MyPlace4Parts V3 Troubleshooting

1. Supported Browsers

The officially supported browsers for MyPlace4Parts.com Version 3 are:

- Chrome
- Edge
- Firefox
- Safari

Any other browsers are not supported and may cause difficulty for users.

2. Browser Zoom

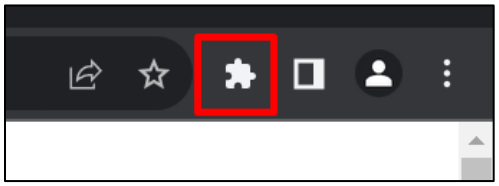
Depending on the users screen size and resolution they may get a better experience using V3 if they alter the 'zoom' settings in their browser for the site. While in V3 pressing <CTRL> and <-> on the keyboard will zoom out, pressing <CTRL> and <+> on the keyboard will zoom in. each can be pressed multiple times to zoom further in or out until the desired size is reached. The zoom setting will be saved in the browser for the next time they access V3.

3. Privacy Blockers/browser extensions

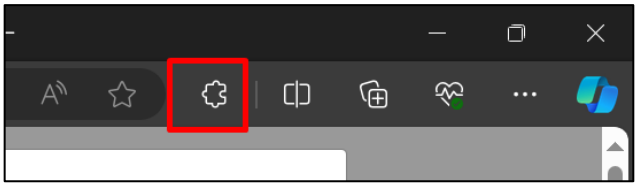
If a user has a privacy blocker/extension installed in their browser it may be blocking access to V3 and/or features within it.

To view what extensions are installed on the browser click on the 'puzzle piece' icon to the right of the address bar:

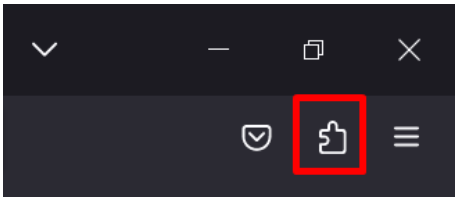
Chrome:

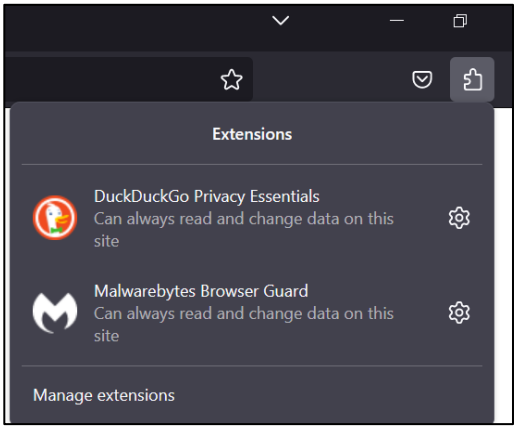


Edge:



Firefox:



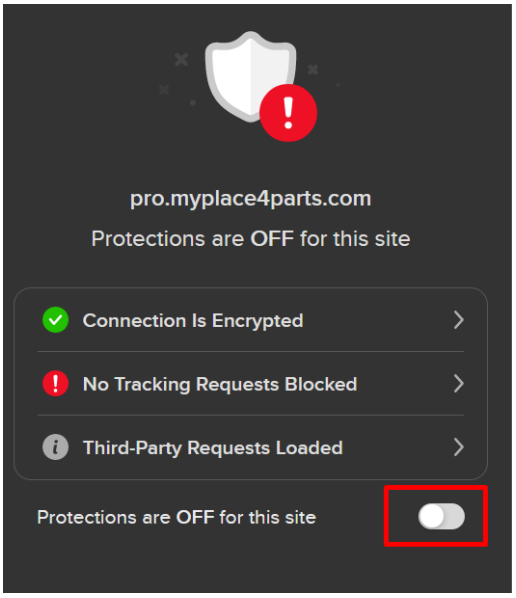


A list of the installed extensions will then be displayed.

There are many browser extensions that can cause sites or functions to be blocked, and each will have its own settings options to 'exclude' a site.

A couple of commonly seen ones are:

- DuckDuckGo Privacy Essentials
- MalwareBytes Browser Guard



If either of these, or other similar extensions are installed, then they can either be disabled altogether or, within the settings of the extension itself the user can usually 'exclude' a site from being affected by it. For example, in DuckDuckGo Privacy essentials, clicking on that from the 'extensions' bar as above then allows the user to 'turn off for the current site':

4. Clear browser cache/cookies

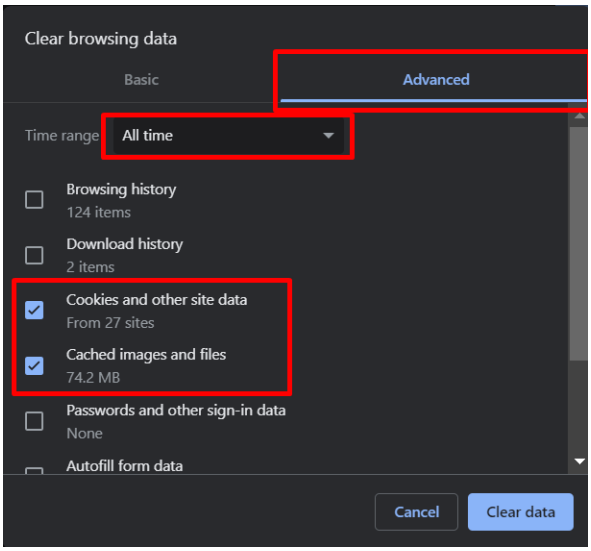
Sometimes a browsers cache/cookies can become corrupted and require clearing.

