



INTERNET EXPLORER

PROCEDURE TO CHANGE SETTINGS FOR EUROPHYT V.5:

Go to Internet Options in Internet Explorer

Click on the General tab

Go to Browsing History

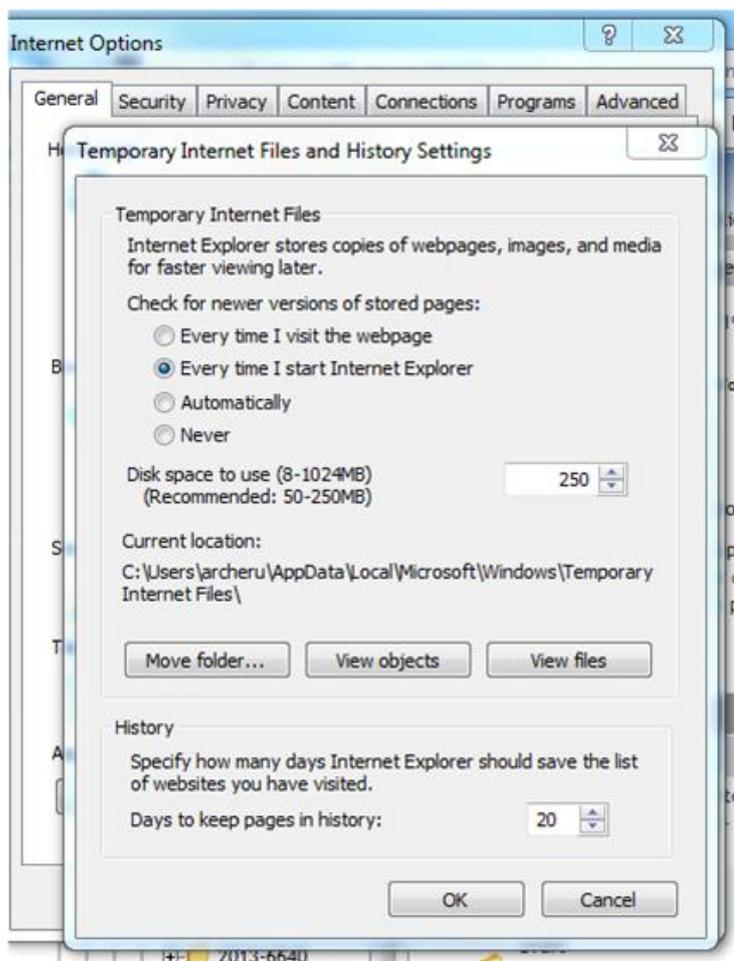
Click on Settings

Click on "Every time I start Explorer"

Click Ok and Ok again

Restart IE browser and log into EUROPHYT again

See Screen Shot below:



1. If clear cache doesn't work, user should log out, close browser, open and login again
2. The user can try F5 to refresh their browser
3. If the above steps do not work, then the user must check the version of their browser to ensure it is not an old version, for example, IE 7 and 8 will always give problems.
4. If users are using a new version of IE, as an example (say version 9) and are still having browsing refreshing problem, they should go into **Settings** and ensure **Browser Mode** is set the same as the version of browser, using **the F12 Developer Tool** sub-menu

FIREFOX

PROCEDURE TO CHANGE SETTINGS FOR EUROPHYT V.5:

