

**MAHI | JOBS**  
MŌ TE TAIAO | FOR NATURE



Department of  
Conservation  
*Te Papa Atawhai*

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## Department of Conservation – Jobs for Nature Client Portal Guide for Project Partners

27/11/2021  
Version 1.0

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## The Enquire Client Portal for Project Partners

This guide is designed to support the Department of Conservation's Project Partners that use the Enquire Client portal to report back to DOC the on Jobs for Nature projects. It covers:

1. Getting started
2. Navigation and terminology
3. Registration via RealMe
4. Registering an account for your organisation
- 5 Regular Reporting
6. Project completion reporting
7. Frequently asked questions (FAQs)

### Part A: Getting Started

The Client Portal is the external facing component of Enquire. Enquire is a specialist grants management software solution. Information in Enquire is held in secure accounts. Information you enter into the Client Portal can be viewed only by the Contacts for your Account. When you submit information, it can also be viewed by relevant DOC staff. Other organisations or individuals cannot access your information.

Enquire is a web-based tool. You will need an internet browser and an internet connection to access the Client Portal. Microsoft Edge, Google Chrome and Firefox are all supported browsers. Enquire will also work on a mobile device such as an Android or Apple phone. Microsoft Internet Explorer is no longer a supported browser.

Via the Client Portal, Project Partners can provide documents and information to DOC as needed, specifically report on progress of Jobs for Nature projects.

Before you can use the Enquire you will first need to register as an Enquire Client Portal user. Once registered, you will be linked to the account for your organisation. **You do not need to register your organisation.**

#### Client Portal terminology

Some of the key terms used in the Client Portal are:

- **RealMe** is a username and password management service provided by the Department of Internal Affairs that allows you to use one username and password across many digital services
- **User profile** is your own information
- **Contact** is the contact details for anyone linked to your account
- **Account** is the account for one organisation; as a Contact, you can belong to multiple organisations (for example, if you are a consultant or adviser)
- **Project** is a single funded Jobs for Nature project
- **Project Update** is an online form you need to complete when requested by DOC to provide further information about your project
- **Report** is an online form you need to complete to provide progress or other information about your Jobs for Nature project
- **Key contact** is the person in your organisation that DOC will contact about your Enquire account. This person receives a copy of all notifications sent via Enquire.
- **Accountable Officer** is the person who is accountable for your organisation's use of Enquire.

Colour coding

Information on forms is formatted to help you quickly identify what type of information is displayed.

**Section Headers** are shown at the top of the form step

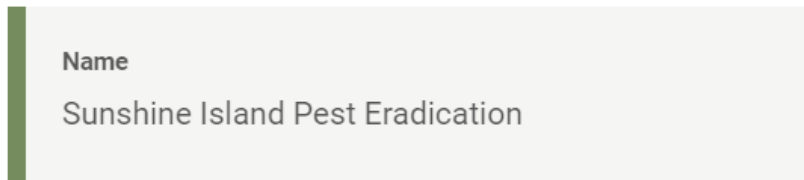
# Monthly Report

**Help text** is shown above a field

Please use the button below to upload your financial report. You can also use the button below to add any other documents that might support your data, and we encourage you to upload any documents that might help us tell your Jobs for Nature story.

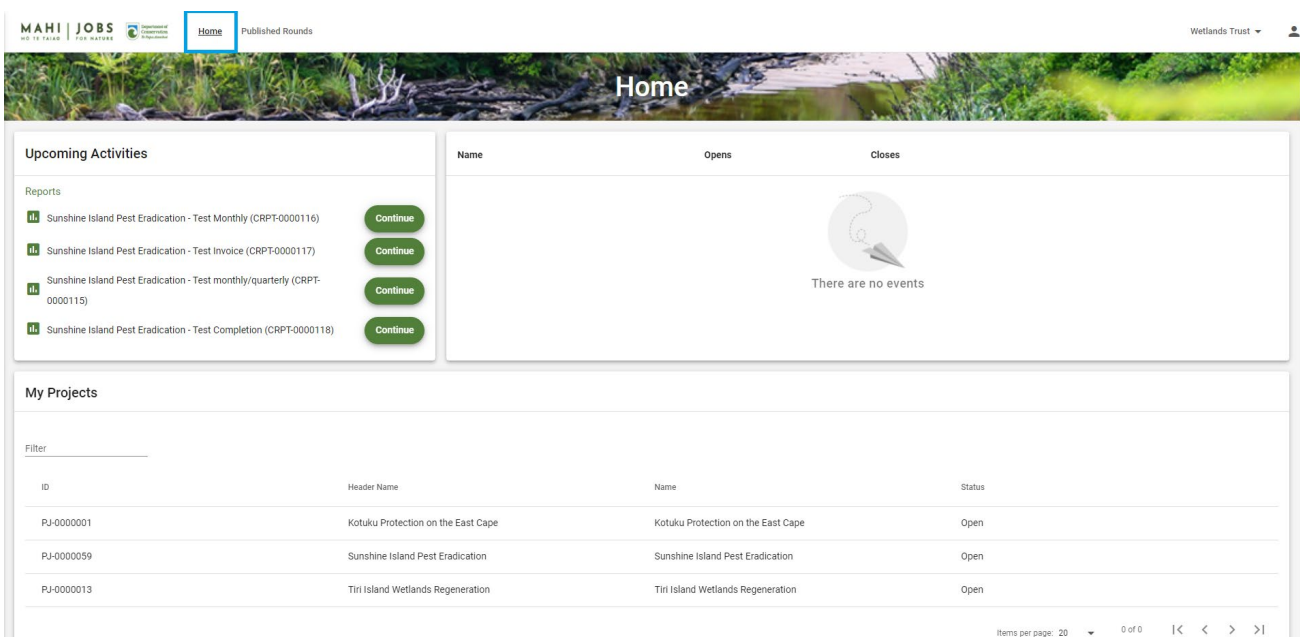
Note there is a 50MB limit per file.

**Read only** fields are displayed with a coloured background. You cannot change the information in these fields.



## Finding your way around the Client Portal

Once registered, your organisation’s homepage will be displayed. Wherever you are in the Client Portal, click on Home to get back to your homepage.



Manage your organisation **account**, or your own **user profile** here:

The screenshot shows the 'Home' page of the Enquire software. At the top, there is a navigation bar with 'MAHI | JOBS' and 'Published Rounds'. A user profile dropdown is visible in the top right corner, showing 'Wetlands Trust'. The main content area is divided into two sections: 'Upcoming Activities' and 'My Projects'. The 'Upcoming Activities' section contains a list of reports with 'Continue' buttons. The 'My Projects' section contains a table of projects with columns for ID, Header Name, Name, and Status.

ID	Header Name	Name	Status
PJ-000001	Kotuku Protection on the East Cape	Kotuku Protection on the East Cape	Open
PJ-000059	Sunshine Island Pest Eradication	Sunshine Island Pest Eradication	Open
PJ-000013	Tiri Island Wetlands Regeneration	Tiri Island Wetlands Regeneration	Open

**Events** published by DOC such as a notification to all Project Partners, will be displayed here:

This screenshot is identical to the one above, but a blue rectangular box highlights the 'Upcoming Activities' section, which currently displays 'There are no events'.

**My Projects** lists all of your Jobs for Nature projects. As applications for these projects were not submitted via Enquire, you will not be able to view the details of these projects via these links.

In addition to your Jobs for Nature reference number, Enquire assigns a unique identification number to every project. The reference is in this format: PJ-0001234.

MAHI | JOBS | Published Rounds Wetlands Trust

### Home

#### Upcoming Activities

Reports

- M Sunshine Island Pest Eradication - Test Monthly (CRPT-0000116) Continue
- M Sunshine Island Pest Eradication - Test Invoice (CRPT-0000117) Continue
- M Sunshine Island Pest Eradication - Test monthly/quarterly (CRPT-0000115) Continue
- M Sunshine Island Pest Eradication - Test Completion (CRPT-0000118) Continue

Name	Opens	Closes
<p>There are no events</p>		

---

#### My Projects

Filter

ID	Header Name	Name	Status
PJ-0000001	Kotuku Protection on the East Cape	Kotuku Protection on the East Cape	Open
PJ-0000059	Sunshine Island Pest Eradication	Sunshine Island Pest Eradication	Open
PJ-0000013	Tiri Island Wetlands Regeneration	Tiri Island Wetlands Regeneration	Open

Items per page: 20 | 0 of 0 | < >

**Reports** will list any report that DOC has sent you to complete.

**Requests** will list any request for information from DOC.

The Assessment section is not currently used by DOC to manage Jobs for Nature projects.

MAHI | JOBS | Published Rounds Wetlands Trust

### Home

#### Upcoming Activities

Reports

- M Sunshine Island Pest Eradication - Test Monthly (CRPT-0000116) Continue
- M Sunshine Island Pest Eradication - Test Invoice (CRPT-0000117) Continue
- M Sunshine Island Pest Eradication - Test monthly/quarterly (CRPT-0000115) Continue
- M Sunshine Island Pest Eradication - Test Completion (CRPT-0000118) Continue

Name	Opens	Closes
<p>There are no events</p>		

---

#### My Projects

Filter

ID	Header Name	Name	Status
PJ-0000001	Kotuku Protection on the East Cape	Kotuku Protection on the East Cape	Open
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PJ-0000013	Tiri Island Wetlands Regeneration	Tiri Island Wetlands Regeneration	Open

Items per page: 20 | 0 of 0 | < >

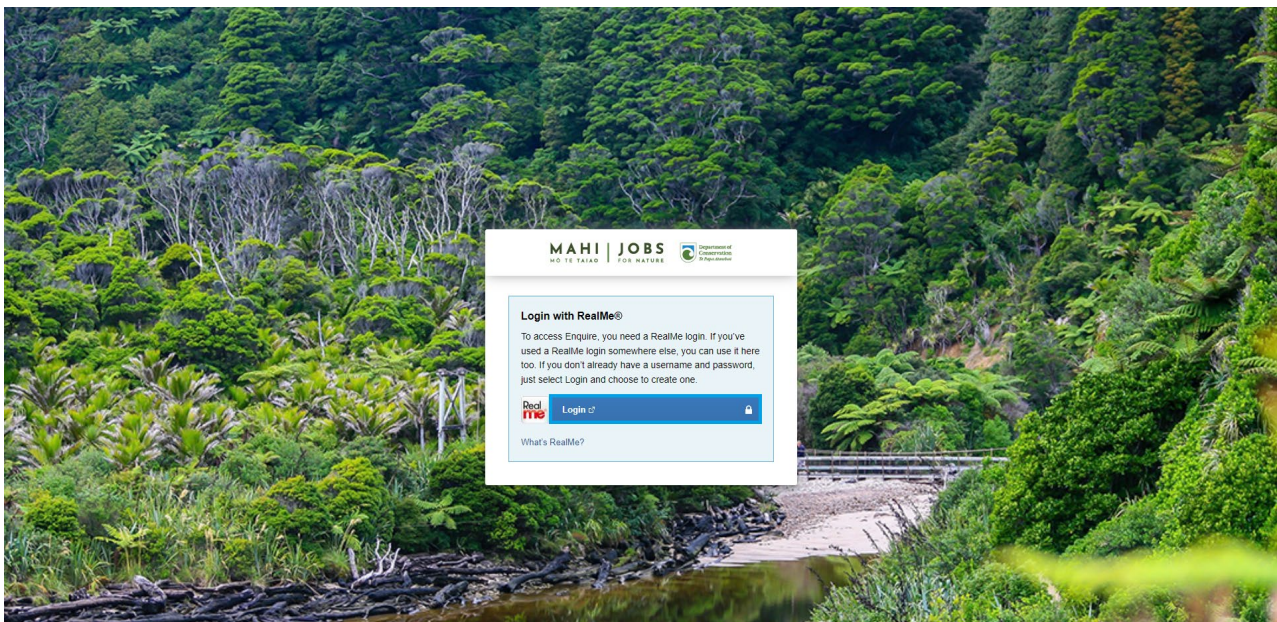
## How to Register as an Enquire user via RealMe




Before you can access the Client Portal for the first time, you will need to register. Enquire uses RealMe to manage your login details. In order to register for Enquire, you will first need a RealMe account. Creating a RealMe account is a once-only action.

DOC will provide you with an email invitation to register with Enquire. It is important that you follow the link to Enquire in the email as this will automatically connect you to your own organisation's account in Enquire as part of the sign up process.

Please ensure that you have added the following email address to your Safe Senders list so that emails from DOC are not sent to your junk mail: [jobsfornature@doc.govt.nz](mailto:jobsfornature@doc.govt.nz)

If you already have a RealMe login, go to the **Client Portal** and enter your **RealMe username** and **password**. Then **Login**.



[Go back to DOC Jobs for Nature](#)

We know you're keen to login to RealMe, however RealMe is experiencing heavy volumes. We suggest you refresh your page if you are encountering errors or please try again later

### Login with RealMe

You've been redirected here so you can log in with RealMe




[Forgot Username](#) or [Forgot Password?](#)

### Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

If you do not have a RealMe account, you will need to create one. Select Login, then select **Create a RealMe login**.

[Go back to DOC Jobs for Nature](#)

We know you're keen to login to RealMe, however RealMe is experiencing heavy volumes. We suggest you refresh your page if you are encountering errors or please try again later

### Login with RealMe

You've been redirected here so you can log in with RealMe

[Forgot Username](#) or [Forgot Password?](#)

### Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

Complete the RealMe **registration** form. This will require you to provide a mobile number and alternative contact number in addition to a number of security questions to assist if you forget your RealMe username or password. Optionally, you can choose to add a PIN number to your RealMe account.

