Common technical issues and solutions
Contents

1 COMMON TECHNICAL ISSUES AND SOLUTIONS ................................................................. 3
  1.1 BROWSERS .................................................................................................................. 3
    1.1.1 What browser am I using? .................................................................................... 3
    1.1.2 Installing Google Chrome .................................................................................... 5
  1.2 COMPATIBILITY VIEW SETTINGS .............................................................................. 5
  1.3 RENDERING ERROR .................................................................................................... 8
    1.3.1 Installing Google Chrome .................................................................................... 8
  1.4 COMPLETING FORMS ................................................................................................. 9
  1.5 VOUCHER REDEMPTION (SPORTS CLUBS AND ORGANISATIONS ONLY) ............... 9
  1.6 PDF READER ............................................................................................................ 9
    1.6.1 Windows ............................................................................................................... 9
    1.6.2 Apple Mac (OS X) ................................................................................................ 10
    1.6.3 If vouchers or agreements do not load ................................................................. 10
  1.7 ADD-ONS CAN PREVENT QGRANTS FROM DISPLAYING PDFS ............................... 10
    1.7.1 To disable add-ons in Internet Explorer ............................................................... 10
    1.7.2 To disable add-ons in Google Chrome (known as ‘extensions’ in Chrome) .......... 11
    1.7.3 To disable add-ons in Mozilla Firefox ................................................................. 11
  1.8 APPLE MACS AND ADD-ONS .................................................................................... 11
  2 MOBILITY ....................................................................................................................... 11
    2.1 SUPPORTED MOBILE BROWSERS ....................................................................... 11
    2.2 USING AN ANDROID DEVICE ................................................................................ 12
  3 WHEN ALL ELSE FAILS ................................................................................................. 13
1 Common technical issues and solutions

1.1 Browsers

A browser is required to visit websites on the internet. Common browsers include Internet Explorer, Chrome and Safari.

If the QGrants site is not being displayed, first check you are using a browser from the following list:

- Google Chrome (Windows and Mac OS X) - https://www.google.com/intl/en_uk/chrome/browser/

QGrants may work on Linux or Ubuntu operating systems but this has not been tested and is not supported.

1.1.1 What browser am I using?

Internet Explorer 8

Internet Explorer 9, 10 and 11
Google Chrome

Mozilla Firefox

or

Apple Safari
1.1.2 Installing Google Chrome

- Go to https://www.google.com/intl/en/chrome/browser/ and click on “Download Chrome”
- If prompted by any warnings, please accept and run
- The browser should self-install and notify you when complete
- Open Google Chrome
- Click the Chrome menu button on the browser toolbar

1.2 Compatibility View Settings

If you are receiving a ‘Compatibility View’ error message, you will need to update your compatibility view settings by completing the following:

- Press the ‘Alt’ key on your keyboard and a menu appears under the address bar
- Select ‘Tools’ > ‘Compatibility View Settings’
- In the text box under ‘Add this website’ type ‘qld.gov.au’ and click ‘Close’

Detailed explanation and screenshots below

After you register, you will receive an email with an activation link. Upon clicking this link, your account is activated, however, if you are using Internet Explorer then you may be presented with the warning message “Activate compatibility mode in your Internet Explorer – otherwise the application will not work correctly or visualisation errors may occur”.
If you choose to “ignore” this message, you will only be able to complete the application up to Step 5 – Health Care Card, when an unrecoverable error will occur.

Hit the ‘Alt’ key on your keyboard to bring up the menu in Internet Explorer
The following menu will now show in Internet Explorer at the top, near the address bar

Click on “Tools” and the select “Compatibility View settings”

Once the “Compatibility View settings” window pops up, the field "Add this website" will be populated with qld.gov.au. Next to this field is the “Add” (1) button. Click this to add to the list and then click the “Close” (2) button.
On closing the pop up, the QGrants page will reload and you will need to click through the steps (already pre-filled with the information you entered). Once you get to the Step 5 - Health Care Card you will be able to enter the details in this tab as expected.

1.3 Rendering Error

If you are receiving a ‘Rendering Error’, please download Google Chrome at https://www.google.com/intl/en/chrome/browser/ and use this free browser to login into your QGrants account.

1.3.1 Installing Google Chrome

- Go to https://www.google.com/intl/en/chrome/browser/ and click on “Download Chrome”
- The browser should self-install and notify you when complete
- Open Google Chrome
- Click the Chrome menu button on the browser toolbar
1.4 Completing forms

Are you having trouble finding the field to enter information? The fields should be white in colour. The grey colours used for form names may lighten due to user contrast and brightness settings. See example below.

1.5 Voucher Redemption (Sports clubs and organisations only)

You may be trying to redeem a voucher and some of the fields are ‘greyed out’. An error has occurred in the system. Please ‘Log out’ of QGrants and ‘Exit’. Close all other windows and try logging back into your account using the correct link through http://www.nprsr.qld.gov.au/funding/getintheเกม/sportrec-clubs.html.

