

# M&R System: How you & your local IT can resolve common issues



# Screen Resolution

- Increase the screen resolution. A resolution of 1024 x 728 is recommended for the M&R system.
- Clear out cache settings inside your browser.
- Hold down the “ctrl” and “+” keys to zoom in and “ctrl” and “-” keys to zoom out.
- Check your browser resolution or your text size if text is appearing in the incorrect columns.



# Browser Problems

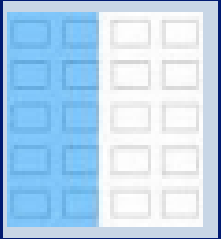
- Chrome, Firefox or Internet Explorer version 10+ are recommended.
- There are performance issues with Internet Explorer 8 and 9. Please upgrade.
- M&R system does not work with Internet Explorer 7.
- M&R system does not work on mobile devices such as iPad, iPhones or any other smart phones. You need a laptop or desktop to access the system.
- Your IT set-up may be restricted to secure website browsing (i.e. URLs with https rather than http addresses). Ensure you can view <https://psmr.seai.ie> from your PC.
- Ensure pop up blocker is disabled to view dialogues inside the M&R system.
- Ensure that your browser is not set to “compatibility mode”.





## Can not see updated information – values are not visible

- Delete browser cache.
- Some sections in the M&R system automatically save your input.
- However, certain sections must be manually saved using the “Save” button.



## Tiles do not display the information

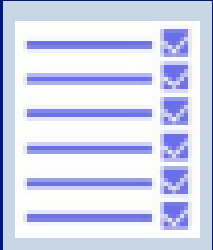
- Delete browser cache.
- Restore browser to default settings.
- Ensure anti-virus website security is not affecting it.
- Try another browser to see if it resolves the issue.
- Try another PC.



## Information is different on print out than on screen

- Update local printer driver.
- Solve local printer issue.
- Replace ink if colour appears different on all application print outs – try a Word document.





## Can not select check boxes in dialogues

- Reset local browser settings.
- If this fails, install an alternative recommended browser.
- If using Internet Explorer, ensure you have disabled compatibility mode.
- Internet Explorer versions 8 and 9 cause problems with check boxes. Please upgrade.

# Slow navigation results using Internet Explorer

- The M&R system uses Java Script, which can cause performance issues with Internet Explorer.
- Google Chrome and Mozilla Firefox handle Java Script differently and can provide a quicker output.
- However, every case is different. Not all machines are identical and output can vary.