pc.easynet help – common problems

If you are still having trouble accessing pc.easynet, you may also try performing the 2 points below:

1. “Check for server certificate revocation” in Security in Advanced tab in Internet Options should not be ticked.

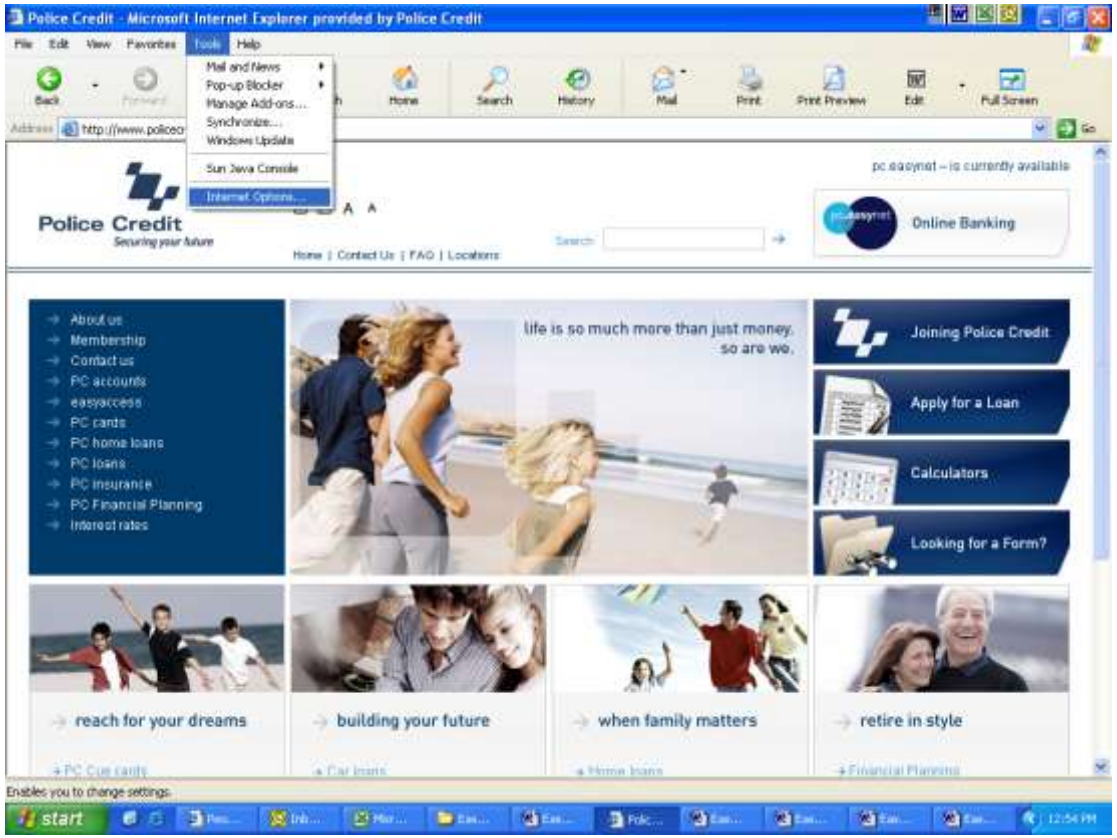
2. Check on PC to make sure there is no third party software that would alter the way Internet Explorer works, for example, uninstall a software called Comet if it is present on the PC, or disable any virus protection software running in the background.

This may help with the problems you are having. If you need more explanation on these steps, read our step-by-step guide below.