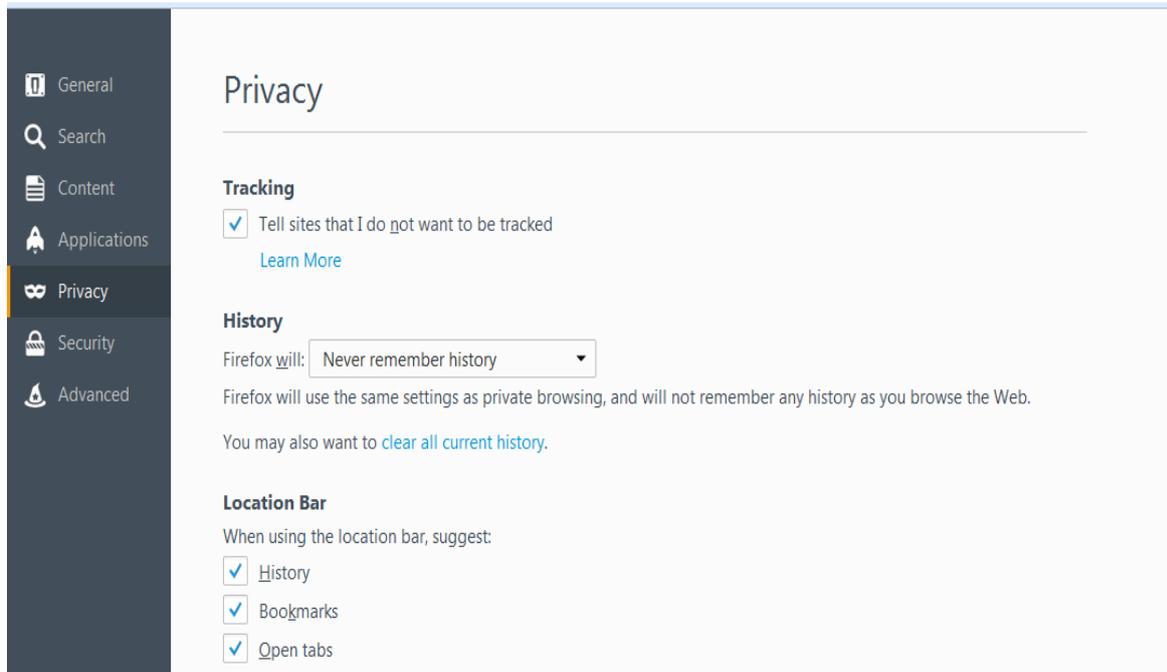
Go To:

-Tools

-Options

-Click on Privacy

-Set history to "Never remember history"



Then restart browser and try EUROPHYT again.

