



# 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) <https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual>—this is a comprehensive guide to the system and should be consulted prior to lodging an issue with the department.

## Difficulty logging in to PEMS

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

## 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](mailto:pems@agriculture.gov.au), or call **1800 851 305**.