Please note that when registering with Realme, consider that you may need to use Realme to access other NZ Government services such as the online passport service. Your Realme account email address does not need to be the same in your RealMe registration and your Enquire registration.

If you are unsure at any stage of the RealMe process, refer to the RealMe help at:



<https://www.realme.govt.nz/help/>.

### Completing the RealMe 2 factor authentication requirements

For additional security of your information, RealMe requires you to provide either a mobile phone number or to use the Google Authenticator application to verify your registration. If you do not have Google Authenticator, but wish to use this option, then download it to your smartphone from your app store.

Once verified, each time you log in, RealMe will send you a unique code to your mobile (by text or the Google Authenticator app). To complete your login to Enquire, you will need to enter a valid code.

### Set up Google Authenticator

- 1 Download and install the Google Authenticator app on your smartphone or tablet. You can download it from the app store or play store.
- 2 Link Google Authenticator to your RealMe account by scanning the QR code.  
[Use secret key instead](#)
- 3 Enter the six digit code from the Google Authenticator app.



Authentication code  
**7 2 6 1 7 4**

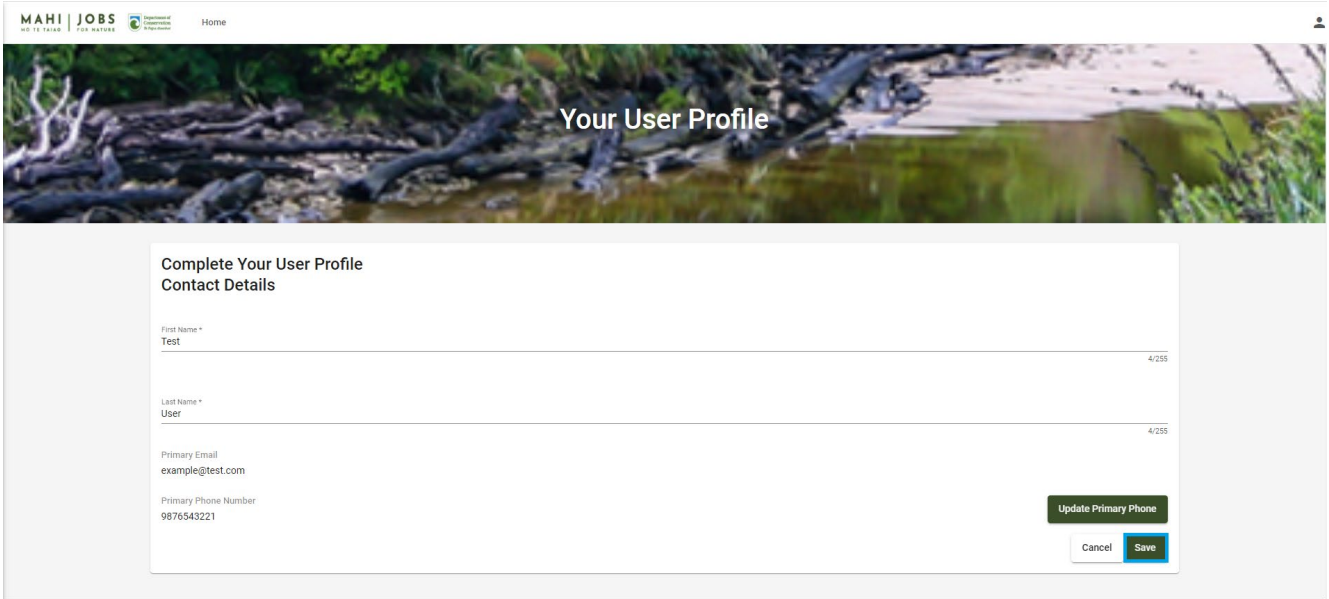
**CONTINUE**

BACK

### Completing your Enquire user registration

Once you have registered with RealMe, you will be redirected back to Enquire. RealMe does not share any of your personal registration details with Enquire. It manages your username and password so that you do not need a different login and password to use Enquire.

When you login to Enquire using your RealMe login and password for the first time, you will be asked to complete an Enquire user registration form. Please provide the contact details that you wish DOC to use to contact you about your Jobs for Nature project.



MAHI | JOBS | Environmental Management | Home

## Your User Profile

### Complete Your User Profile

#### Contact Details

First Name \*  
 Test 4/255

Last Name \*  
 User 4/255

Primary Email  
 example@test.com

Primary Phone Number  
 9876543221

## How to access your organisation's Enquire account

If you have followed the link in your invitation email, once you have registered as an individual user, Enquire will automatically invite you to join the account for your organisation.

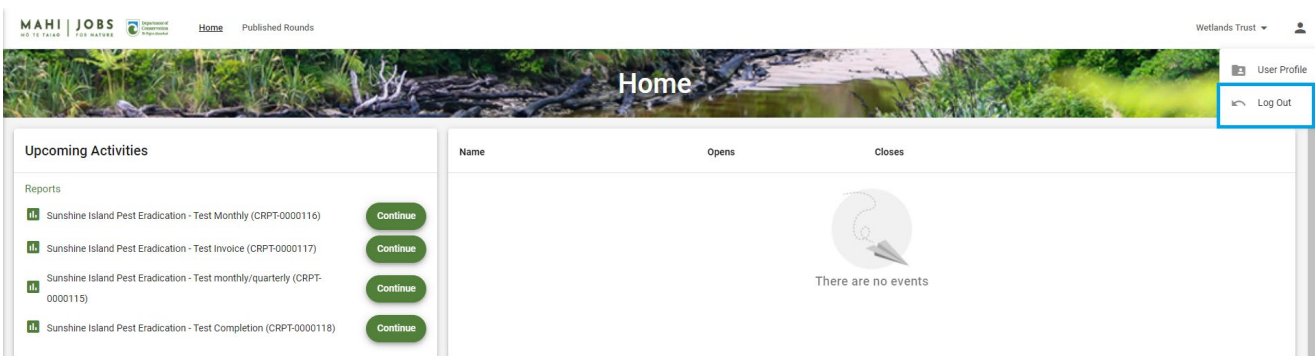
Select Yes and Enquire will link you as a Contact to this account. It is via your organisation's account that you will be able to securely provide information and reports to DOC.

If you do not see this prompt, please contact your Delivery Manager at DOC. You can be manually linked to your account by DOC once you have registered as a Contact.

Please do not need register your organisation on the Select Account screen. This is for organisations applying to DOC for grant funding for the first time. As a Jobs for Nature Project Partner, DOC already holds your organisation information and has transferred this into Enquire.

## How to log out of Client Portal

Select the profile icon top right corner of the Client Portal then **Log Out**.



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## Home

User Profile  
Log Out

#### Upcoming Activities

Reports

- Sunshine Island Pest Eradication - Test Monthly (CRPT-0000116)
Continue
- Sunshine Island Pest Eradication - Test Invoice (CRPT-0000117)
Continue
- Sunshine Island Pest Eradication - Test monthly/quarterly (CRPT-0000115)
Continue
- Sunshine Island Pest Eradication - Test Completion (CRPT-0000118)
Continue

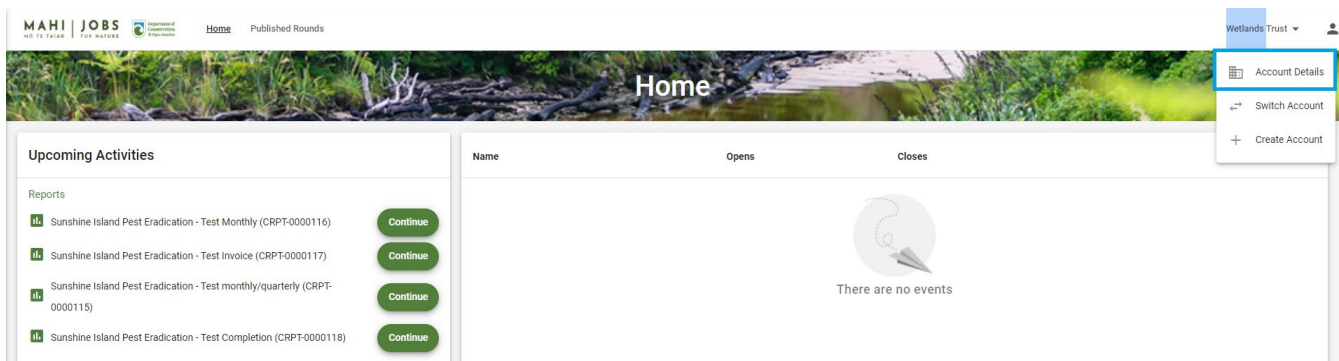
Name	Opens	Closes
 There are no events		

## Managing your organisation's account

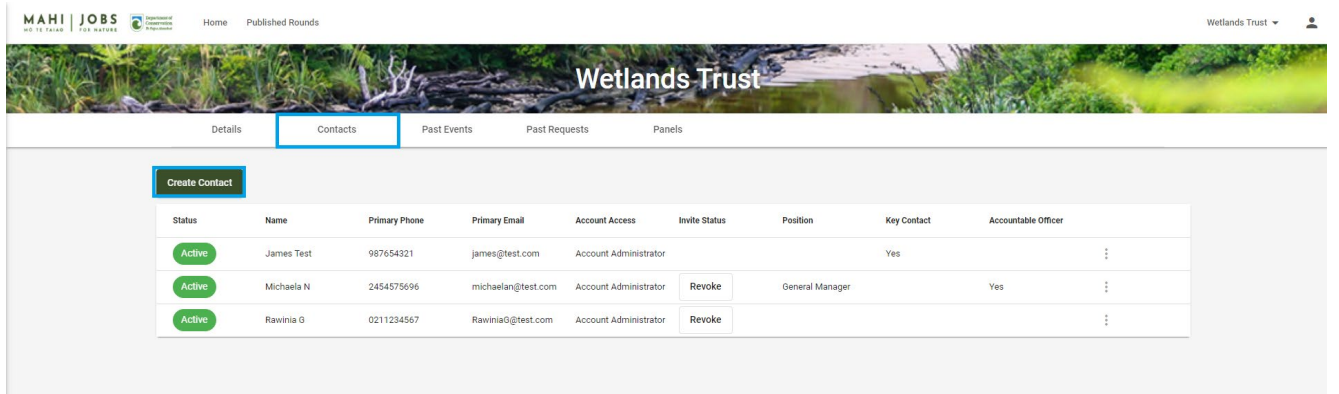
Your account is managed in Enquire by your Account Administrator. DOC do not generally assist in the management of your account, but may be contacted for help where necessary. In general, you are expected to self-manage your own organisation's account details.

You may need to invite others in your team to register with the Enquire Client Portal to collaborate on the reports you will provide to DOC. You must be an **Account Administrator** to invite other contacts to join your organisation's account.

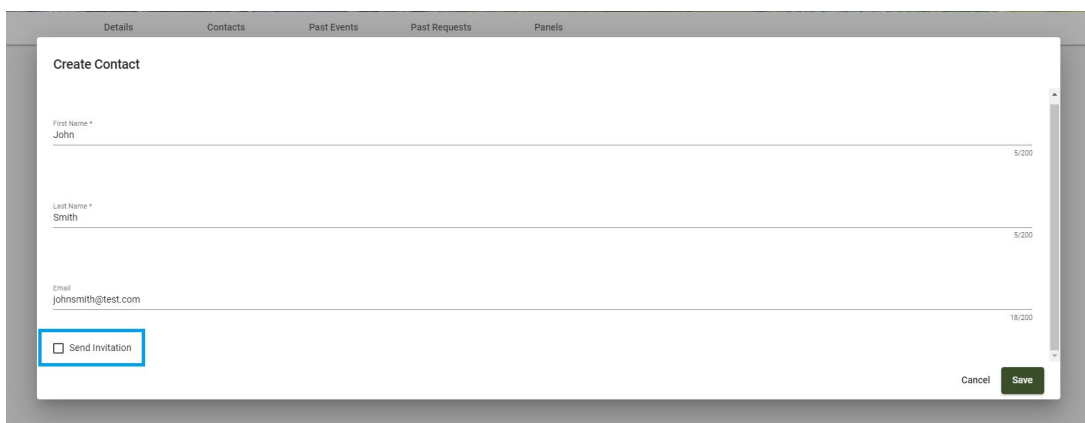
To view and update your account details, click on your **account name** and then select **Account Details**.



From the Contacts tab, you can see the names of any of your team members who have joined your organisation's account. To invite other team members, select **Create Contact**.



Complete the Create Contact form and select **Send Invitation**.



Select the **Role in Account** you wish this person to hold, then **Save**. An Invitation email will be sent to the contact on behalf your organisation.

### Create Contact

First Name \*  
John 5/200

---

Last Name \*  
Smith 5/200

---

Email  
johnsmith@test.com 18/200

Send Invitation

An invitation to connect this contact to the organisation will be sent to the above email address.

Select a role for the new contact


- Standard User has access to view Business Account details, and can submit forms and claims
- Account Administrator has full access to manage this Business Accounts details, Users and submit forms


Role in Account \*  
Standard User

Cancel **Save**

## How do I invite others who are already listed?

If the person you wish to invite has already been created and is shown in your contact list and their status is Active, then they are already a member of the account. If they do not have an Active status, select the menu next to their name.


