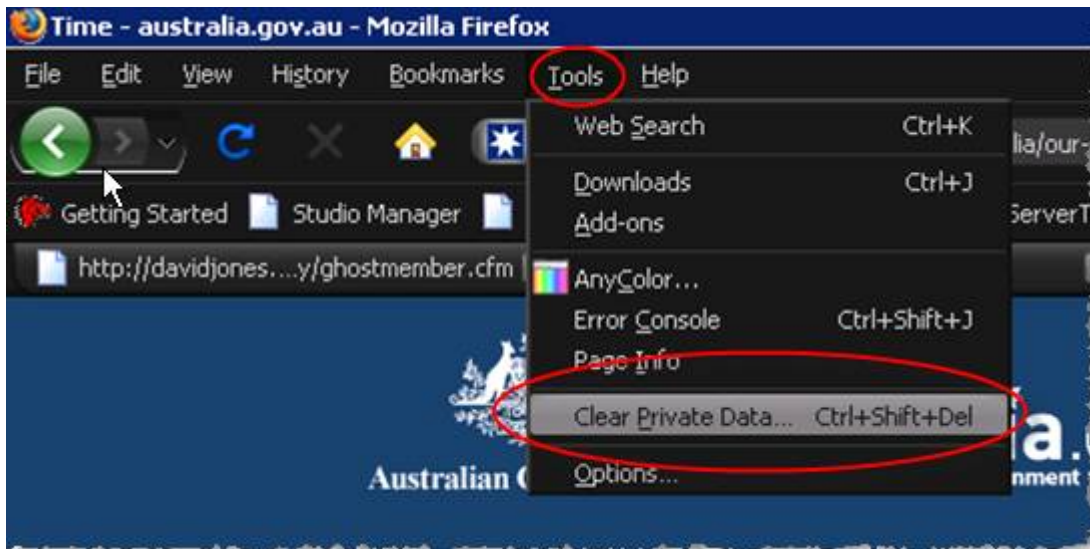


- Click OK to close the current dialogue box
- Click OK again to close the ' Options' window

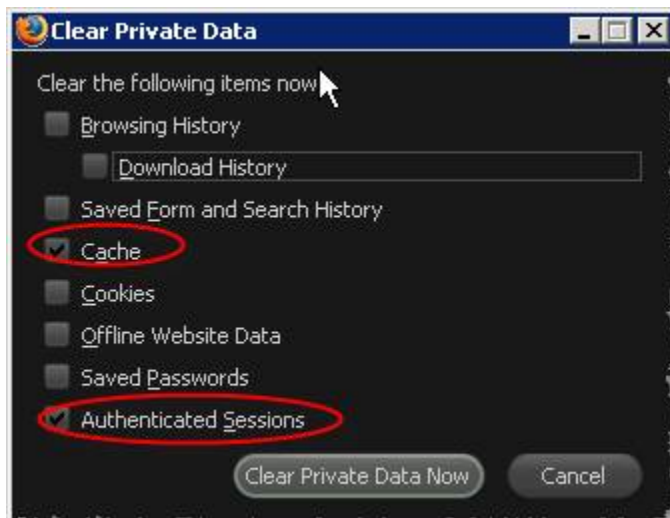
Once you have done this, close **ALL** browser windows, reopen a browser and try again.

If you have tried the above and you still cannot access the webpage, I would suggest clearing your temporary internet files/private data.

You can do this by selecting The Tools menu, then Clear Private Data:



From the Clear Private Data window, make sure you have selected Cache and Authenticated Sessions, and then click Clear Private Data Now:



Once you have done this, again close **ALL** Browsers, reopen and try again.

If you still cannot access the page, you may be on a work network with that does not allow cookies, or if at home it may be that your anti-virus/security software may be over riding your changes.

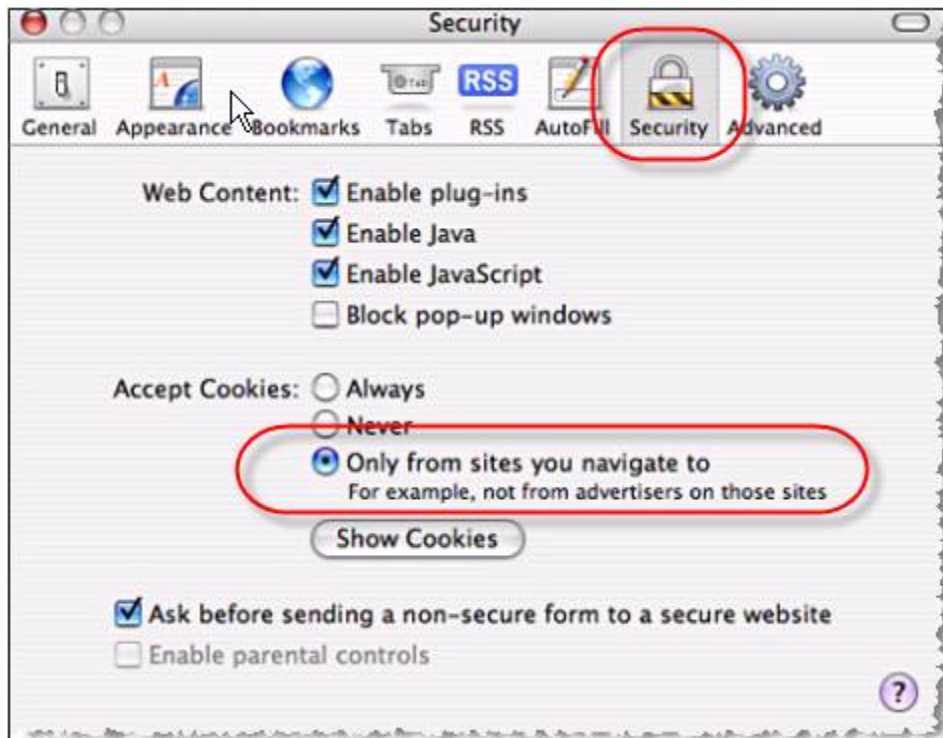
SAFARI

If you are having cookie issues using Safari, please try the following, remembering to **close ALL browser windows after you have made the changes, then retry:**

From the Safari menu click on Preferences:



Then click on the Security Icon, and choose the Accept Cookies – ‘Only from sites you navigate to’ option:



Close the Security window by clicking on the Red 'Close' Icon:



Once you have done this, close **ALL** browser windows, reopen a browser and try again.

If you have tried the above and you still cannot access the webpage, I would suggest clearing your cache.

You can do this by clicking on Empty Cache from the Safari Menu:



When asked 'Are you sure you want to empty the cache?' click **Empty**



Once you have done this, again close **ALL** Browsers, reopen and try again.

If you still cannot access the page, you may be on a work network with that does not allow cookies, or if at home it may be that your anti-virus/security software may be over riding your changes.