Incompatible Browser Issue

We wish to apologise for the inconvenience caused by this error.

We are aware of an issue where some applicants will receive an Incompatible Browser issue warning.

This browser error appears when an **unsupported browser** is used such as Microsoft Edge. **C Note**: Microsoft Edge is the default browser on Microsoft Windows 10 devices, unless you have already nominated another default browser.

While we work to towards making updates to our software to include new browsers such as Microsoft Edge there are a few steps you can do if you encounter this issue.

- 1. Use a supported browser such as:
 - i. Internet Explore version11 and above.
 - ii. Google Chrome version 33 and above.
 - iii. Firefox version 34 and above, or
 - iv. Safari version 8 and above.
- 2. If you prefer to keep Microsoft Edge as your default browser, when the error appears:
 - i. Click on the "Settings and More" button at the top right hand side of the screen
 - ii. Click on "Open with Internet Explorer" Open with Internet Explorer
- 3. If you find the error is not resolved by following either option mentioned above, please send us an email at <u>connection-application.changes@ausgrid.com.au</u>, and we will investigate further.



ms-edge - 16		
It appears you are not using the latest vers	ion of your browser. To contin	ue with this application
form please make sure you are using one of the follow	ing browsers	
Internet Explorer version 11 and above (help) Google Chrome version 33 and above (help) Firefox version 34 and above (help) Safari version 8 and above (help) © 2019 - Augrid Disclaimer Privacy Statement	Incompatible Browser Repears you are not using the latest version of you browner.	Version - 10