Home Published Rounds

Wetlands Trust ▼ 

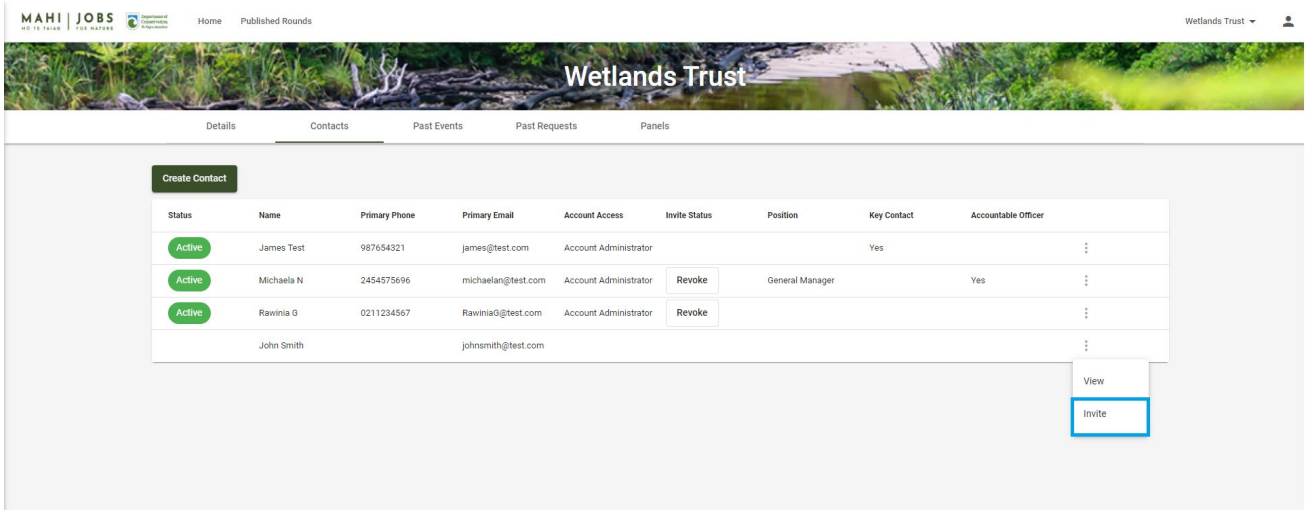
Wetlands Trust

Details
Contacts
Past Events
Past Requests
Panels

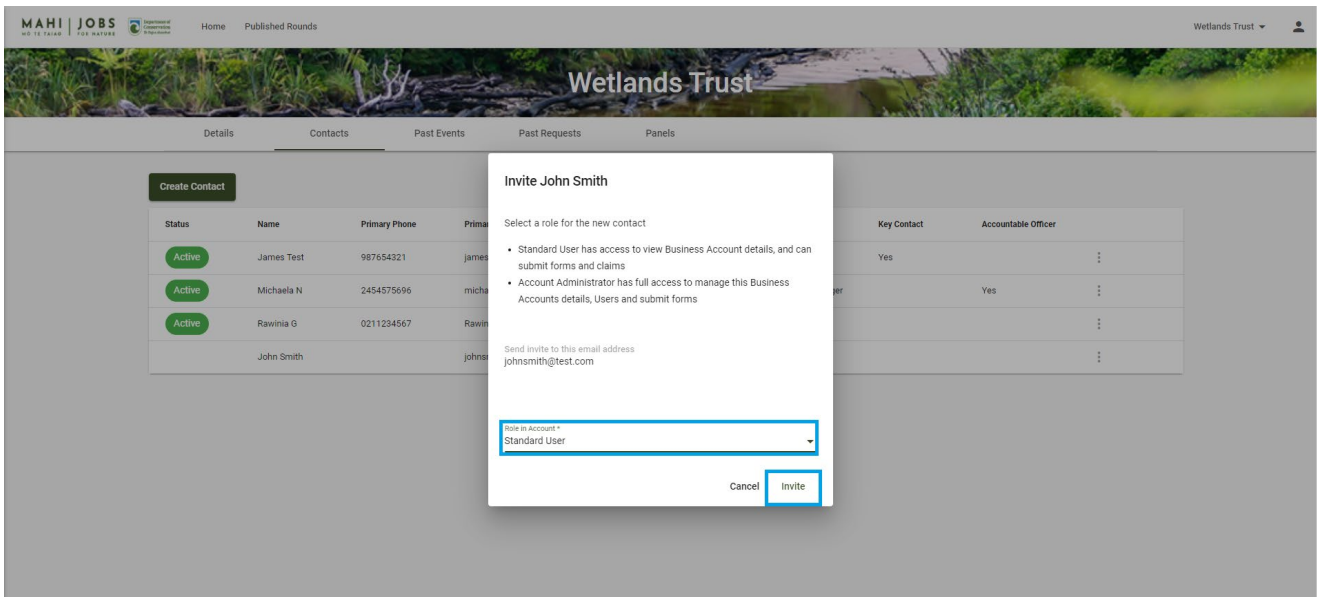
Create Contact

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	James Test	987654321	james@test.com	Account Administrator			Yes	⋮
Active	Michaela N	2454575696	michaelan@test.com	Account Administrator	Revoke	General Manager	Yes	⋮
Active	Rawinia G	0211234567	RawiniaG@test.com	Account Administrator	Revoke			⋮
	John Smith		johnsmith@test.com					⋮

Then select **Invite**.



Select the **Role** you wish them to hold, then select **Invite**. An Invitation email will be sent to the contact on behalf your organisation.

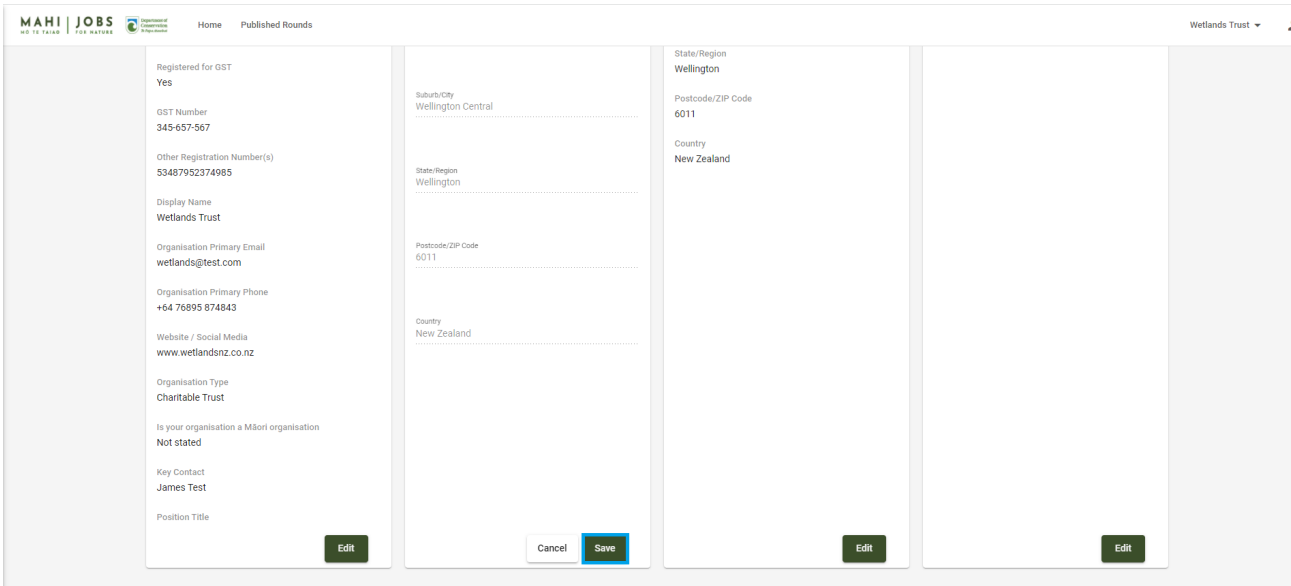


## How to update your organisation account details

Select **Account Details** from the drop-down menu under your organisation's name.

Select **Edit** on the card to update.

Make the required changes and select **Save**.



**MAHI JOBS** | Home | Published Rounds | Wetlands Trust

Registered for GST: **Yes**

GST Number: **345-657-567**

Other Registration Number(s): **S3487952374985**

Display Name: **Wetlands Trust**

Organisation Primary Email: **wetlands@test.com**

Organisation Primary Phone: **+64 76895 874843**

Website / Social Media: **www.wetlandsnz.co.nz**

Organisation Type: **Charitable Trust**

Is your organisation a Māori organisation: **Not stated**

Key Contact: **James Test**

Position Title:

Suburb/City: **Wellington Central**

State/Region: **Wellington**

Postcode/ZIP Code: **6011**

Country: **New Zealand**

State/Region: **Wellington**

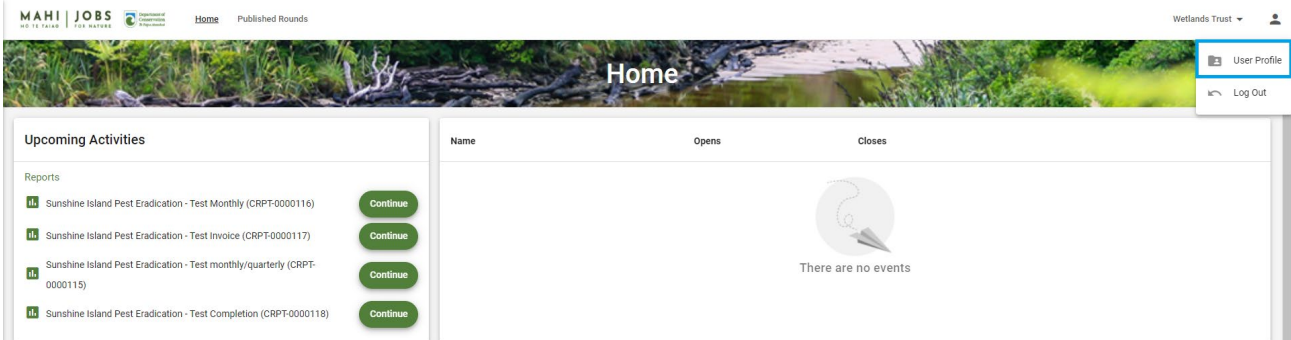
Postcode/ZIP Code: **6011**

Country: **New Zealand**

Buttons: **Edit**, **Cancel**, **Save**, **Edit**, **Edit**

## How to update your user profile details

To update your own user profile, click on the **profile icon** and then select **Your User Profile**.



**MAHI JOBS** | Home | Published Rounds | Wetlands Trust





**Home**

User Profile

Log Out

**Upcoming Activities**

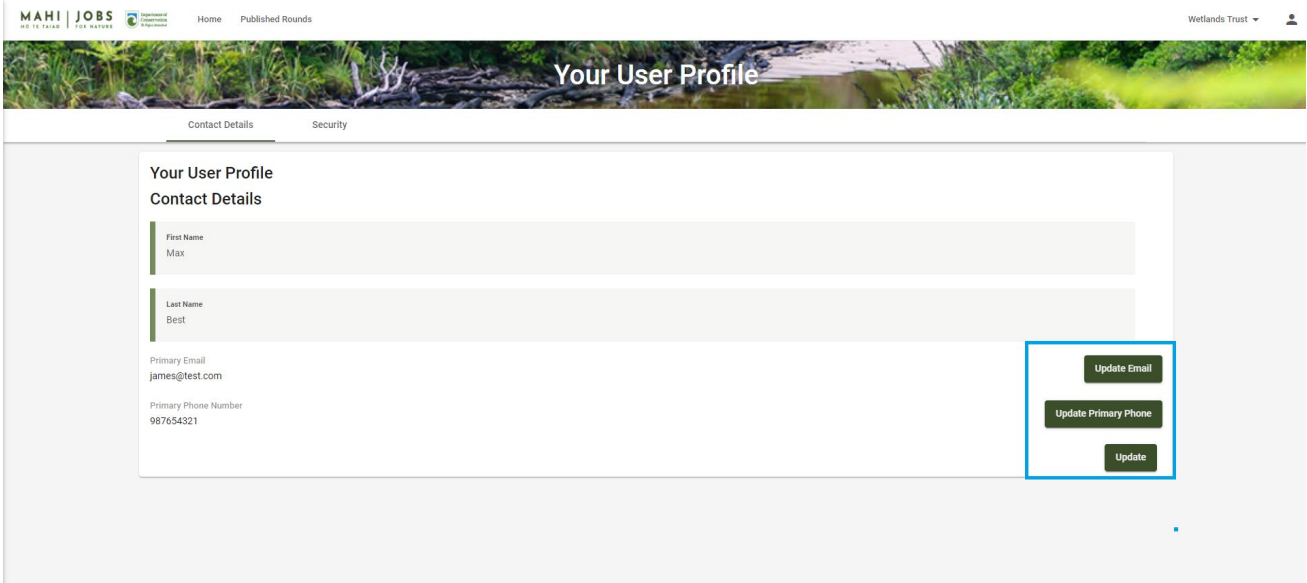
Reports

-  Sunshine Island Pest Eradication - Test Monthly (CRPT-0000116) **Continue**
-  Sunshine Island Pest Eradication - Test Invoice (CRPT-0000117) **Continue**
-  Sunshine Island Pest Eradication - Test monthly/quarterly (CRPT-0000115) **Continue**
-  Sunshine Island Pest Eradication - Test Completion (CRPT-0000118) **Continue**