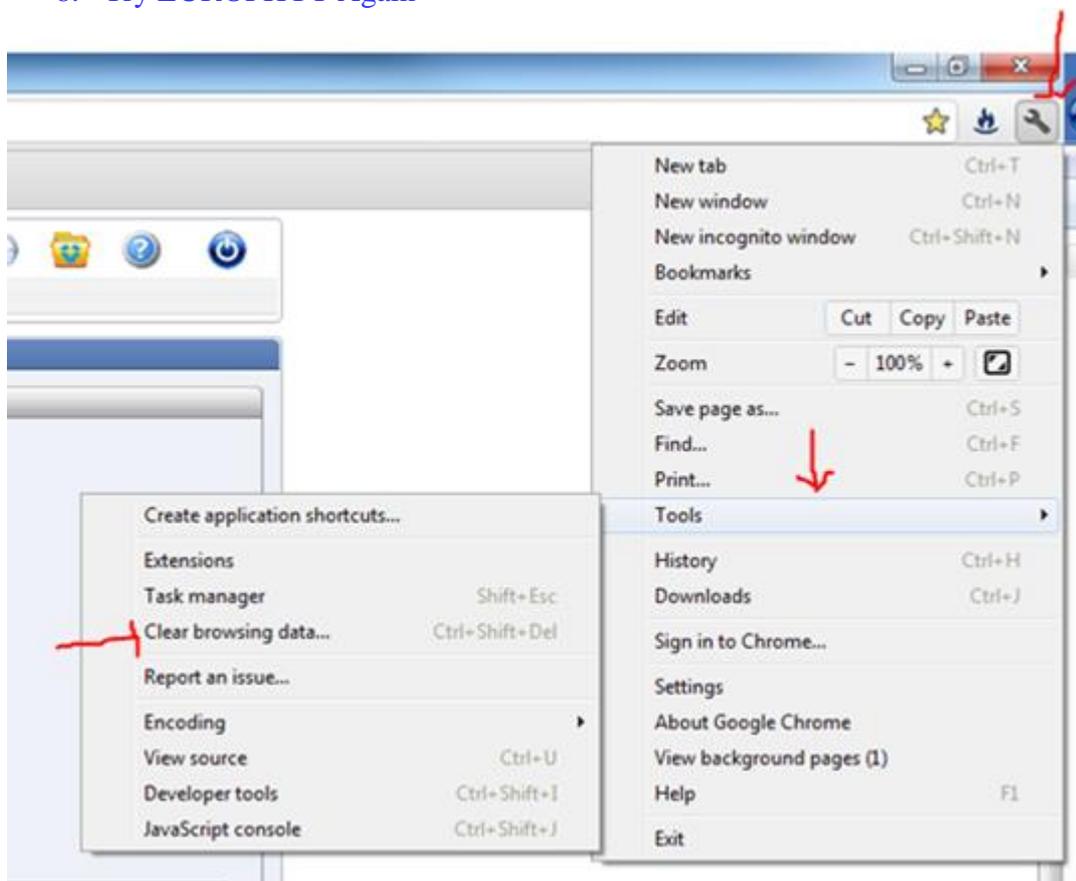
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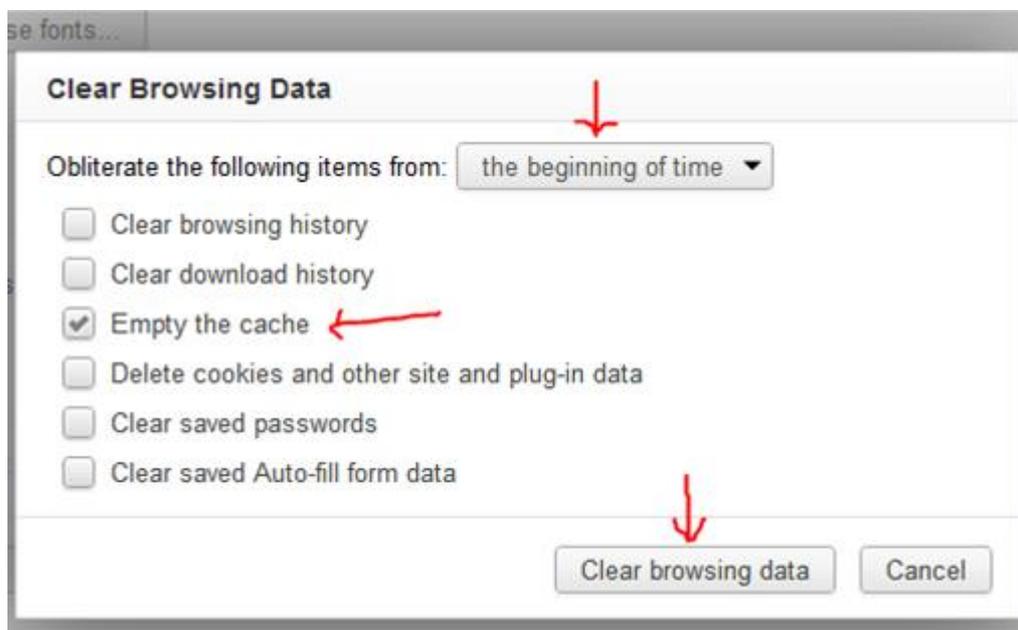
The user can try F5 to refresh their browser

CHROME BROWSER SETTINGS

Using Chrome browser. You will need to clear the cache of your browser, restart the browser before attempting EUROPHYT again. You can get your PC helpdesk to help you or you can follow the following procedure, represented by the screen shot below:

1. Go to settings
2. Click on Tools
3. Click on Clear browsing data..
4. Choose 'the beginning of time'
5. Tick "Empty the cache" box
6. The click on "Clear browsing data"
7. Close and open your Chrome browser
8. Try EUROPHYT Again

