

Why do I sometimes encounter missing screens or activities

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When I look at my course online, why do I sometimes encounter missing screens or activities?

If you come across missing activities in an otherwise functioning course, you are most likely encountering a browser compatibility issue. Here are two suggestions to help you troubleshoot your issue before you contact us:

- Try an alternate browser such as Mozilla Firefox or Microsoft Edge or Google Chrome and see if you encounter the same problem.
- Try clearing your cache and reloading the page. Follow the instructions here:

<https://www.downing.nz/simple-steps-to-refresh-your-website-browser-cache/>

Please note: unfortunately Internet Explorer versions lower than 11 are not supported. To work around this, please try a different browser, upgrade your version of Internet Explorer or if you are using your organization's computer, ask your IT team for help with upgrading.