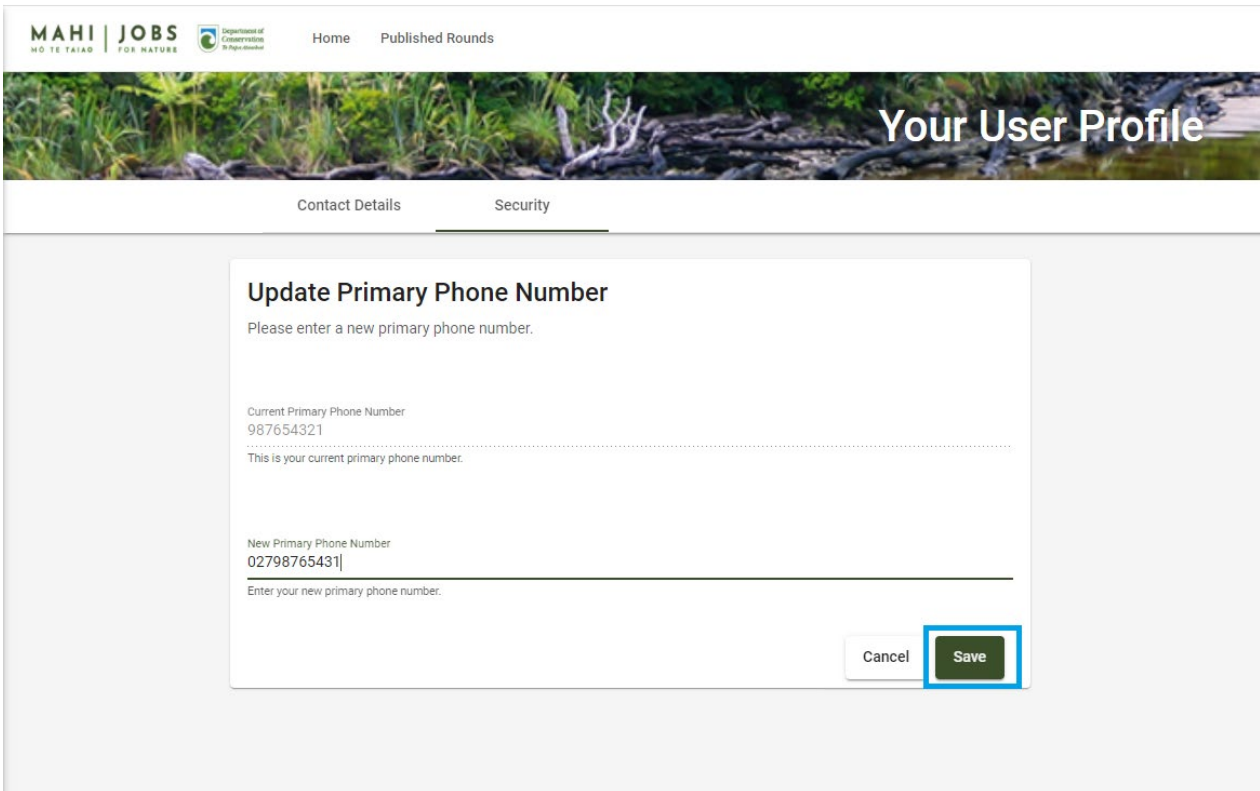
Name | Opens | Closes

There are no events

Select **Update** at the bottom of the Your User Profile card. If you are updating your email address or phone number, use the **Update Email** and **Update Phone** options.



Make the necessary updates and then select **Save**.





## Part B: Providing more information when requested

If DOC requests, you may need to provide further information about your project.

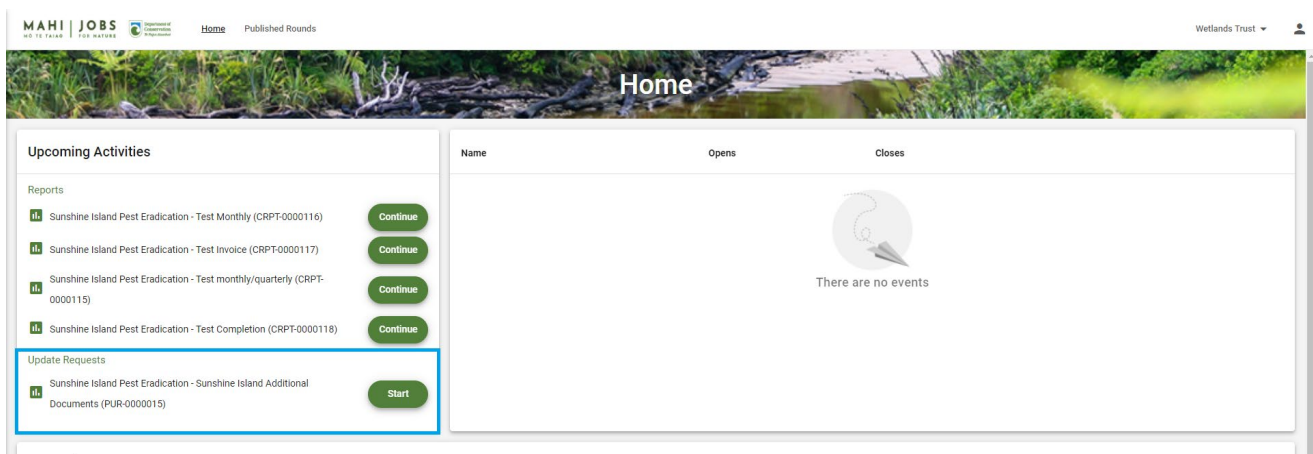
Your DOC Delivery Manager will send you a Project Update Request via Enquire. The key contact for your organisation’s account will receive an email notification advising that a request requires your attention and advising you to login to your Enquire account.

You can either follow the link in the email, or access Enquire directly if you have bookmarked the Client Portal web address. <https://fms-cp.doc-enquire.cloud/login>

### How to start your request

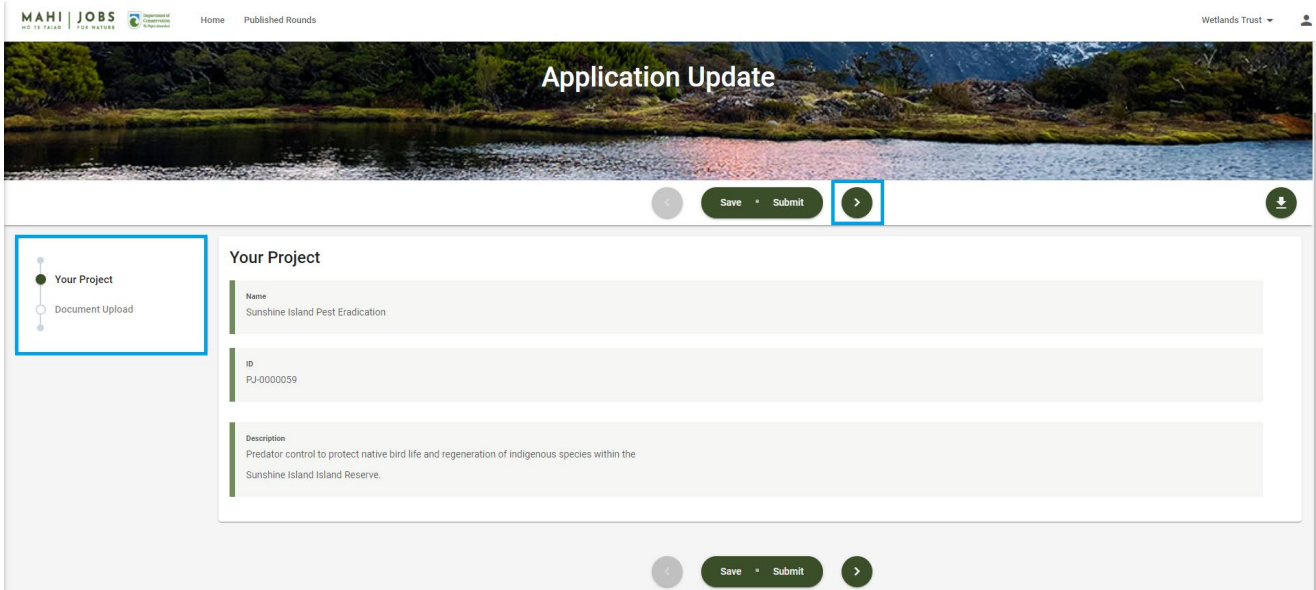
When you receive a notification that a report requires your attention:

**Login** to Enquire using your **RealMe username** and **password**. The request will be displayed on the homepage for your organisation’s account. Select **Start**.



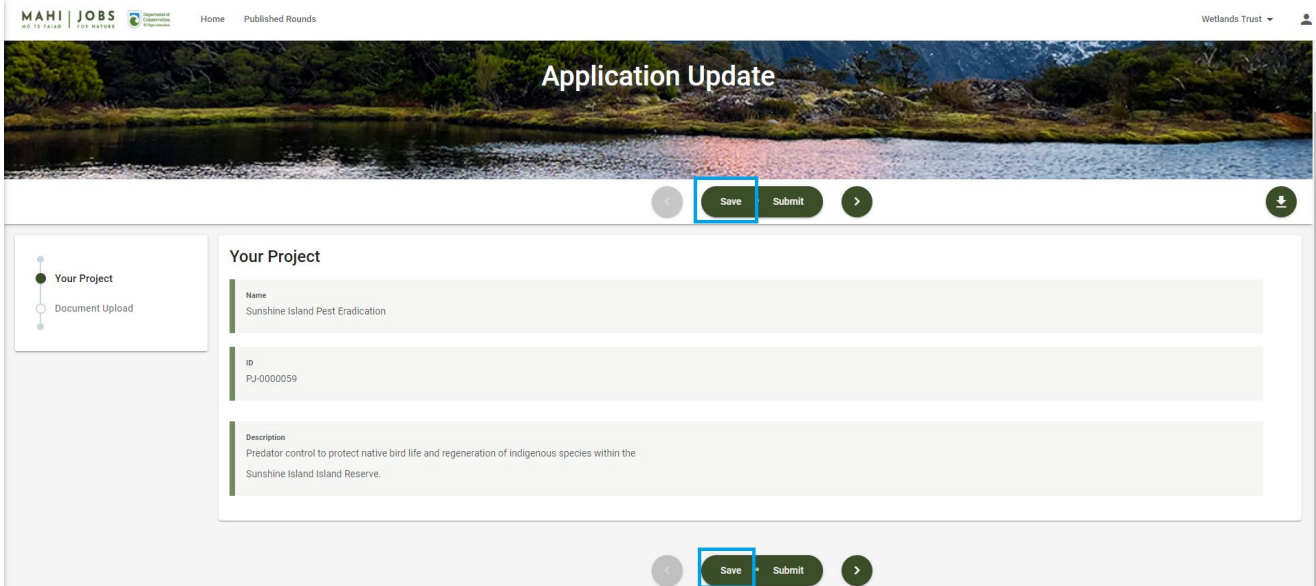
### How to navigate the request

Navigate the request using the stepper or the forward and back arrows.



## How to save a request

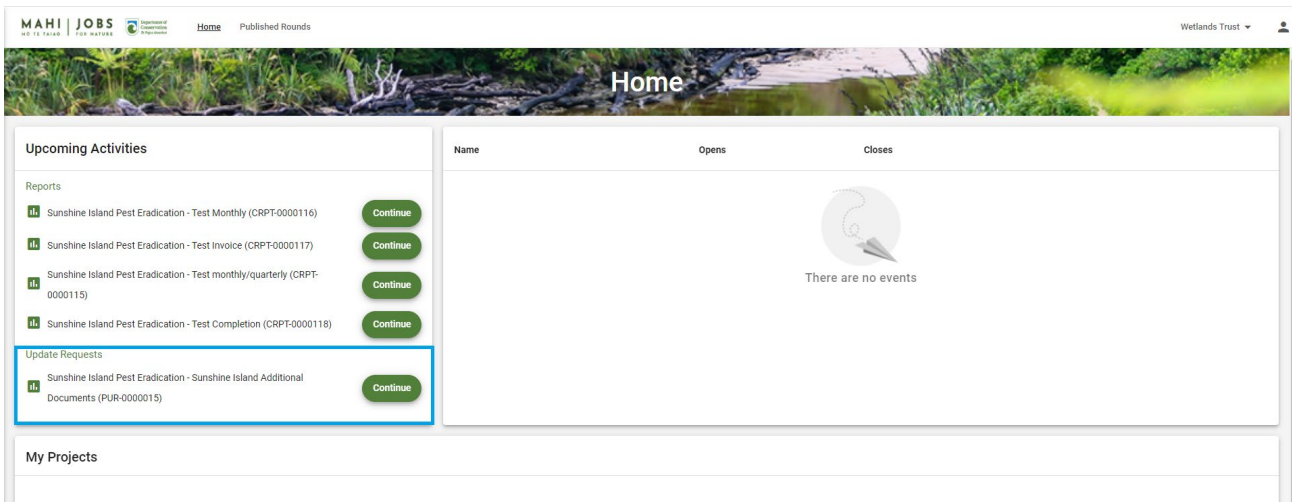
You can save a request at any time by selecting the **Save** option.



