



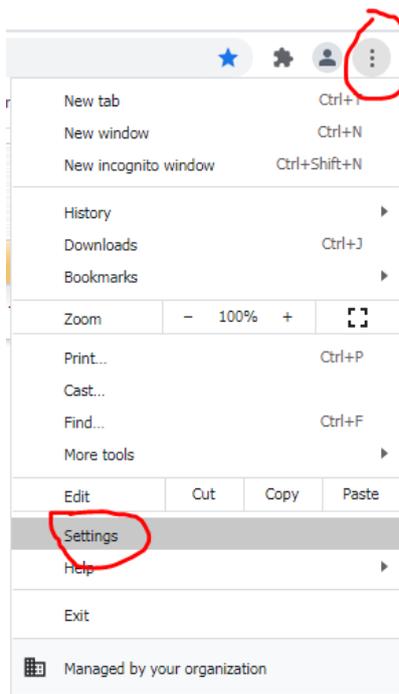
Due to the various personal browser settings for each user, some might experience warnings and errors while accessing PoWANet. Here are some instructions to help with a few of those issues. Please also make sure that you have the latest version of the browser you are using as these instructions might differ slightly depending on the different versions available.

## General Issues

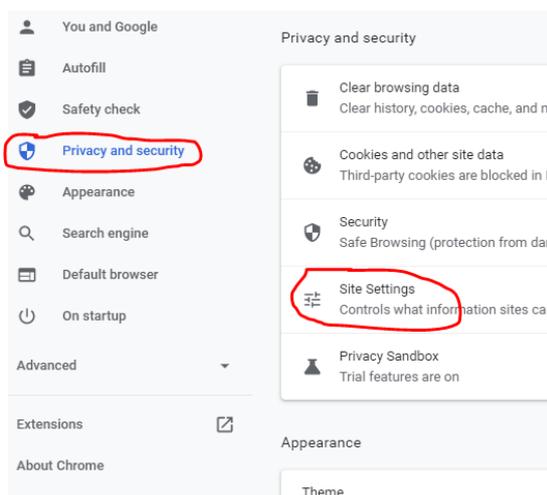
A lot of the time, the browser will display a warning icon of some kind in the address bar. If you click on this icon, it will display what the issue is and you can often go directly to the source and change the blocked item. If this does not seem to work, follow the specific browser settings below.



## Google Chrome

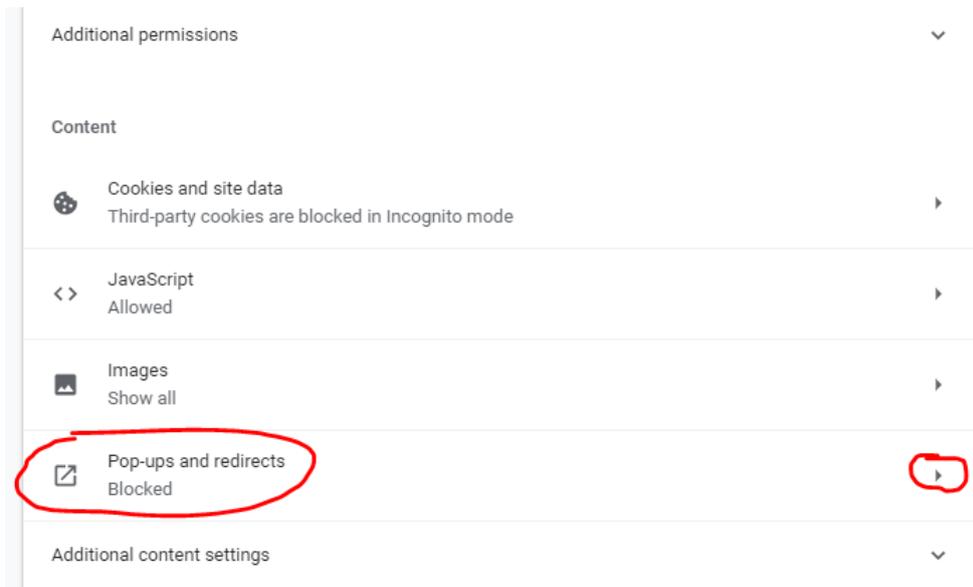


In Chrome, click the three dots at the top right hand corner and then select Settings.



