



PEMS help: IT troubleshooting



The following troubleshooting tips are to assist users that are having difficulty opening or viewing PEMS on their device.

Note: PEMS operates best in Google Chrome and this is the preferred platform.

For more information on how to use PEMS see the *PEMS Authorised Officer User Guide*, which can be found under the 'Systems' tab on the Plant Export Operations Manual (PEOM) www.agriculture.gov.au/plantexportmanual—this is a comprehensive guide to the system and should be consulted prior to lodging an issue with the department.

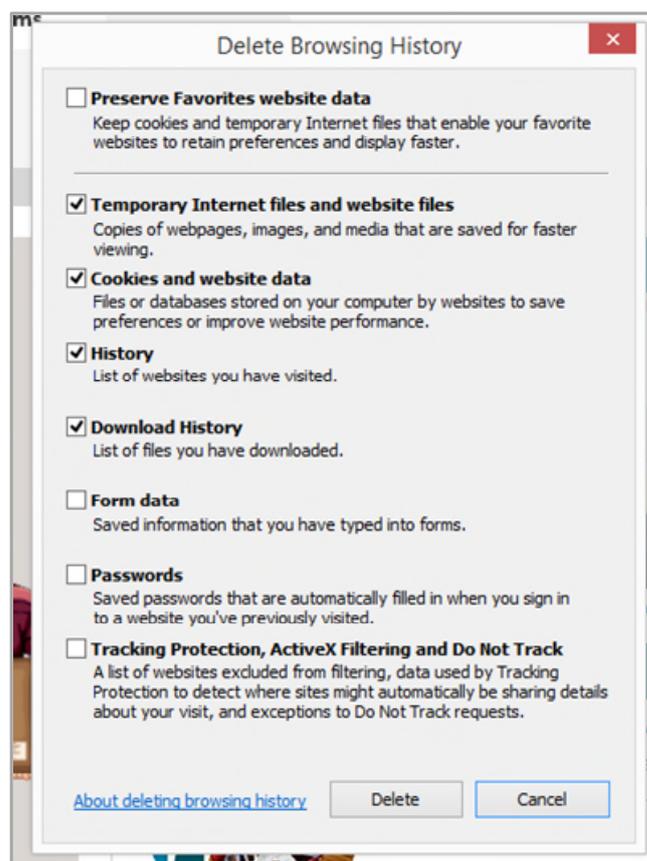
1. Difficulty logging in to PEMS using Internet Explorer

If you are unable to login using your credentials in Internet Explorer, you should use/download Google Chrome on your device and then retry logging in.

2. PEMS is not displaying correctly in Internet Explorer

To make sure you are accessing the most up-to-date version of PEMS, try clearing your browsing history (cache) by following the instructions below, and retry accessing PEMS:

1. Open the Internet Explorer browser.
2. Select the **Tools icon**  at the top right hand corner
Note: you can also access this menu by holding **Ctrl + Shift + Delete**.
3. Select '**Safety**'.
4. Select '**Delete browsing history**'.
5. Make sure you un-tick '**Preserves Favourites website data**'.
6. Tick all of the following boxes: '**Temporary Internet Files and website files**', '**Cookies and website data**', '**History**' and '**Download History**' (see image on the right).
7. Then click '**Delete**'.
8. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.
9. Close all Internet Explorer windows.
10. Reopen Internet Explorer and access PEMS.

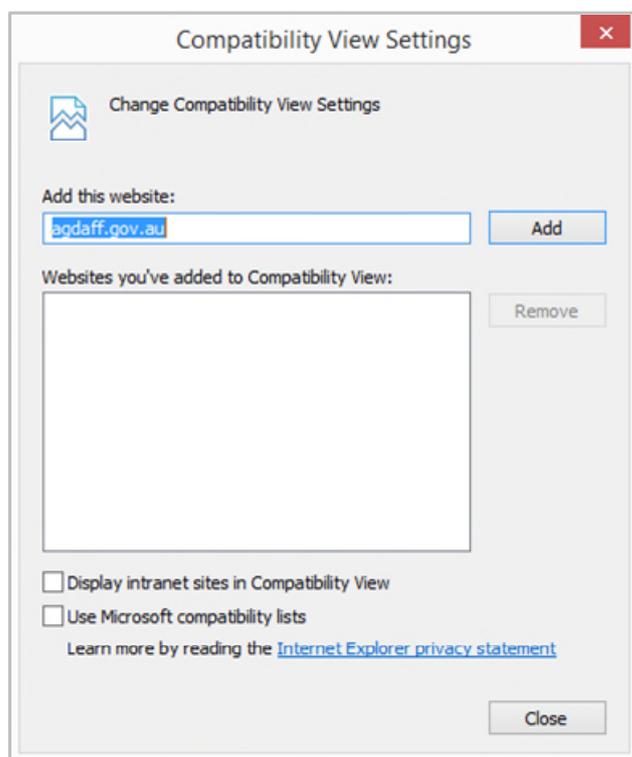


3. Some of the PEMS icons are missing using Internet Explorer (departmental users ONLY)

If you are a departmental user and have previously been using PEMS, your computer may continue to default to the previous version until you clear the browsing history (cache) as detailed in on page 1.

If you are still having issues, you should correct your **Compatibility View Settings** by following the steps below:

1. Go to **'Tools'** and open **'Compatibility View Settings'**
2. In the box titled **'Add this website'** (see image on the right) type *agdaff.gov.au*.
3. Untick both of the checkboxes at the bottom.
4. Close the Internet Explorer browser and then open PEMS on a new Internet Explorer browser tab.



4. PEMS is not displaying correctly on my Apple device

If you are using an Apple device (such as an iPad) then you should try clearing your browsing history (cache) by following instructions:

1. Tap the **Settings icon** on the iPad home screen.
2. Scroll down and tap on the option labelled **'Safari'** which displays all settings for the safari app.
3. Scroll down and tap **'Clear History and website data'** (see image on the left).
4. You will be prompted to confirm this decision – tap **'Clear'**.

Note: An iPad is best used in portrait mode to view the PEMS workflow sequentially.

Contact

If you try the tips in this factsheet and still have system function problems, please take a screenshot of the error message and send this to the PEMS Administrator at pems@agriculture.gov.au, or call **1800 851 305**.



Email
PEMS@agriculture.gov.au



agriculture.gov.au/pems