When redeeming a voucher, the child or young persons details will be greyed out, you do not need to edit these. If you have cannot enter the participation activity and/or fee during the redemption process, please email getstarted@nprsr.qld.gov.au stating the following:

- voucher or application number
- name of the child and the parent
- club name
- participation activity
- participation fee

1.6 PDF Reader

PDF is an abbreviation for Portable Document File. PDFs are the best way to ensure information is presented in a standard manner, independent of fonts installed on the user’s computer.

A PDF reader must be installed on a user’s computer in order to view the vouchers or agreements generated by QGrants.

1.6.1 Windows

For those using Windows, Adobe Reader version 9 or higher is required by QGrants. This can be downloaded at http://get.adobe.com/reader/ Other Windows based PDF readers are not supported.
1.6.2 Apple Mac (OS X)
The PDF reader built into OS X, called Preview, is supported by QGrants. Adobe Reader may also be used if it is installed.

1.6.3 If vouchers or agreements do not load

Ensure that Acrobat JavaScript is enabled

1. Open Adobe Reader from your desktop or start-bar menu
2. Click Edit and select Preferences from the menu
3. Select JavaScript from the Categories and tick the checkbox to Enable Acrobat JavaScript
4. Click OK to close the Preferences window
5. Close Adobe Reader by clicking File and selecting Exit from the menu
6. Re-open the web browser and continue using QGrants

Also ensure that Adobe Reader is set to display PDFs in a web browser

1. Open Adobe Reader from your desktop or start-bar menu
2. Click Edit and select Preferences from the menu
3. Select Internet from the Categories and tick the checkbox to Display PDF in browser
4. Click OK to close the Preferences window
5. Close Adobe Reader by clicking File and selecting Exit from the menu
6. Re-open the web browser and continue using QGrants

At the end of every voucher application or redemption, the person will receive an email containing a PDF copy of the voucher or confirmation. If you have issues viewing PDFs in your browser, opening the PDF attachment from the email may be easier.

1.7 Add-ons can prevent QGrants from displaying PDFs

The operation of Adobe Reader (used to display PDFs) is affected by certain ‘add-ons’. It is recommended that Adobe Reader add-ons is enabled, for vouchers and agreements to display and function correctly and anti-virus add-ons should be disabled. Anti-virus add-ons monitor online usage and aim to stop malicious links on websites being clicked on. Disabling these add-ons will not restrict internet security or anti-virus software from quarantining and removing threats.

1.7.1 To disable add-ons in Internet Explorer

1. From the Tools menu, select Manage Add-ons, then select Enable or Disable Add-ons
2. Highlight the Adobe add-ons and select Enable, Click OK
3. Highlight any add-ons that mention ‘anti-virus’ and select Disable, Click OK
1.7.2 To disable add-ons in Google Chrome (known as ‘extensions’ in Chrome)

1. In the address bar type 'chrome://extensions'
2. Un-tick 'Enabled' next to the anti-virus name (could be multiple entries)

1.7.3 To disable add-ons in Mozilla Firefox

1. In the address bar type 'about:addons'
2. Click the 'Disable' button next to the anti-virus name (could be multiple entries)

1.8 Apple Macs and add-ons

Due to the nature of OS X anti-virus software is not commonplace, however, if any tools monitoring network usage such as Little Snitch are running, they may block connections to QGrants. If prompted, the user should accept all connections from qgrants.osr.qld.gov.au.

2 Mobility

QGrants is compatible with iPads, iPhones and Android mobile devices.

2.1 Supported mobile browsers

The following mobile browsers are supported by QGrants.

- iPad/iPhone – Mobile Safari (the default browser) (7.0.4)
- Android – Google Chrome (version 35.x.x)

Other mobile browsers may work but have not been tested.

Windows, Blackberry, Mozilla and other mobile operating systems have not been tested, but may work.
2.2 Using an Android device

Currently Google Chrome is the only supported browser on android mobile devices. To access QGrants users must download and install Chrome from the Google Play Store.

To install Google Chrome:
- Open the Google Play Store app
- Search for Google Chrome > download and install

To activate account:
- Open the activation email
- When opening the activation link a pop-up will ask what browser to use – select Google Chrome

*If Google Chrome is installed but not the default browser:*
- Go to Android Settings > Application Settings > Scroll down to Google Chrome
- Scroll down in the settings page to “Launch by default”
- Tap the “clear defaults” button
3 When all else fails

If you are still experiencing issues using QGrants, please email getstarted@npsr.qld.gov.au, providing the following information:

- The operating system you are using (i.e., Windows XP, Windows 7, Mac OS X, etc.)
- The browser and it’s version (click on Help > About in most browsers)
- Which anti-virus (if any) you are using
- Time at which the error occurred
- If you are having issues with any other websites
- Any error messages you have encountered (please include a screenshot if possible).