



PEMS help: IT troubleshooting

The following troubleshooting tips are to assist users that are having difficulty opening or viewing PEMS on their device.

Note: PEMS operates best in Google Chrome and this is the preferred platform.

For more information on how to use PEMS see the *PEMS Authorised Officer User Guide*, which can be found under the 'Systems' tab on the Plant Export Operations Manual (PEOM) <https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual>—this is a comprehensive guide to the system and should be consulted prior to lodging an issue with the department.

1. Difficulty logging in to PEMS using Internet Explorer

If you are unable to login using your credentials in Internet Explorer, you should use/download Google Chrome or Microsoft Edge on your device and then retry logging in.

2. PEMS is not displaying correctly in Internet Explorer

Annotations on the Safari settings screenshot:

- Update to the most up-to-date version of PEMS below, and retry accessing PEMS in Internet Explorer browser.
- at the top right hand corner
- click this menu by holding
- click 'Preserves Favourites'
- click boxes: 'Temporary Internet files', 'Cookies and website data', 'Download History' (see image on the right)

Annotations on the Internet Explorer 'Delete Browsing History' dialog box:

- Uncheck 'Preserve Favorites website data'
- Check 'Temporary Internet files and website files'
- Check 'Cookies and website data'
- Check 'History'
- Check 'Download History'
- Uncheck 'Form data'
- Uncheck 'Passwords'



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agriculture.gov.au/pems

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