

## Hints & Tips for the website

Some people have been having trouble accessing the appointments page. I check the upload each time using Internet Explorer 7 and Firefox.

Here are some of the things you can try should you have an error message:

1. Refresh the 'appointments page' then try again.
2. Empty the cache so it doesn't look for the old version (go to 'Tools' on the menu bar, click the 'Advanced' tab, check the box "Empty Temporary Internet files folder when browser is closed". Go to the 'General' tab and click the 'delete' button to clear the history.
3. Check that your pdf reader is the latest version/update ([www.adobe.com](http://www.adobe.com))
4. You can try an alternative (in my opinion better) web browser: go to [www.firefox.com](http://www.firefox.com) and follow the wizard.
5. If you do use Firefox or Google Chrome ([http://www.google.com/chrome/index.html?hl=en&brand=CHMI&utm\\_source=en-et&utm\\_medium=et&utm\\_campaign=en](http://www.google.com/chrome/index.html?hl=en&brand=CHMI&utm_source=en-et&utm_medium=et&utm_campaign=en)) then you need to revisit (3) to get the appropriate version of pdf reader and flash. So, for example, you would go to [www.adobe.com](http://www.adobe.com) using the new browser and it will automatically recognise that browser.

C P (Feb 09)