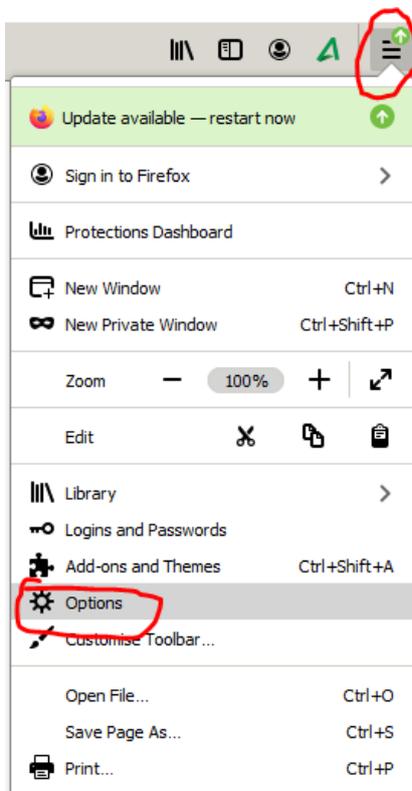
In the next screen, select Privacy and security and then select Site Settings

Then scroll down until you get to Pop-ups and redirects. Click on the little arrow to go to the setting and change this to Allow.



Return to the PoWANet login screen and press F5 to refresh the page.

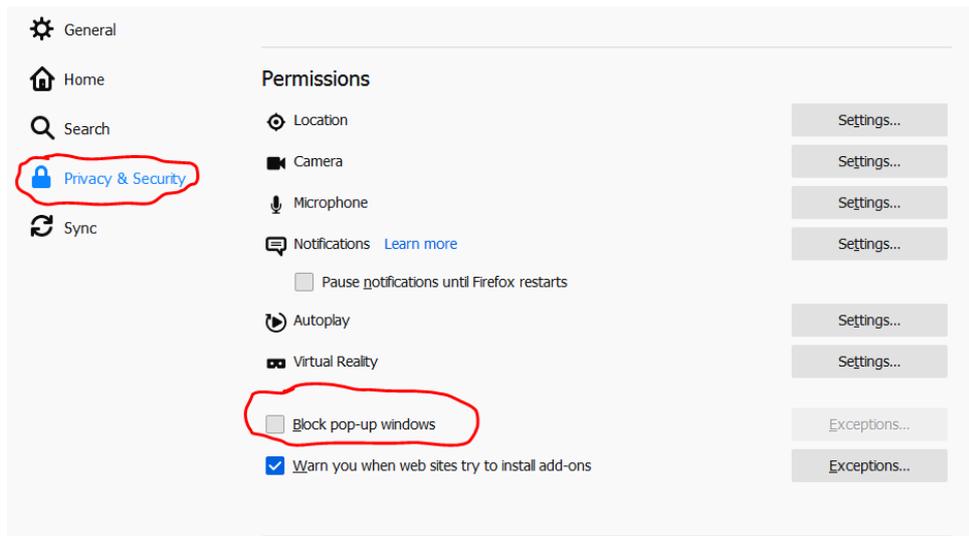
## Mozilla Firefox



In Firefox, go to the icon with the lines located in the top right-hand corner of the browser.

Select Options.

Select Privacy & Security from the left menu then scroll down until you get to Permissions, then untick the Block pop-up windows.

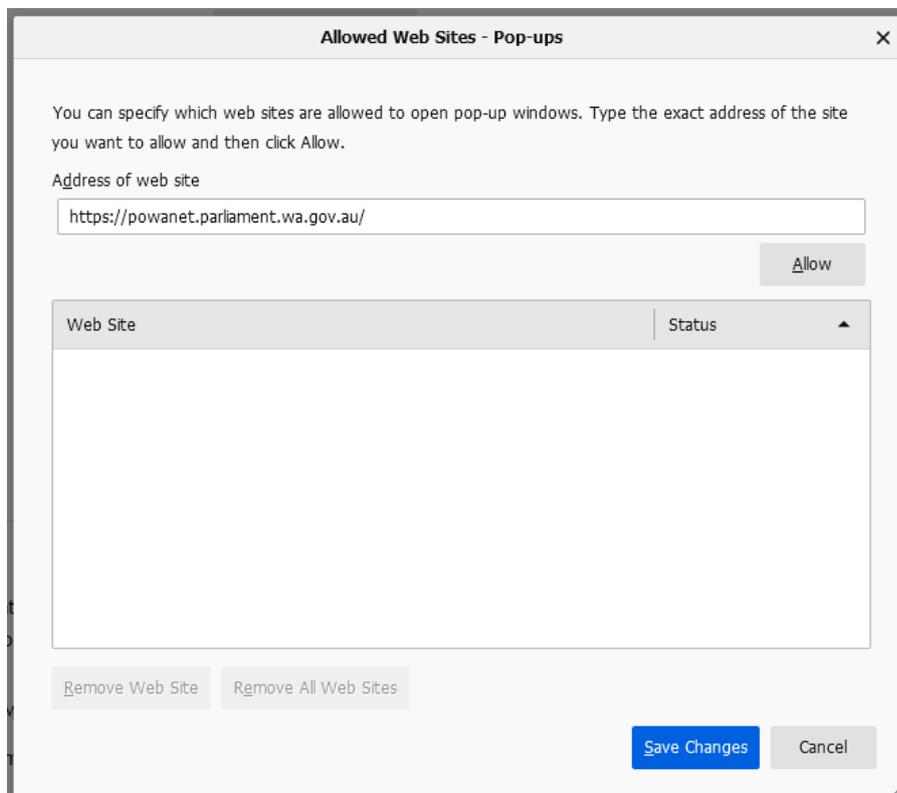


If you do not wish to allow ALL pop-ups, then when it is ticked, click the Exceptions button to the right.