## How to resume a saved request

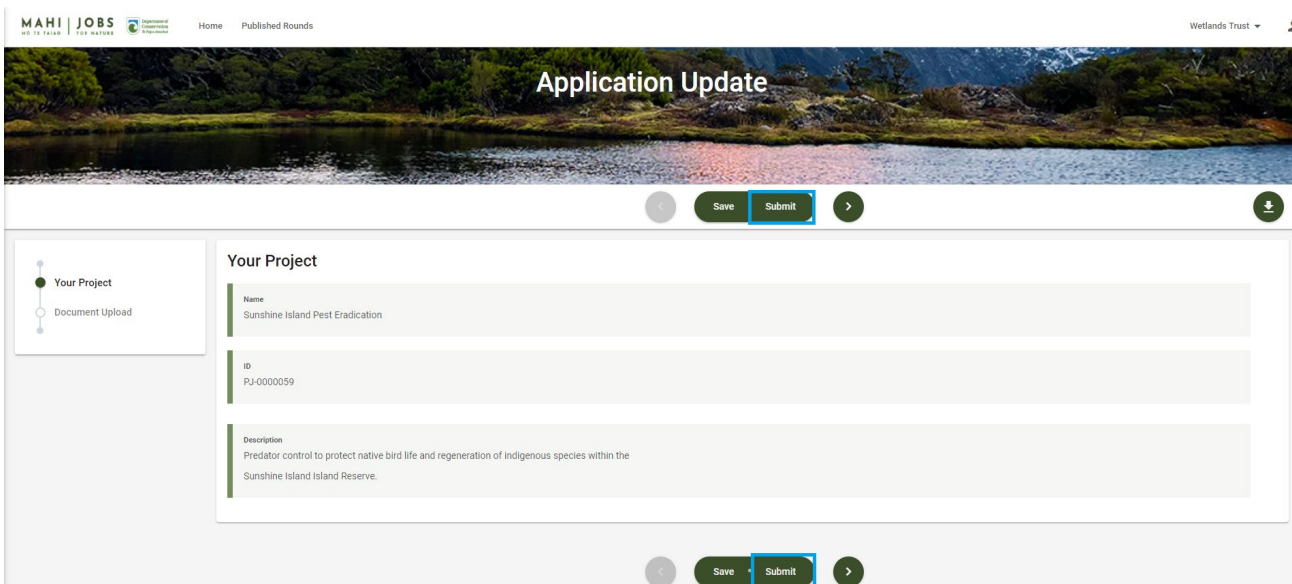
To resume a saved request, from your organisation's homepage, select **Continue**. You can safely log off from Enquire and return at a later time to complete a Request. Just ensure that you save before logging out or navigating away from Enquire.

Enquire will auto save information when you navigate to other pages in the same form.



## How to submit a request

Complete the request as per the guidance provided by DOC, then select **Submit**.



## Part C: Completing reporting requirements

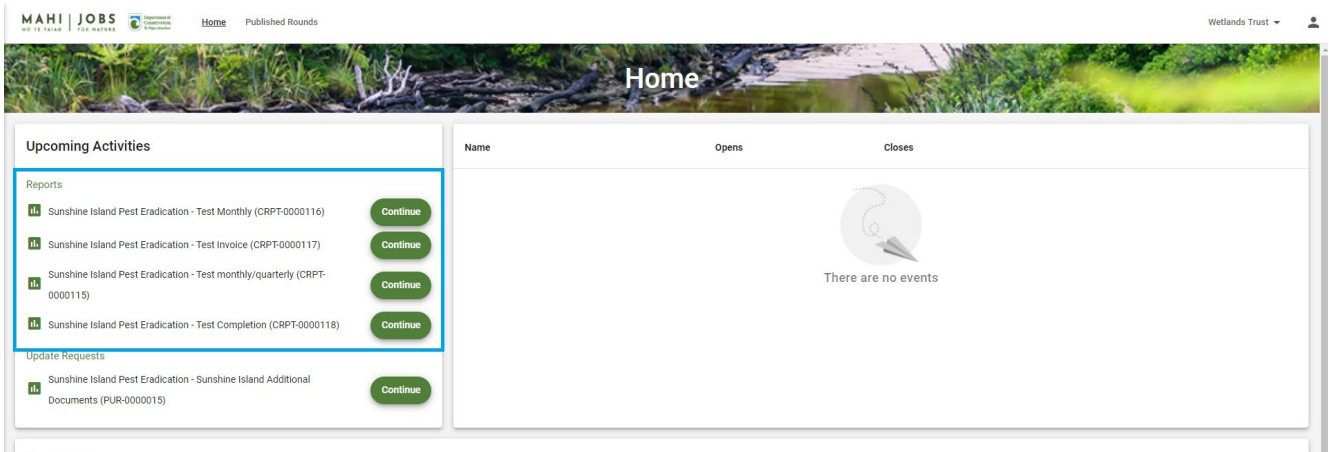
DOC will periodically send you reports to complete via Enquire. The key contact for your organisation's account will receive an email notification advising that a report is available in Enquire and requires your attention.

The due date for the report is provided in the email notification. Your DOC Delivery Manager will be able to track when you have submitted your report, read and process the report. If there are issues with the report, they will let you know and can return the report to you for amendment.

## How to start your report

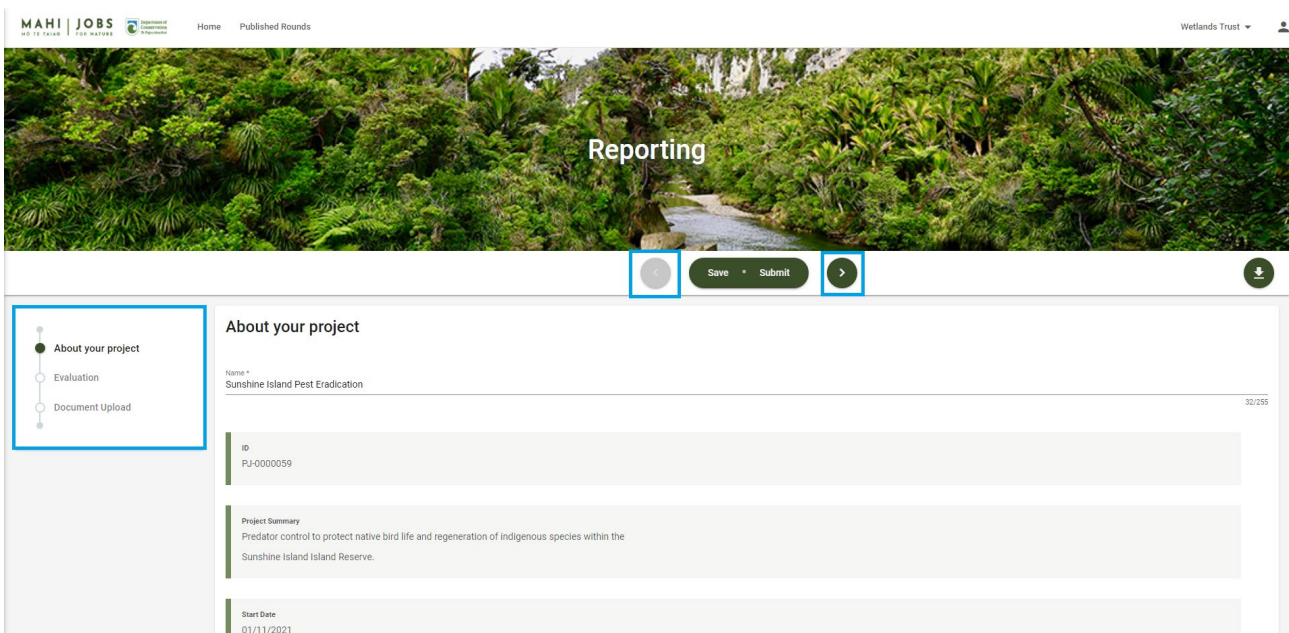
Reports work in the same way as Requests. When you receive a notification that a report requires your attention:

**Login** to Enquire using your **RealMe username** and **password**. The report will be displayed on the homepage for your organisation’s account. Select **Start**.



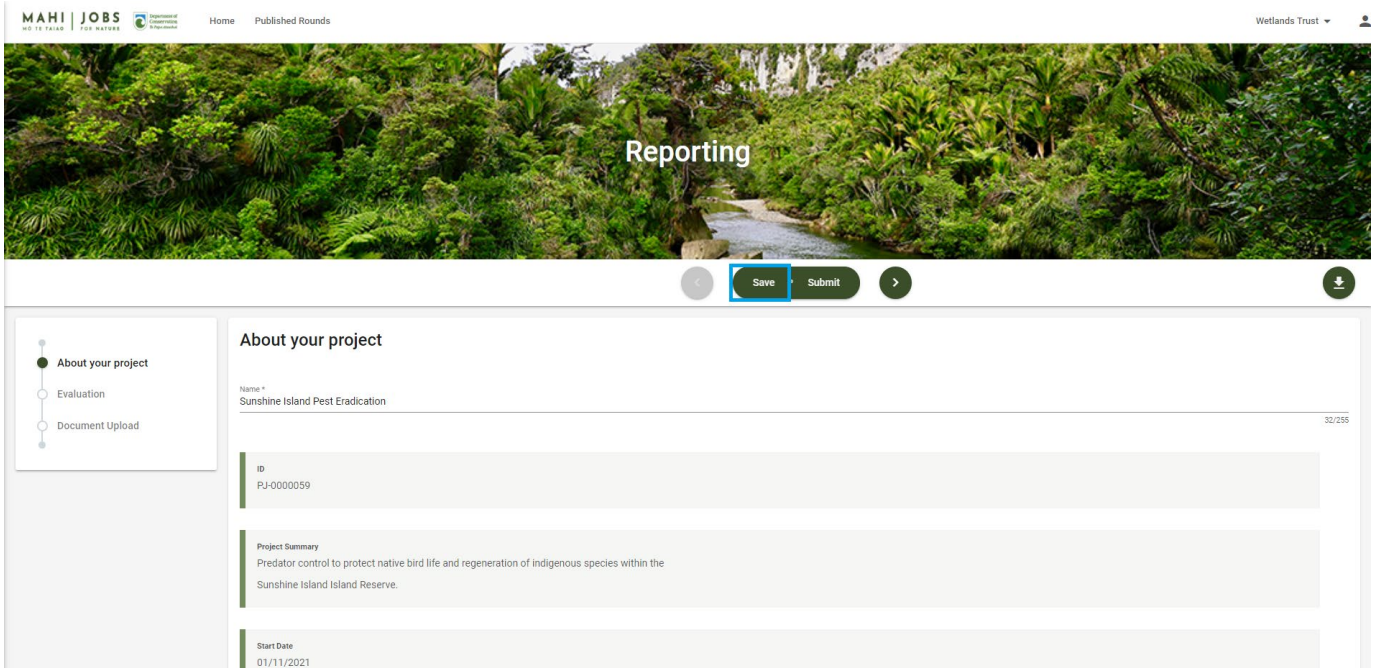
## How to Navigate the report

Navigate the report using the stepper or the forward and back arrows.



## How to save a report

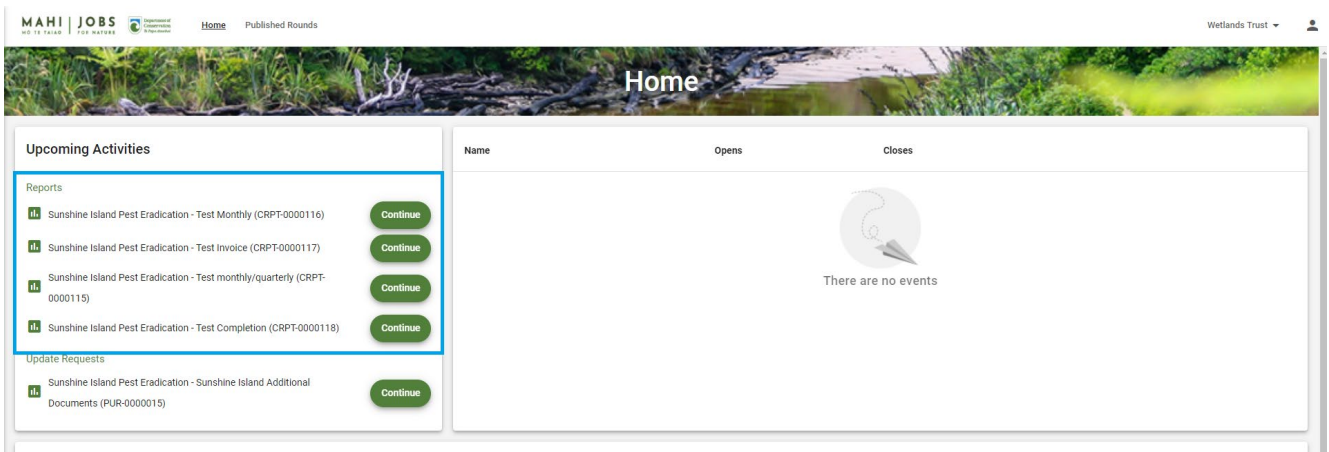
You can save a report by selecting the **Save** option.



