

# Using INDIGO – browser specific issues/instructions

---

## Internet Explorer

### Add INDIGO as a Trusted Site

1. Open Internet Explorer
2. Click the 'Tools' button and select 'Internet Options'
3. Click the 'Security' tab
4. Click the 'Trusted Sites' icon in the 'Select a zone to view or change security settings' section
5. Click the [Sites] button
6. If 'https://indigo.deewr.gov.au' is not already listed as a Trusted Site in the 'Websites:' list, enter 'https://indigo.deewr.gov.au' in the 'Add this website to the zone:' field and click the [Add] button. (If the website is listed, select the address and click 'Add' button)

### Check that JavaScript is enabled:

1. Click the 'Tools' button and select 'Internet Options'
2. Click the 'Security' tab
3. Click the 'Internet' icon in the 'Select a zone to view or change security settings.' section
4. Click the [Custom level...] button
5. Scroll down (until you are almost at the bottom) to the 'Scripting' section and under 'Active scripting' ensure that 'Enable' is selected

### Set Internet Explorer 8 to compatibility mode

1. Open INDIGO (select the INDIGO homepage from your favorites or enter the url: <https://indigo.deewr.gov.au>)
2. To the right of the address bar is a button with a broken page icon() - this is the compatibility button
3. Click the button, the page refreshes and the button's background should turn blue ()
4. You should also get a little bubble that says that the site is running under compatibility mode
5. Log in to INDIGO

### Check that the site is in compatibility mode

1. Click on the 'Tools' button
2. Check that the compatibility mode menu item has a tick beside it, or has a blue background

### Clearing the Cache and Cookies

1. Click the 'Tools' button and select 'Internet options'
2. The default tab selected is 'General'. Under the 'Browsing history' section, click the [Delete...] button
3. Ensure the 'Temporary Internet files' and 'Cookies' checkboxes are selected and click the [Delete] button. It is recommended you uncheck 'History', 'Form data', 'Passwords' and 'InPrivate Filtering data'
4. Close Internet Explorer and re-open it

## Firefox

### Check that JavaScript is enabled:

1. Open the 'Firefox' menu and select 'Options', then 'options' again
2. Click the 'Content' tab ensure that the 'Enable JavaScript' checkbox is ticked

### Clearing the Cache and Cookies

1. Click the 'Firefox' button on the top left corner of the browser window
2. Click 'Options' and then 'Options' again
3. Click the 'Advanced' tab
4. Click the 'Network' tab
5. Under the 'Offline Storage' section, click the 'Clear Now' button
6. Close Firefox and re-open it

## Google Chrome

### Clearing the Cache and Cookies

1. Click the 'Spanner' button in the top right corner of the browser window
2. Click 'Options'
3. Under the 'Options' section, click 'Under the Hood'
4. Under the 'Privacy' section, click the 'Clear browsing data...' button
5. Under the 'Obliterate the following items from:' drop-down menu, select 'the beginning of time'
6. Ensure 'Empty the cache' and 'Delete cookies and other site data' checkboxes are selected and click the 'Clear browsing data' button
7. Close Google Chrome and re-open it

## Safari

### Clearing the Cache and Cookies

1. Click 'Safari' on the top left corner of the browser window
2. Click 'Empty Cache'
3. When asked 'Are you sure you want to empty the cache?' Click the 'Empty' button
4. Click 'Safari' in the top left corner of the browser window again
5. Click 'Preferences...'
6. Click the 'Bookmarks' tab
7. Click the 'Show Cookies' button
8. Click the 'Remove All' button
9. Close Safari and re-open it

## Opera

### Clearing the Cache and Cookies

1. Click 'Menu' on the top left corner of the browser window
2. Click 'Settings'
3. Click 'Delete Private Data'
4. Click the 'Detailed Options' button
5. Ensure the 'Delete all cookies' and 'Delete entire cache' checkboxes are selected and click 'Delete'
6. Close Opera and re-open it