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