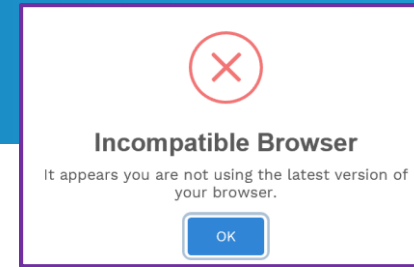


Incompatible Browser Issue



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.

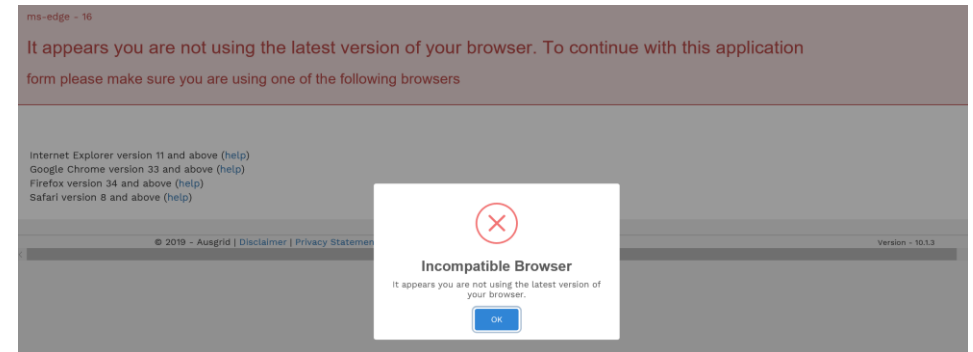
This browser error appears when an **unsupported browser** is used such as Microsoft Edge. 

Note: Microsoft Edge is the default browser on Microsoft Windows 10 devices, unless you have already nominated another default browser.

While we work 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 Explorer version 11 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”



3. If you find the error is not resolved by following either option mentioned above, please send us an email at connection-application.changes@ausgrid.com.au, and we will investigate further.