Type in the powanet address into the Address of web site and click Allow.

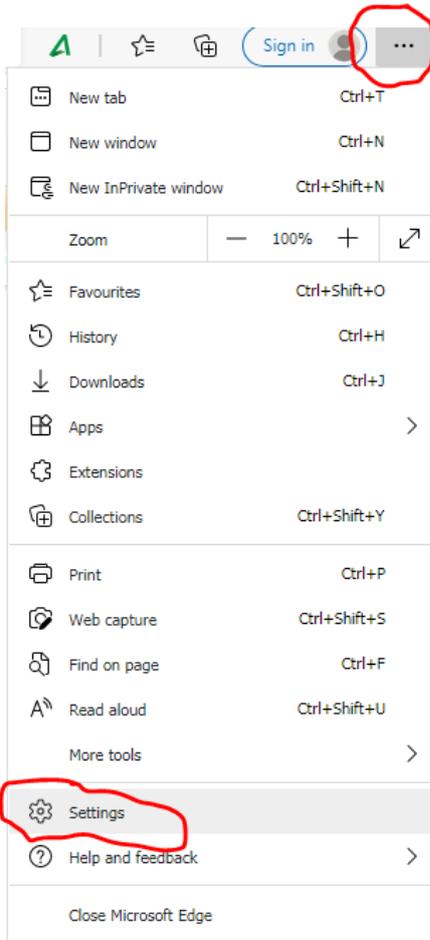
<https://powanet.parliament.wa.gov.au>

Click on Save Changes.



Return to the PoWANet login screen and press F5 to refresh the page.

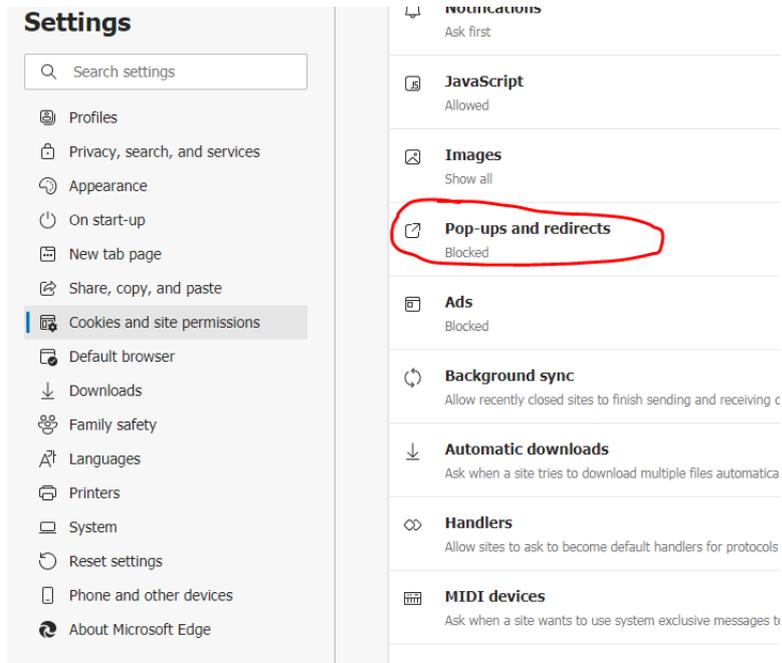
# Microsoft Edge



In Edge, click on the three dotted icon located in the top right hand corner of the browser.

Select settings.

Select Cookies and site permissions and scroll down until you get to Pop-ups and redirects.



In the next window, click on the Add button where it says Block.

Type in the powanet address into the Address of web site and click Allow.

<https://powanet.parliament.wa.gov.au>

<b>Block (recommended)</b>	<input checked="" type="checkbox"/>
<b>Block</b>	<input type="button" value="Add"/>
No sites added	
<b>Allow</b>	<input type="button" value="Add"/>
<input type="checkbox"/> <a href="http://%2A.wa.gov.au:80">http://%2A.wa.gov.au:80</a>	...
<input type="checkbox"/> <a href="https://quora.com:443">https://quora.com:443</a>	...

Return to the PoWAnet login screen and press F5 to refresh the page.

Internet Explorer 11 is not supported by Microsoft any longer. If you are using IE11 and are having issues, please consider using one of the other browsers listed above.

If none of these resolve your issue, please call the Parliament IT Service desk on 9222 7200 or send an email to [helpdesk@parliament.wa.gov.au](mailto:helpdesk@parliament.wa.gov.au) if it is outside of Parliamentary operating hours.

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