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WHANGAREI
DISTRICT COUNCIL

Browser Issues

This document explains how to fix known browser issues that happen when viewing an online form.
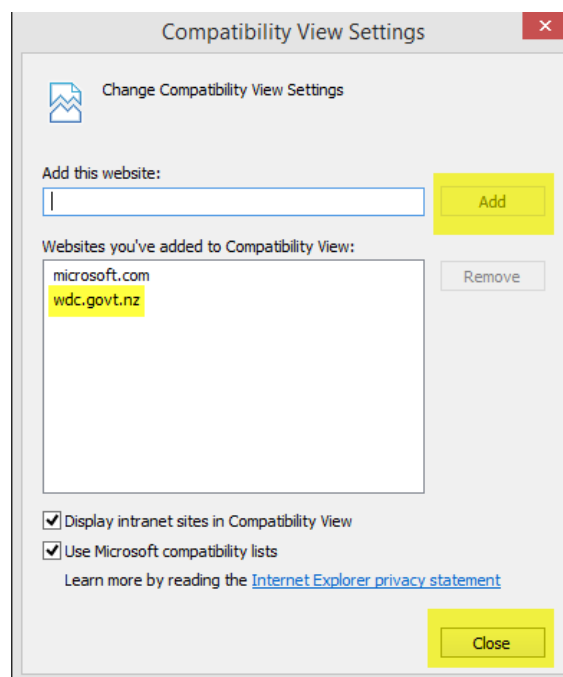
Internet Explorer 11

Online forms do not display and a critical error message is shown instead.

To fix this, you need to view in compatibility mode.

▶ click "Tools > Compatibility View Settings"
▶ The web address should already be entered into the "Add this website" area, if not type the web address, e.g. wdc.govt.nz, whangarei-libraries.com or venuesandeventswhangarei.co.nz
▶ click Add > Close

Non-IE Browsers

There is an issue when trying to type into a multi-lined text box. The multi-lined text box can be found wherever large amounts of text could be typed, e.g. the Comments, Submissions, Reasons or Details areas.
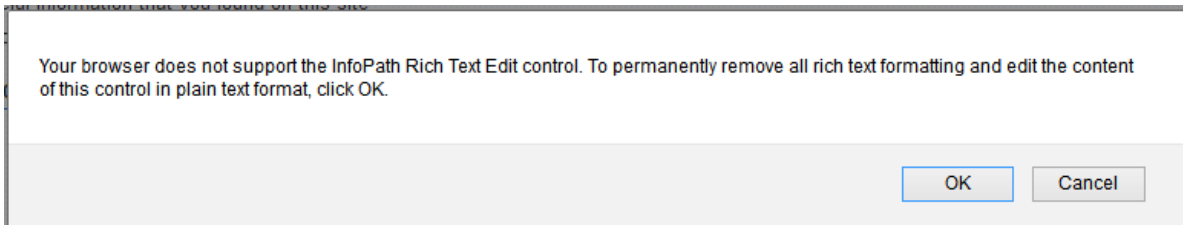
You will notice that when you click within the box, an edit image appears to the left of it and you cannot type into the box.

Your Comments:

☐ *Please tick here if you require a response. Thank you.*

To type details into box:

▶ Click on the left edit image.

▶ A message will appear which says that your browser does not support the InfoPath Rich Text Edit control (similar to below).
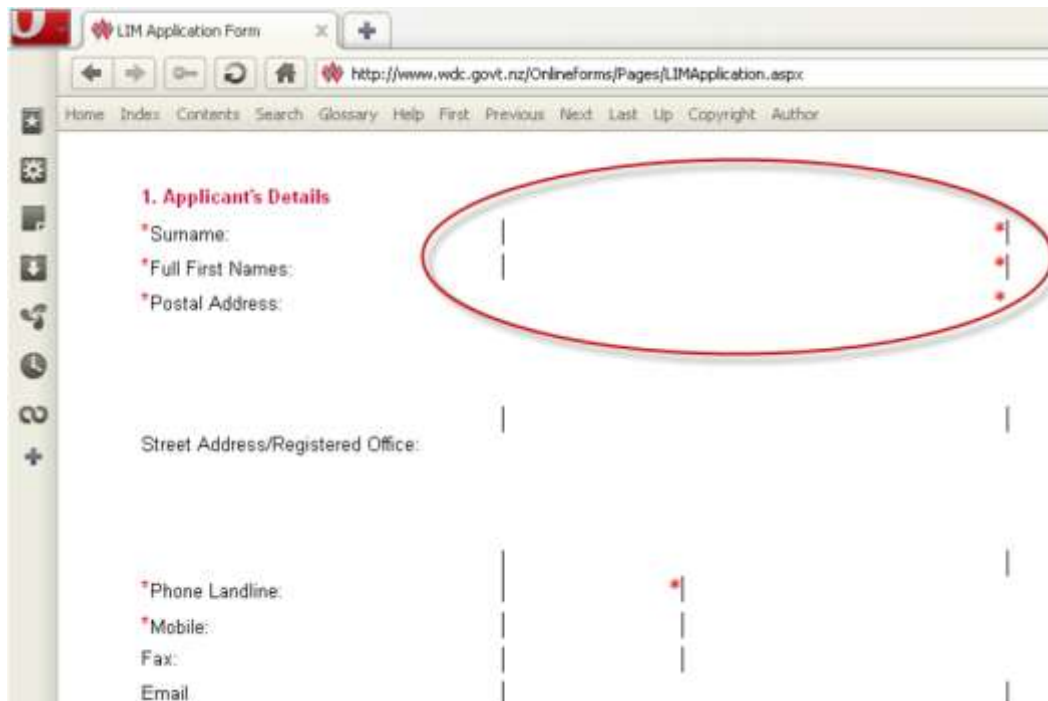

Your browser does not support the InfoPath Rich Text Edit control. To permanently remove all rich text formatting and edit the content of this control in plain text format, click OK.

[OK] [Cancel]

▶ Click OK

You cursor should now be positioned within the text box and you should be able to type.

You may need to repeat this on every multi-lined text box.

Opera

Sometimes boxes in the forms display incorrectly in the Opera browser.

To resolve this,

▶ click on "View > Style > Manage Modes"

▶ click on the Display tab and ensure all "User mode" options are unticked.

▶ click "OK" button.