## How to resume a saved report

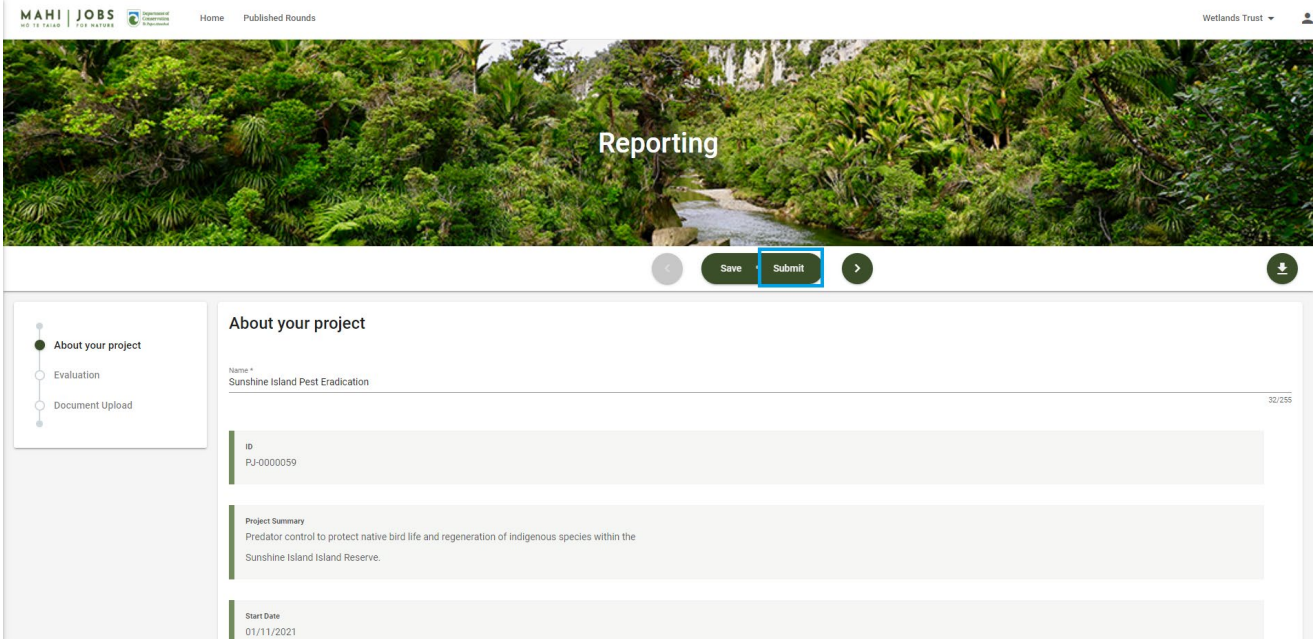
To resume a saved report, from your organisation’s homepage, select **Continue**. You can safely log off from Enquire and return at a later time to complete a Request. Just ensure that you save before logging out or navigating away from Enquire.

Enquire will auto save information when you navigate to other pages in the same form.



## How to submit a report

Complete the report as per the guidance provided by DOC, then **Submit**.



## How report your outputs

Jobs for Nature outputs are reported on your monthly and quarterly reports. If you have multiple individual projects, there will be a separate report to complete for each project.

Previously agreed targets and reported outputs for each indicator will be shown on your report as read only information.

Project Outputs			
Pest animal traps installed or maintained ● DOC-03 IND-0000031	Description: Category: Environmental Unit of Measure: Traps	Total Target 350.00	Total Result 50.00
	October 2021 * 0	November 2021 * 0	December 2021 * 0

Click on the indicator to expand it to see the individual results entries reported.

### Project Outputs

Pest animal traps installed or maintained ● DOC-03 IND-0000031	<b>Description:</b> Category: Environmental Unit of Measure: Traps	<b>Total Target</b> 350.00	<b>Total Result</b> 50.00															
	<table border="1"> <thead> <tr> <th>Period Start</th> <th>Period End</th> <th>Target / Result</th> <th>Baseline / Data Source</th> <th>Description / Comment</th> </tr> </thead> <tbody> <tr> <td>07/2021</td> <td>06/2020</td> <td>350.00</td> <td></td> <td></td> </tr> <tr> <td>07/2021</td> <td>09/2021</td> <td>50.00</td> <td></td> <td></td> </tr> </tbody> </table>	Period Start	Period End	Target / Result	Baseline / Data Source	Description / Comment	07/2021	06/2020	350.00			07/2021	09/2021	50.00			October 2021 * 0	November 2021 * 0
Period Start	Period End	Target / Result	Baseline / Data Source	Description / Comment														
07/2021	06/2020	350.00																
07/2021	09/2021	50.00																

Editable fields will be provided for the reporting period covered by this report. If you have previously reported outputs for any of these periods, those outputs will be shown in the read only section above. Please provide any additional outputs for those periods, do not duplicate previously reported information.

### Project Outputs

Pest animal traps installed or maintained ● DOC-03 IND-0000031	<b>Description:</b> Category: Environmental Unit of Measure: Traps	<b>Total Target</b> 350.00	<b>Total Result</b> 50.00															
	<table border="1"> <thead> <tr> <th>Period Start</th> <th>Period End</th> <th>Target / Result</th> <th>Baseline / Data Source</th> <th>Description / Comment</th> </tr> </thead> <tbody> <tr> <td>07/2021</td> <td>06/2020</td> <td>350.00</td> <td></td> <td></td> </tr> <tr> <td>07/2021</td> <td>09/2021</td> <td>50.00</td> <td></td> <td></td> </tr> </tbody> </table>	Period Start	Period End	Target / Result	Baseline / Data Source	Description / Comment	07/2021	06/2020	350.00			07/2021	09/2021	50.00			October 2021 * 39	November 2021 * 57
Period Start	Period End	Target / Result	Baseline / Data Source	Description / Comment														
07/2021	06/2020	350.00																
07/2021	09/2021	50.00																

If you are unsure what should be reported, please contact your DOC Delivery Manager for assistance. Their name is listed on the first step of the report form.

## How to update contract milestones

Select Project Deliverables in the left-hand stepper on the report.

The full list of contract milestones still to be completed is displayed in your report for your information. You should only update those milestones that are relevant to the current reporting period.

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## Reporting

Save Submit

- About Your Project
- Project Output Data
- Project Deliverables**
- Document Upload

### Project deliverables

Below are the milestone deliverables according to your Jobs for Nature funding agreement. Please provide information on the status of completing each of the deliverables.

#### Milestones

Name	Description	Due Date	Delivery Commentary	Milestone Complete
Eradication of the island's stoat population		31/01/2022		<input type="checkbox"/>
Purchase, set up and maintenance of 150 traps		24/11/2021		<input checked="" type="checkbox"/>
Installation of 10km of predator fencing along the southern end of the island		31/12/2021		<input type="checkbox"/>

To edit the milestones, select the pencil icon. Then update the milestone with your progress information. If the milestone has been completed in the reporting period, select the Complete checkbox.

### Milestones

Name  
Purchase, set up and maintenance of 150 traps

Description

Due Date  
24/11/2021

Delivery Commentary  
All traps have been purchased. Please see attached receipts and a summary of where the traps have been laid.

109/2000

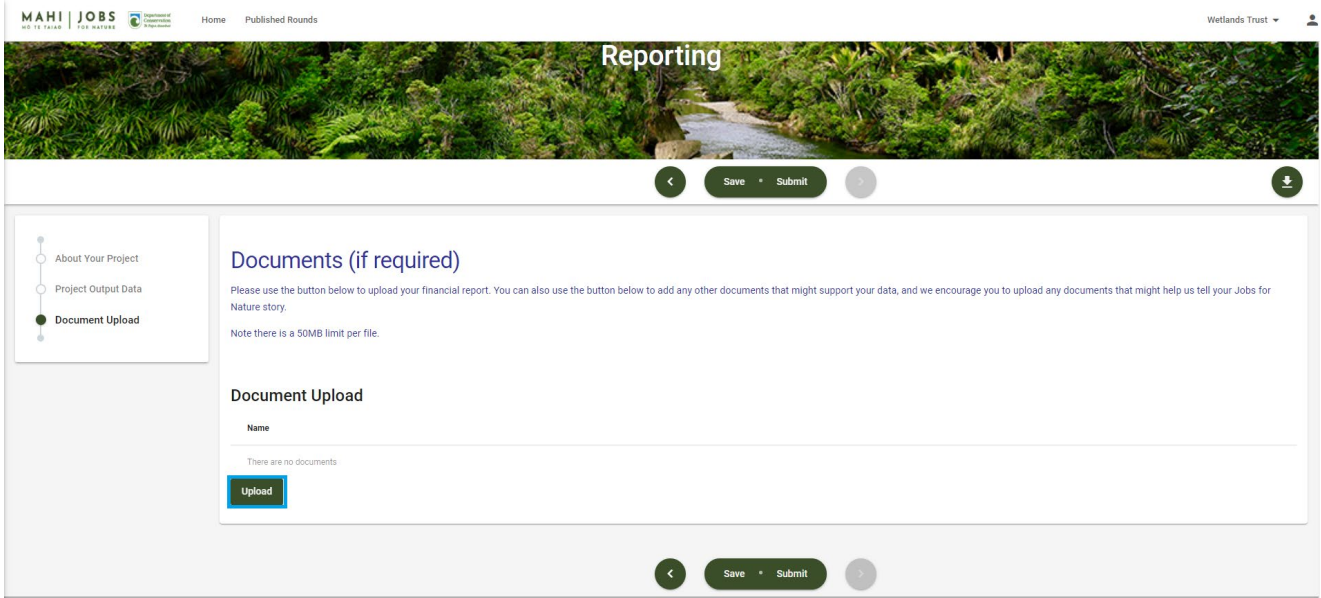
Milestone Complete

Cancel Save

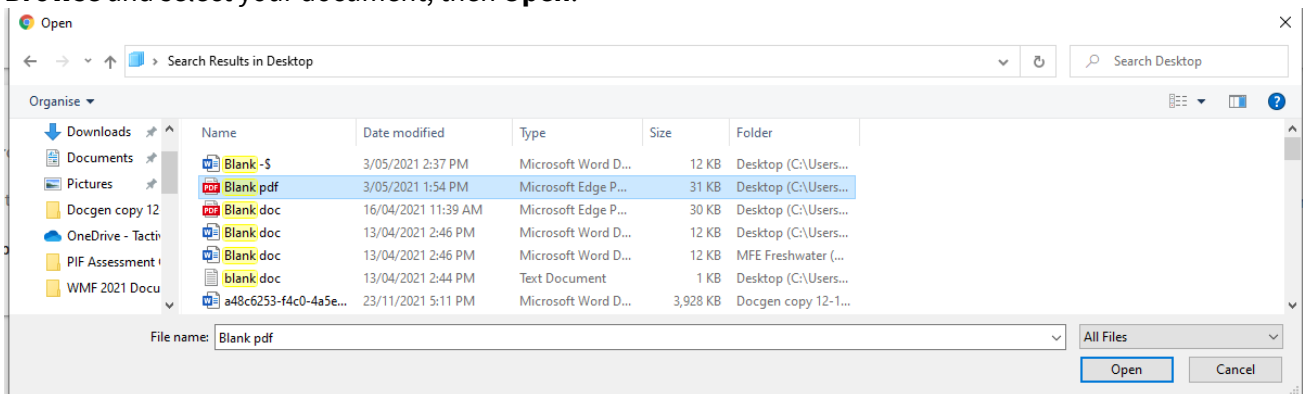
## How to upload documents

Where asked by DOC to provide documents, these can be uploaded on the Document Upload step. Select **Upload**.

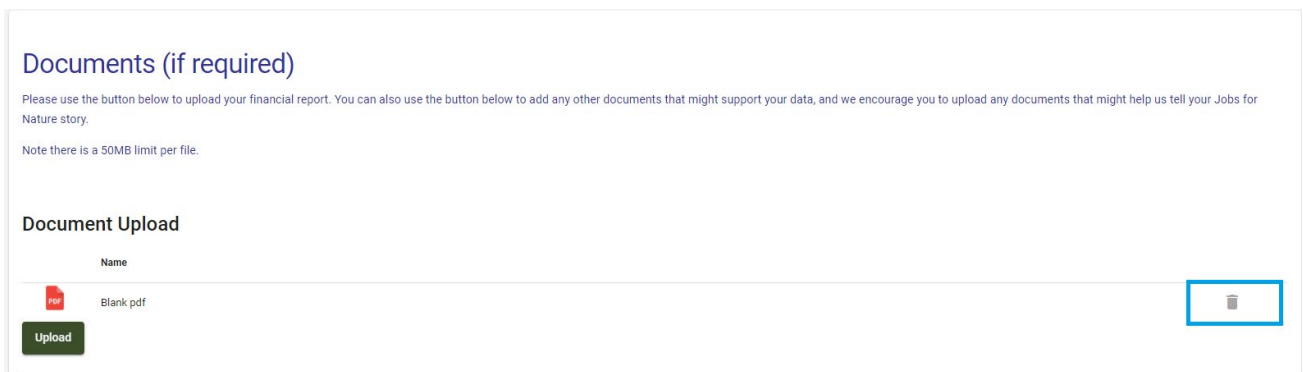




**Browse** and select your document, then **Open**.



Your document will now be uploaded to your report. If you have uploaded a file in error, select the **trash can** icon to delete.



When uploading your documents, take care to follow any instructions in the form. Ensure that your document name meets any naming conventions advised by DOC.

If you have difficulty uploading your document check that:

- Your document file name does not contain any special characters. Dashes and full stops are fine.
- The file size is less than 50 MB; contact the funding organisation if your document is larger than this maximum
- The type of file you are uploading is supported; Word, Excel, PDF are all supported. If you have an uncommon file type that will not upload, contact the funding organisation for other options

## Part D: How to work with forms

## Part D: Frequently asked Questions (FAQs)

### Who do I contact for help?

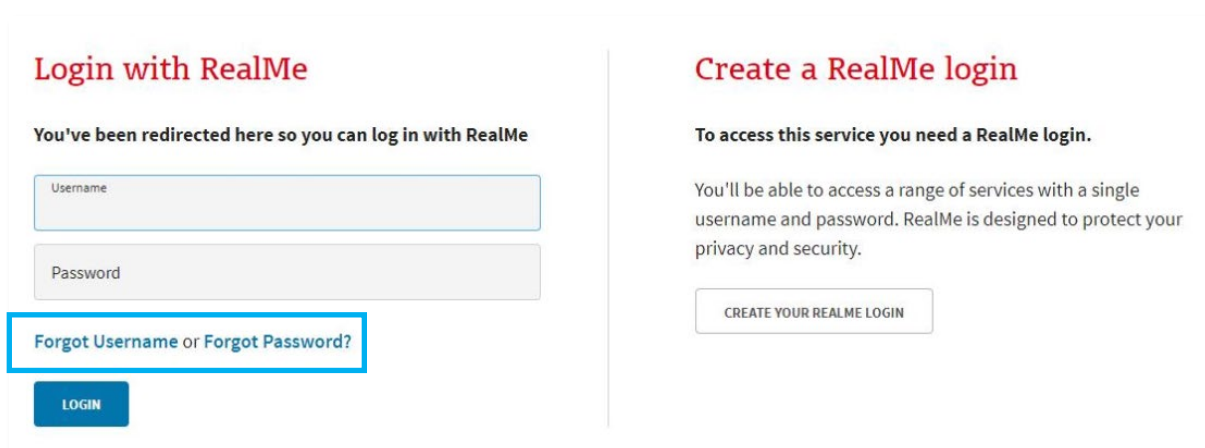
For assistance with the funding/grant process, clarifications on what is required, or questions about your application or project, please contact your DOC Delivery Manager.