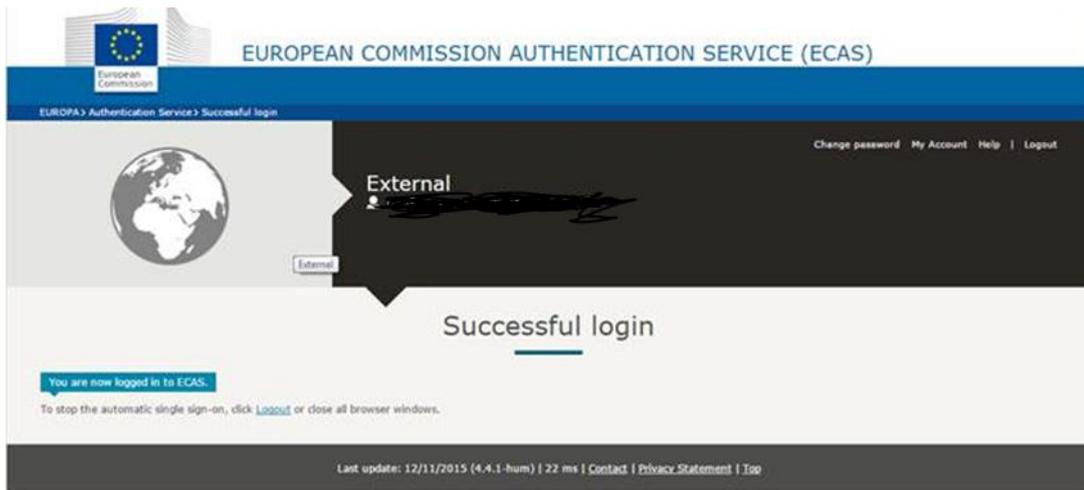




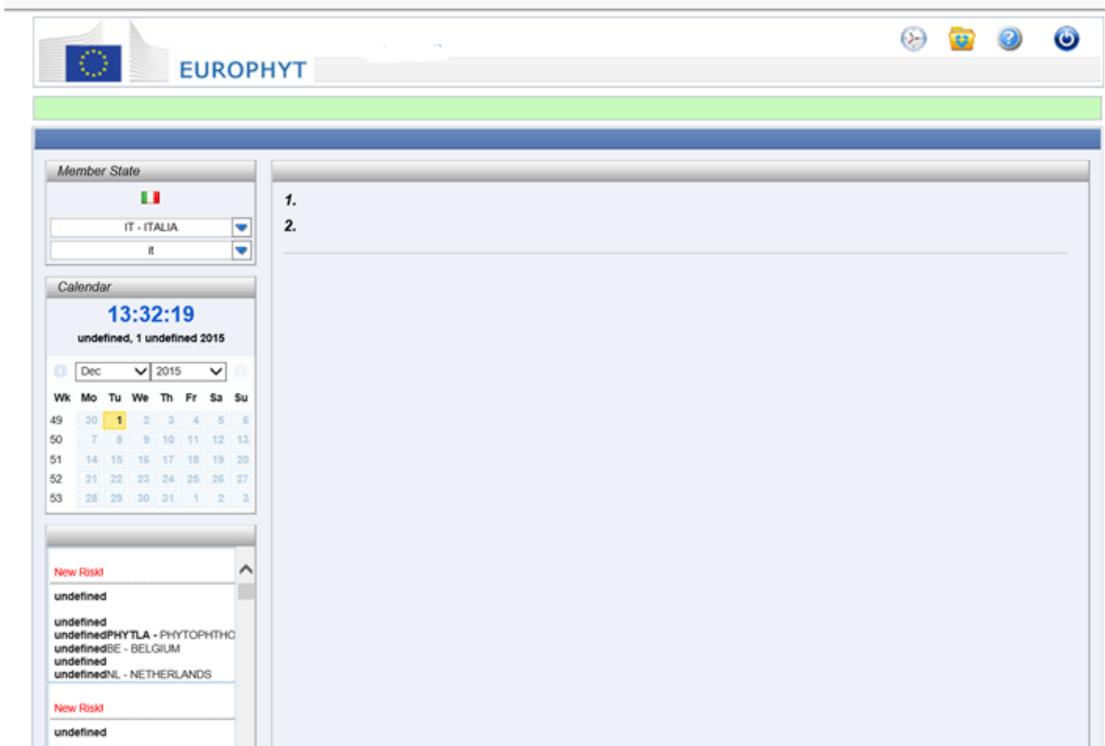
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LOGGING IN ISSUES FOR FOR ALL BROWSERS

If users experience the following problems whilst trying to log in:



Or



- Solution: User should type from scratch (not copy and paste and not clicking on link) the URL of EUROPHYT into a new tab of your browser. The URL is <https://webgate.ec.europa.eu/europhyt/>