

## 9. WHAT TO DO IF YOU GET AN ERROR MESSAGE

There are several troubleshooting steps that you can take if you are getting an error message while using the PACFA portal.

### 1. Refresh the page

The portal sometimes glitches, and requires you to refresh the page to show changes. PACFA would recommend you try this first.

### 2. Log out and log back in again

Like refreshing, this can help to clear any glitches the portal is experiencing.

### 3. Close down your browser, and open up a new window.

This can help to clear your cache.

### 4. Open in a New Browser

Try using a different browser, such as Google Chrome or Firefox, to access the portal. Some browsers are not compatible with our portal.

### 5. Take a screenshot and send it to [admin@pacfa.org.au](mailto:admin@pacfa.org.au)

Screenshots can help our staff troubleshoot. We are always happy to help with portal issues and can be contacted on 03 9486 3077.