For technical assistance with the Client Portal, contact **Enquire Support** at:

[enquiresupport@tactiv.net](mailto:enquiresupport@tactiv.net)

### What if I forget my username or password?

To reset your password, go to the **Login** tab and select **Forgotten Your Username or Password?** This will redirect you to the RealMe service where you will follow the RealMe process for resetting your password.



**Login with RealMe**

You've been redirected here so you can log in with RealMe

Username

Password

[Forgot Username or Forgot Password?](#)

LOGIN

**Create a RealMe login**

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

CREATE YOUR REALME LOGIN

### If I update my contact details in RealMe, will they updated in Enquire?

RealMe does not pass any of your personal details to Enquire. If your phone number, email address or other contact information changes, you will need to update your user profile in Enquire to ensure the funding organisation has the correct contact details on file for contacting you. For more details, see How to update

your user profile details

## If I have an NZBN number, will my organisation’s account be automatically updated when I update my NZBN details?

The NZBN database does not currently pass any organisation details to Enquire. If you need to update your NZBN details about your organisation, it is important that you also update these details in your Enquire account. For more details, see [Managing your organisation’s account](#)

## How do I confirm the Internet browser and version I am using?

To assist with any queries and to diagnose problems, it may be necessary to confirm what internet browser is being used and its version number. Enquire supports the latest browser version of Chrome, Firefox & Microsoft Edge.

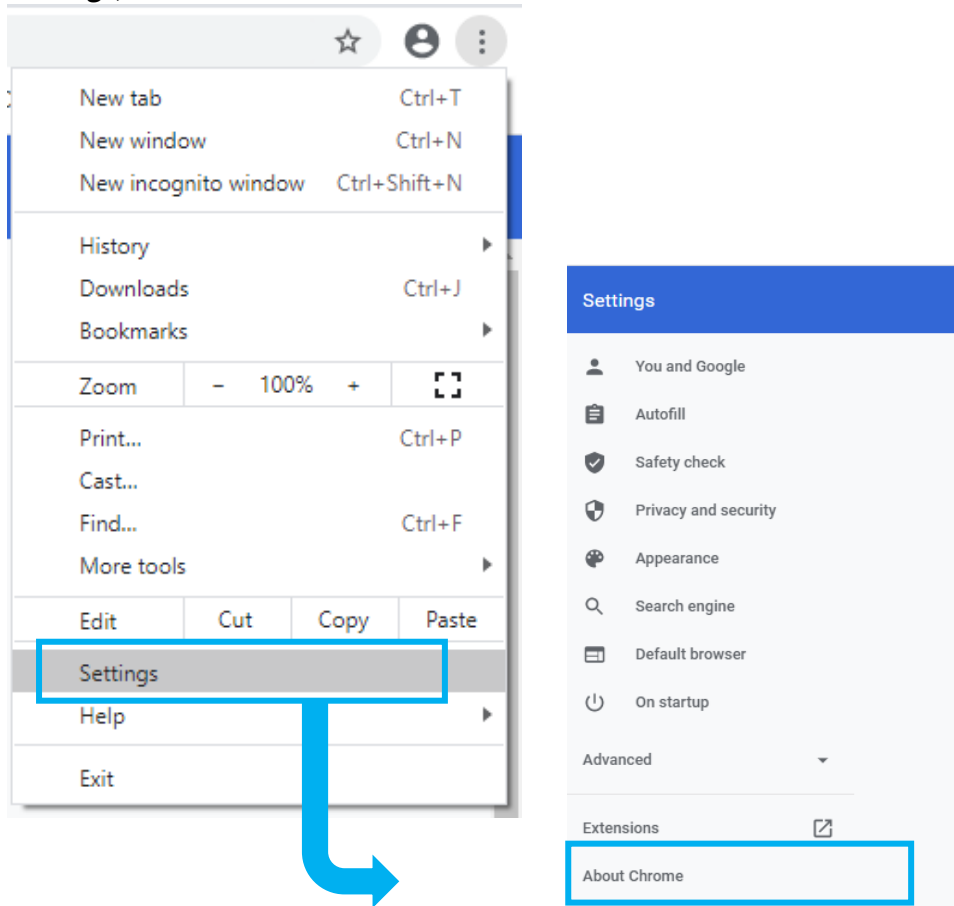
Google Chrome

Select the more menu.

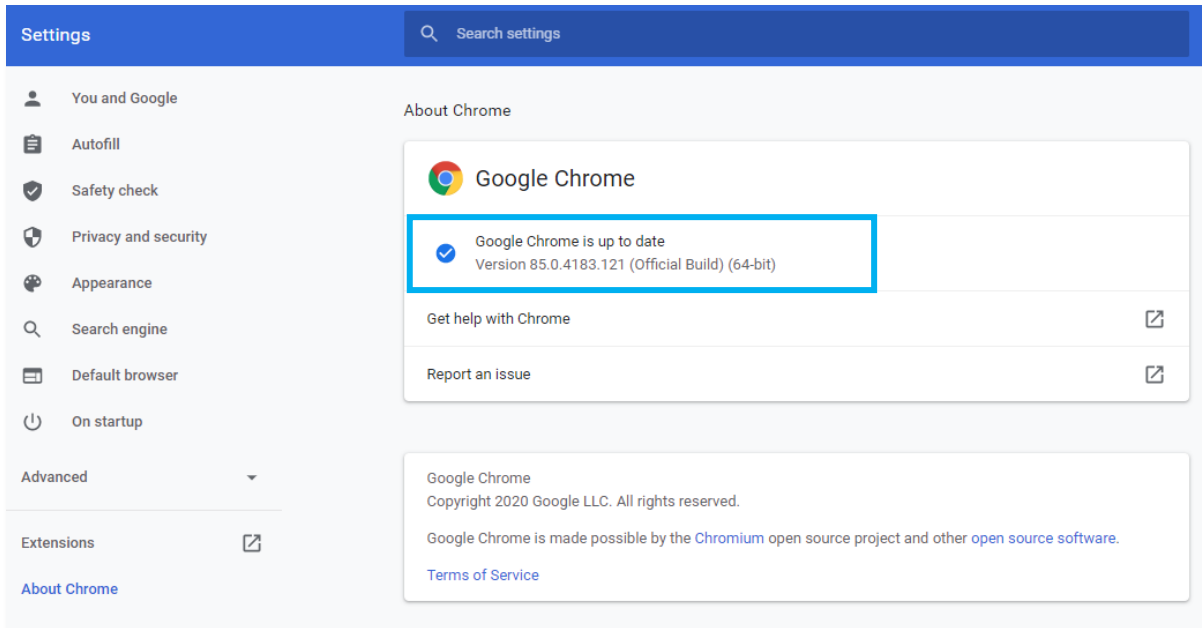


Select

**Settings**, then select **About Chrome**

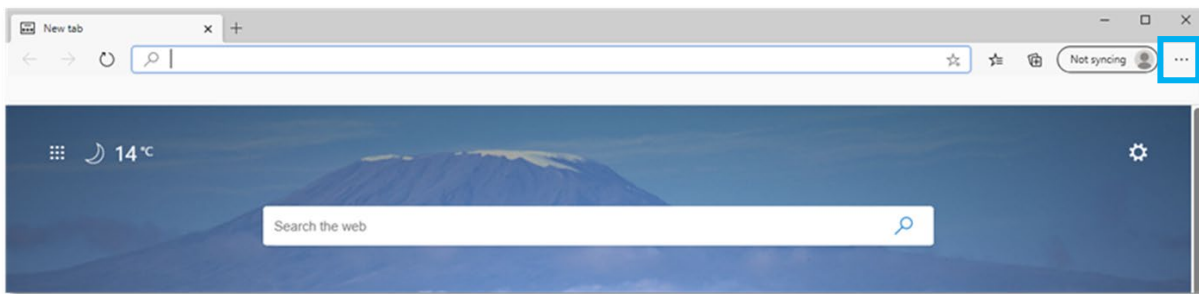


Chrome will now display the version number

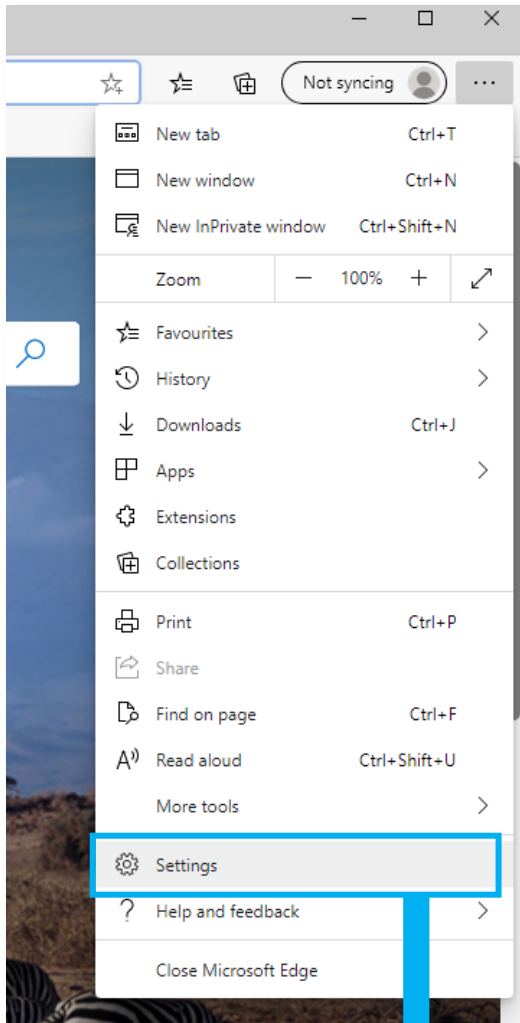


Microsoft Edge

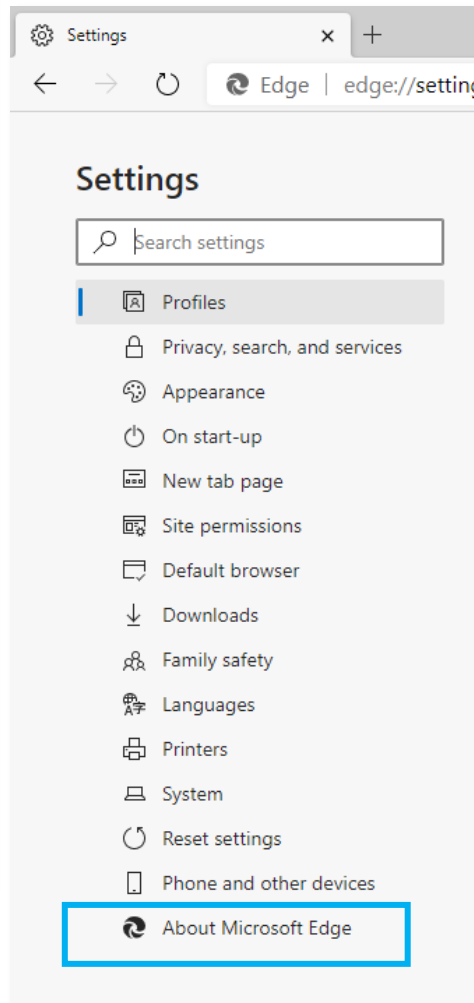
Open Microsoft Edge and select the more menu in the top right corner.



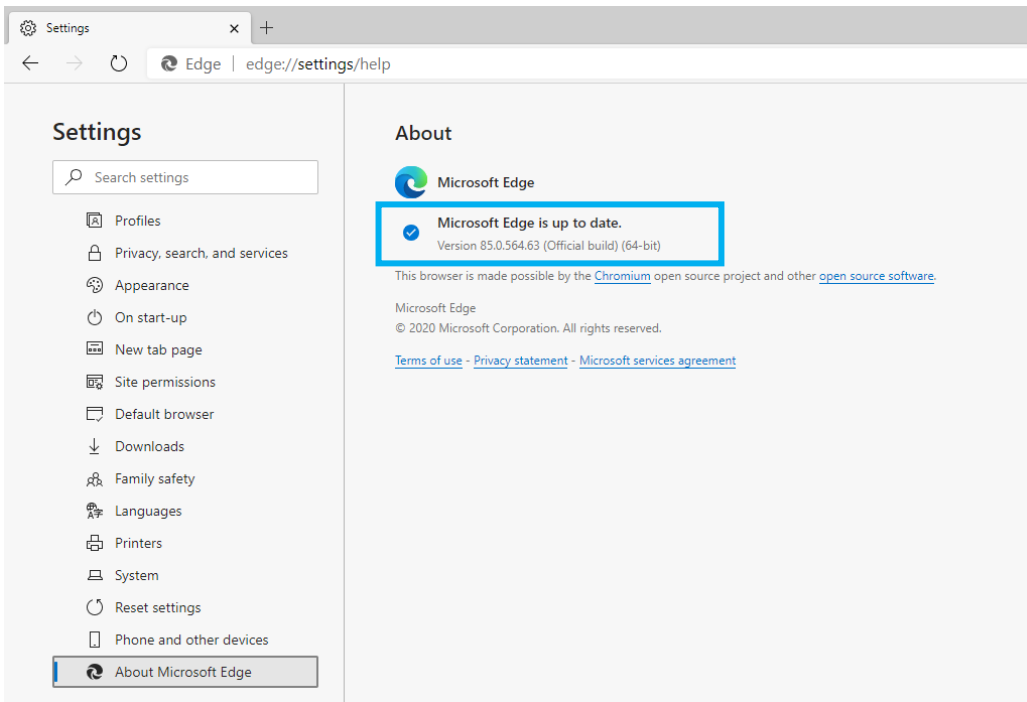
Select **Settings**.



