

Having issues with using InformationNOW

There are times when we move between laptop and mobile or tablet, between different browsers and work at such speed to find information, that we forget to deal with the basics when we can't access websites quickly. Here are a few tips that may help you, not only with InformationNOW, but with using your browser and other websites too.

Pages not loading correctly or page not displayed correctly

1. Check you're connected to the internet

Reconnect or connect to another internet source if needed. Contact your internet provider if you're having problems with your connection.

Open the settings on your device to check that you're connected to internet.

Login to wi fi if you need to. Make sure your connection is safe when you are using public wi fi.

2. Reload or refresh your browser

On a desktop computer: go to the top of the web page where the website address. Click into the browser bar and click the arrow symbol or press return on your keyboard when the cursor is placed at the end of the website address.

On a mobile device: when viewing the top of the page swipe the screen to drag the page downwards to reload the page. Or press return on your key pad when the cursor is placed at the end of the website address.

3. Make sure the internet browser you are using is up to date and compatible

Your web browser may need updating. Check in your web browser settings that you're using the most up to date version. Install any updates that you need to, to make sure your web browser is running well.

Google Chrome, Firefox and Microsoft Edge work best for most websites.

Chrome and Safari work well on mobile devices

Internet Explorer is less compatible with more websites. If you are using an older version of Internet Explorer, you may notice a broken page icon displayed next to the website address.

You can check Whatismybrowser.com

4. Close any unnecessary windows or tabs in your browser

If you do this you will free up some memory and speed up your device. If you have lots of websites open your computer or device will be trying to load your other web pages slowing everything down.

It is good practice to clear your browsing history and to clear your cache. (A cache is a small, fast memory holding recently accessed data which speeds up your return to that page).

5. Check your internet connection speed

Use a free web speed checker as your connection may be running slow such as, [Broadband checker from Which](#)

6. Check you have enough mobile data to connect to the internet if you are using a mobile device

If you have set a cap or limit to stop you from exceeding your data allowance, you won't be able to connect to the internet.

7. Use the correct secure address <https://www.informationnow.org.uk>

Some browsers display a warning if you try to connect to an insecure site. InformationNOW is a secure site and has an SSL certificate which means the website address uses https rather than http and a padlock symbol is displayed alongside the website address. Click on the padlock and it will show whether the certificate is valid.

8. Still having problems?

Let us know by:

- **send us a comment about this page** link at the bottom of any page on InformationNOW

- Email informationnow@newcastle.gov.uk
- Go to our article on [how to tailor InformationNOW to your needs to improve accessibility](#) including: using the screen reader, audio files and translation.

If you think the website is not working or has crashed you can email us or call us during office hours on 0191 277 8814.

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Useful Organisations

Information NOW

Email: informationnow@newcastle.gov.uk

Website: www.informationnow.org.uk

Telephone: 0191 277 8814

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Related Articles

[How to tailor InformationNOW to your access needs](#)