To do this, press **<CTRL> + <SHIFT> + <DELETE>** on the keyboard while in the browser, you will then be prompted to ask what to clear.

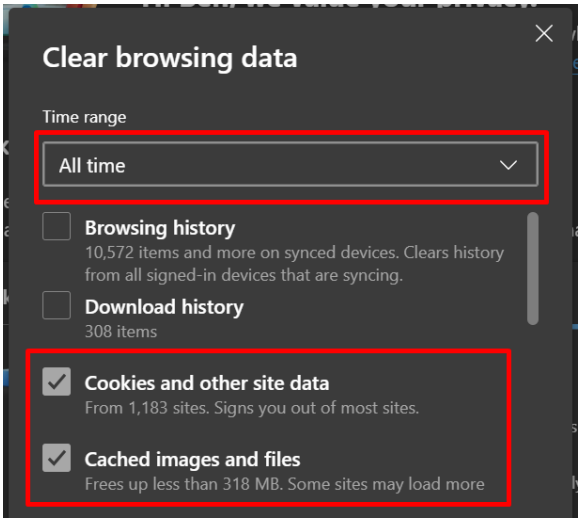
The user will be asked to specify a timeframe to clear, selecting 'everything' or 'all time' is recommended.

Then they are asked to select what to clear, the important things to ensure are selected are the cache, cookies and site settings. Any other items can be cleared if desired, but users may not want to clear things like their autofill or password data and so may want to ensure those are unchecked.

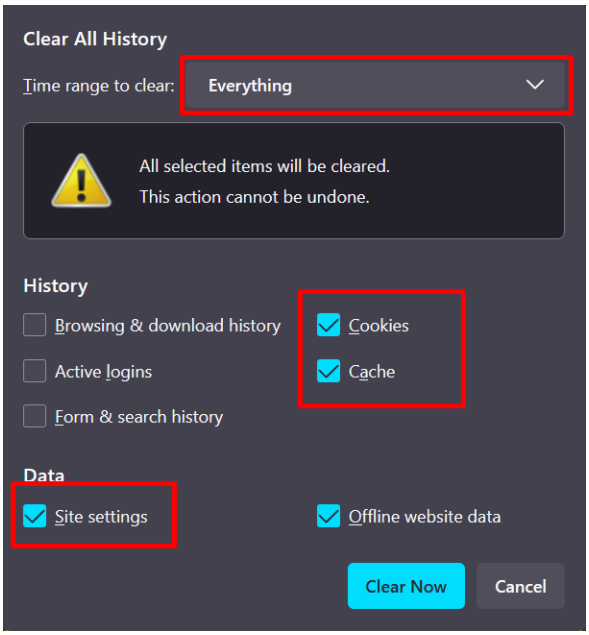
Chrome:



Edge:



Firefox:

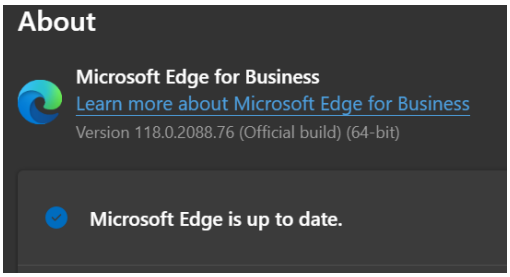


5. Ensure the browser is up to date

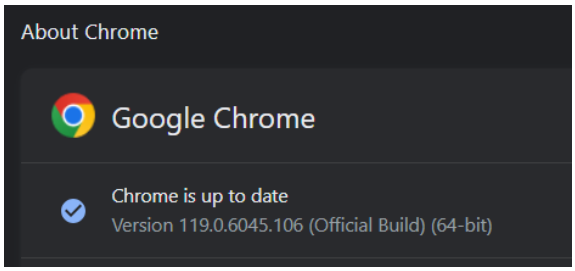
To ensure that the browser is up to date, click on the three dots or lines at the top right hand corner, select 'help' or 'help and feedback' and then 'about {browser}'

The browser will then check the version and if there are any updates, if it is up to date it will show:

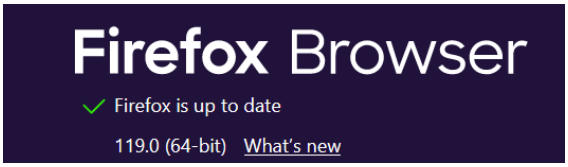
Edge:



Chrome:



Firefox:



Usually browsers will receive automatic updates, but if when you view the versions as above any of them say 'an update is available' or 'relaunch to install update', then the updates should be installed and the browser restarted to ensure that it is running the latest version.

6. Reboot the PC

Sometimes if a PC/laptop has not been rebooted for a period of time it may slow down or exhibit strange behavior, shutting down the PC, waiting 60 seconds and then powering it back up is a good first step in troubleshooting any issues. It also gives the PC itself a chance to install any operating system updates that are available (providing it is configured for automatic updates from Microsoft or Apple).

7. Reporting any issues

If users still encounter difficulties after performing the above troubleshooting steps they should be reported to your IT administrator. Screenshots are often very helpful, to take a screenshot on a Windows PC simply hit the 'print screen' (may be labelled 'prt scr') on the keyboard, an image of the screen is then copied to the clipboard and can be pasted in to an email.

Please ensure that any screenshot does include the whole screen, and is not cropped, as items in the browser header and windows task bar can often be important for IT staff to determine what might be causing an issue. Also ensure to include your MyPlace4Parts screen name in the report.