Select **About Microsoft Edge**



Edge will now display the version number

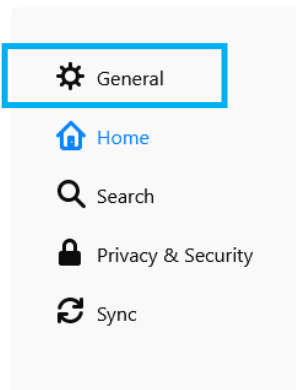


### Firefox Browser

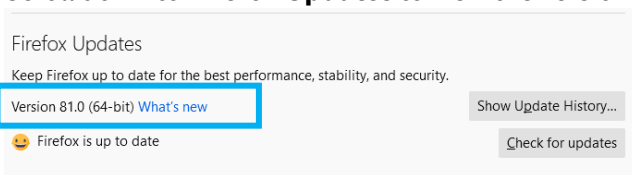
Select the cog on the right hand of the screen



### Select General



Scroll down to **Firefox Updates** to view the version number



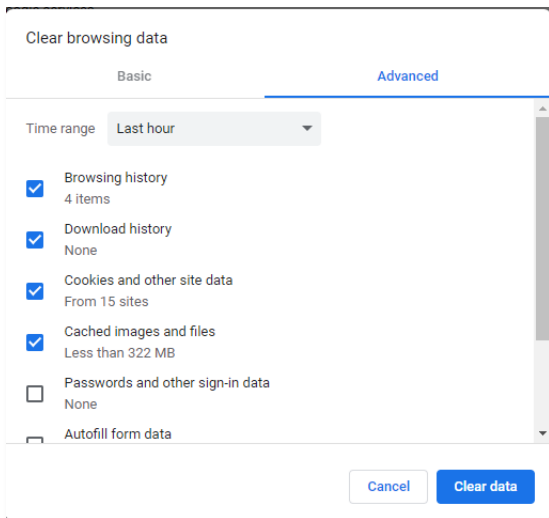
## How do I clear my browser cache?

You may need to clear your browser’s cache to resolve any unexpected issues on the Client Portal. Please ensure any work is saved before proceeding with the steps below as you will need to close the browser down to finish the process.

Google Chrome

Bring up the **Clear Browsing Data** window.

Use the **Ctrl+Shift+Delete** shortcut to bring up the Clear Browsing Data window. Or at the top right of your Chrome select **More tools**, then **Clear browsing data**.



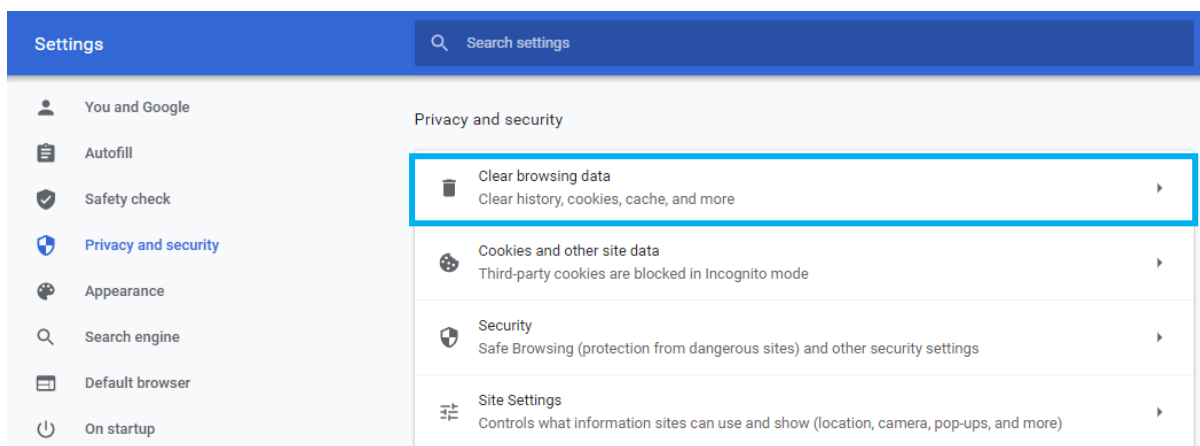
2. On the **Advanced** tab from the Time range drop down menu, select **All time**.

3. Check that the following options have been selected.

- Browsing history
- Download history
- Cookies and other site and plug-in data
- Cached images and files

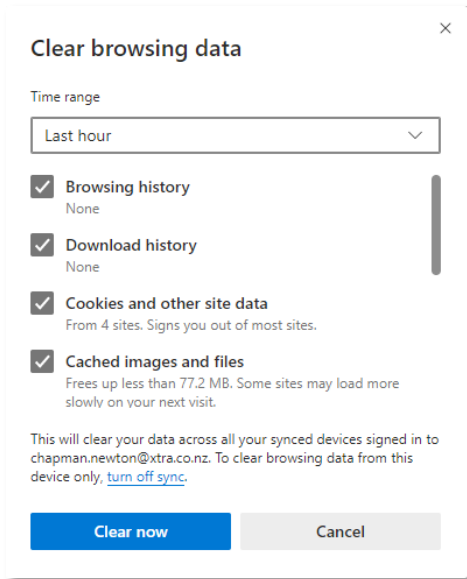
Select **Clear Data**. Now close all Chrome browser windows to complete the clear cache process.

Alternatively, go to **Settings** and select **Privacy and Security**. Then select **Clear browsing history**.



Microsoft Edge

Open the **Delete Browsing History** window by selecting **Ctrl+Shift+Delete** shortcut.

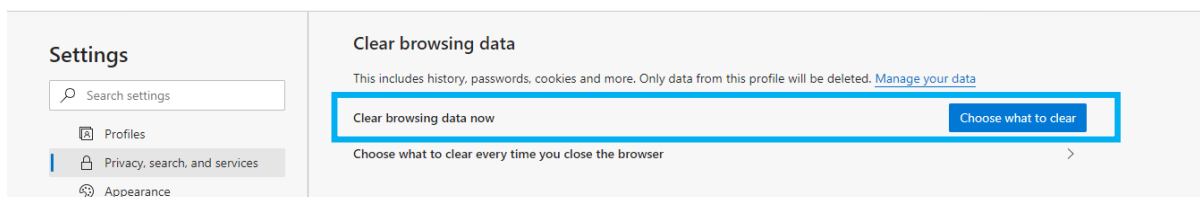


Check that the following options have been selected:

- Browsing history
- Download history
- Cookies and other site and plug-in data
- Cached images and files

Select **Clear Now**. Now close all Edge browser windows to complete the clear cache process.

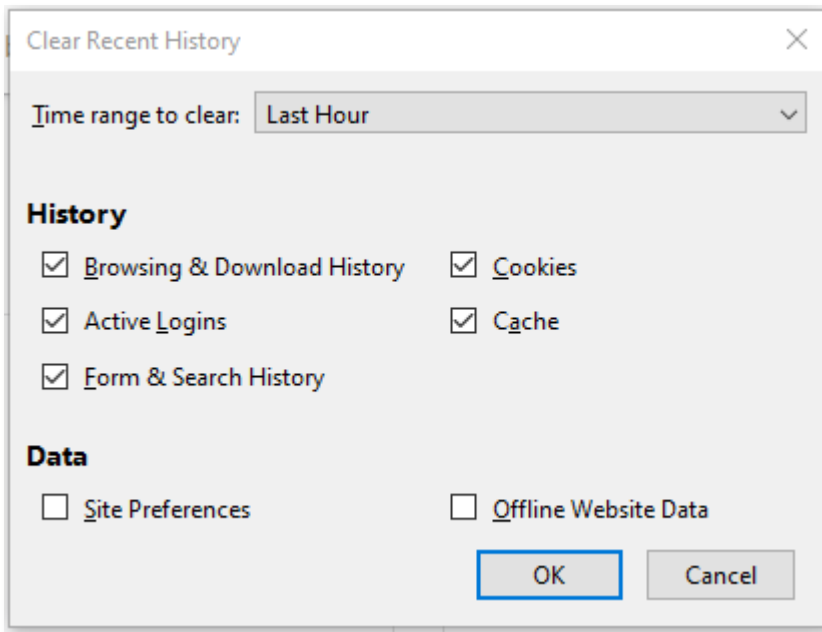
Alternatively, go to **Settings**, select **Privacy, search, and services**. Then select **Choose what to clear**.





Firefox Browser

Open the **Clear Recent History** window by selecting **Ctrl+Shift+Delete** shortcut.

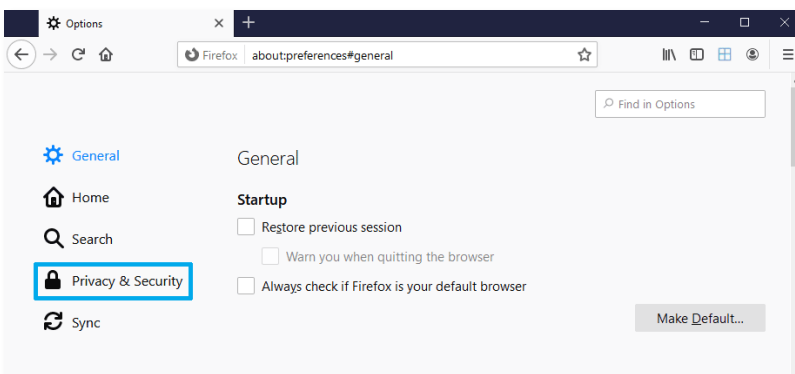


Check that the following options have been selected:

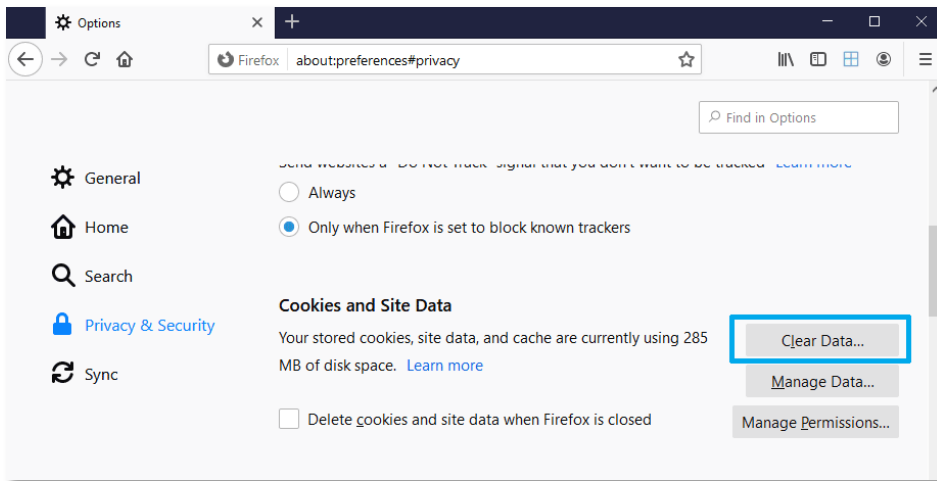
- Browsing & Download History
- Active Logins
- Form & Search History
- Cookies
- Cache

Select **OK**. Now close all Edge browser windows to complete the clear cache process.

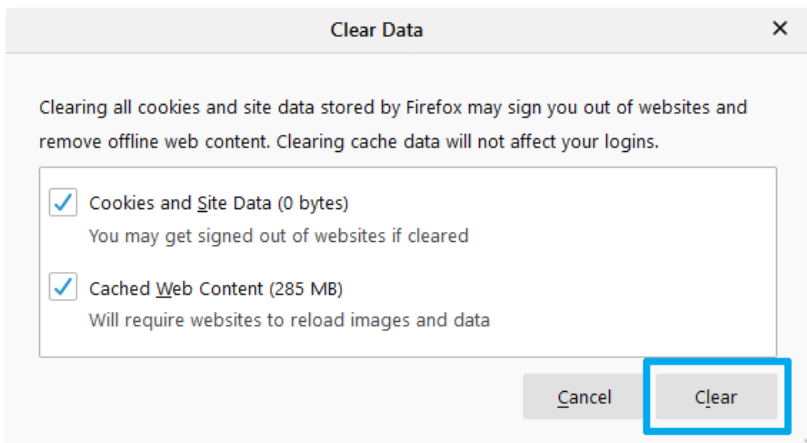
Alternatively, go to **Settings**, select the **Privacy & Security**.



In the Cookies and Site Data section, select the **Clear Data** button.



Select **Clear**.



Now close all Firefox browser windows to complete the clear cache process.