

Technical issues: optimise your computer settings - report problems

1 How to optimise your computer settings?

Once you have navigated to the Food Contact Materials application, check to ensure that everything seems to be correctly displayed on the screen.

Your view of the application may differ from a colleague or someone else who looks at the application because of settings on your computer and your choice of internet browser.

Fortunately, you are able to modify these settings in order to have a better experience while using our site.

1.1 *The ideal computer settings*

The Food Contact Materials application has been optimized for web browsers Internet Explorer v6.0 (or higher) and Firefox 3.0 (or higher).

We also recommend that you have a minimum screen resolution of 1280 x 800 pixels in order to ensure tabular data is well structured and easy to read.

Please find here instructions on how you can check and modify your browser version and screen resolution.

1.2 *Instructions to check the settings of your computer:*

1) To check your **browser version**:

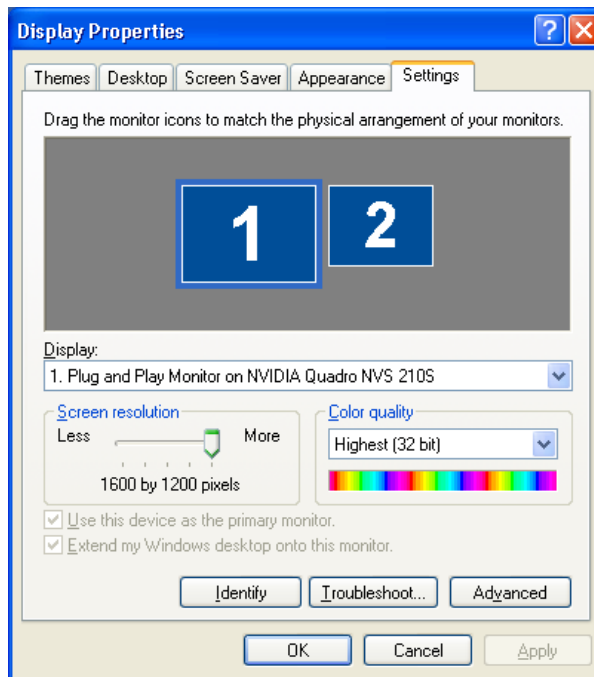
- For Internet Explorer: go into the 'Help' menu and select 'About Internet Explorer'



- For Firefox: go to the '?' menu and select the 'About Mozilla Firefox'



2) To know your actual **screen resolution**, right-click on your desktop, select 'Properties'. A new window will open. Click on the 'Settings' tab:



1.3 Instructions to modify the settings of your computer:

1.3.1 Web browser

You can download the latest version of Internet Explorer by following the link:

<http://www.microsoft.com/windows/downloads/ie/getitnow.mspx>

You can download the latest version of Firefox by going to:

<http://www.mozilla.com/firefox>

1.3.2 Screen resolution

To change your screen resolution, right-click on your desktop and select 'Properties' from the context menu. In the new window, click on the 'Settings' tab and change your screen resolution.

Note

Please bear in mind that your maximum screen resolution depends on your monitor and your computer's graphics card.

2 How to report problems or errors?

If you experience any technical problems while using our site then please email us at: SANCO-fcm@ec.europa.eu with a full description of the problems you have experienced.

Feel free to send us screen grabs which may help you to describe your problem more easily.

You may find the following questionnaire useful when reporting your problem.

Questionnaire about your user profile and the settings of your computer

Your user profile (if applicable):

Name:

Username:

Please answer the following technical questions about the computer on which you test. Different options are given. Please only keep or add the correct answer and remove all other options.

1. What is your operation system ?
 - Mac OSX
 - Windows XP Service Pack 2
 - Windows Vista
 - ...
2. What kind of browser are you using and what is the version ?
 - Internet Explorer (version 1.0, 2.0, ..., 7.0)
 - Firefox (version 1.0, 2.0 or 3.0)
 - Safari
 - ...
3. What is your screen resolution ? Please find the instructions to verify your screen resolution in Part I. 3.
 - 800x600
 - 1024x768
 - 1280x800
 - 1280x1024
 - 1600x1200
 - ...
4. What is your connection speed? If you test the application from your office, please select the "Enterprise network" option. In the other case, please contact your Internet provider.
 - Enterprise network
 - Cable/DSL
 - 56k modem
 - Mobile
 - ...
5. Do you have any security settings set on?
 - Flash blocker
 - Firewall
 - Pop-up blocker in your Internet Explorer
 - ...

6. Describing your problem or error

Date and time	Type of error	URL of the page	Scenario	Can you reproduce the error [yes/no]?	Printscreen provided [yes/no]

[Type of error]

Examples of types of errors are problems with the layout, unexpected behaviour of the webpage, error message appears, no/very slow/difficult access to the database, etc.

[Scenario]

The scenario describes which actions were taken before an error took place. It is described in steps. For example,

1. In the menu I selected 'Substances'
2. I selected the substance FCM substance No
3. I pushed on the status of the application with application reference number xxxx
4. I could not open the pop-up.
5. An error message appeared (a print screen of the error is made)