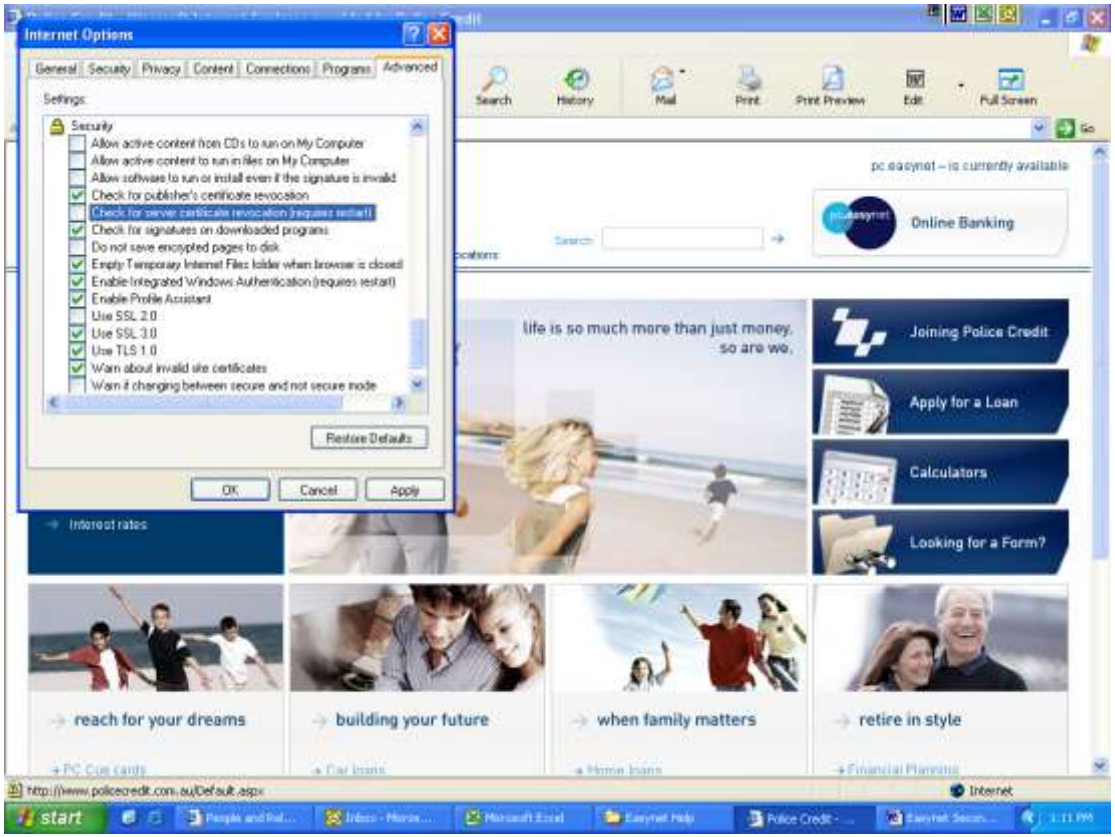
Step-by-step guide

If you are still having trouble accessing pc.easynet, you can start by trying step 1 above.

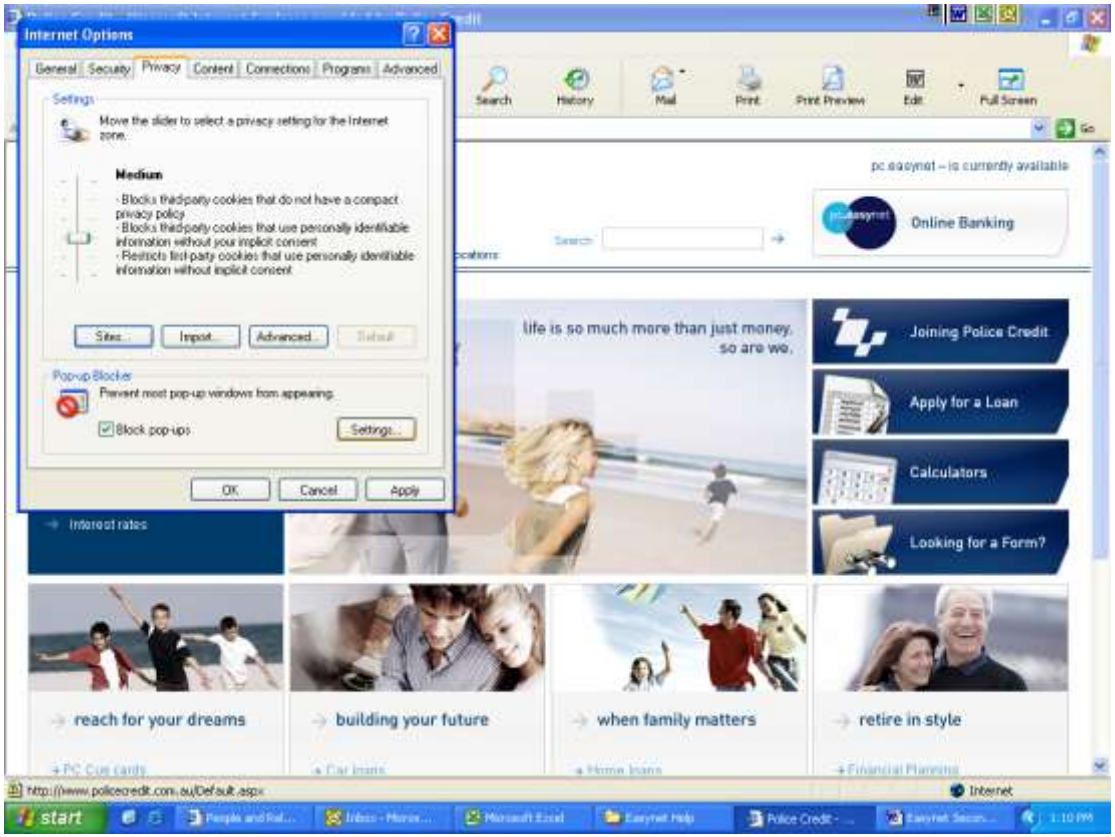
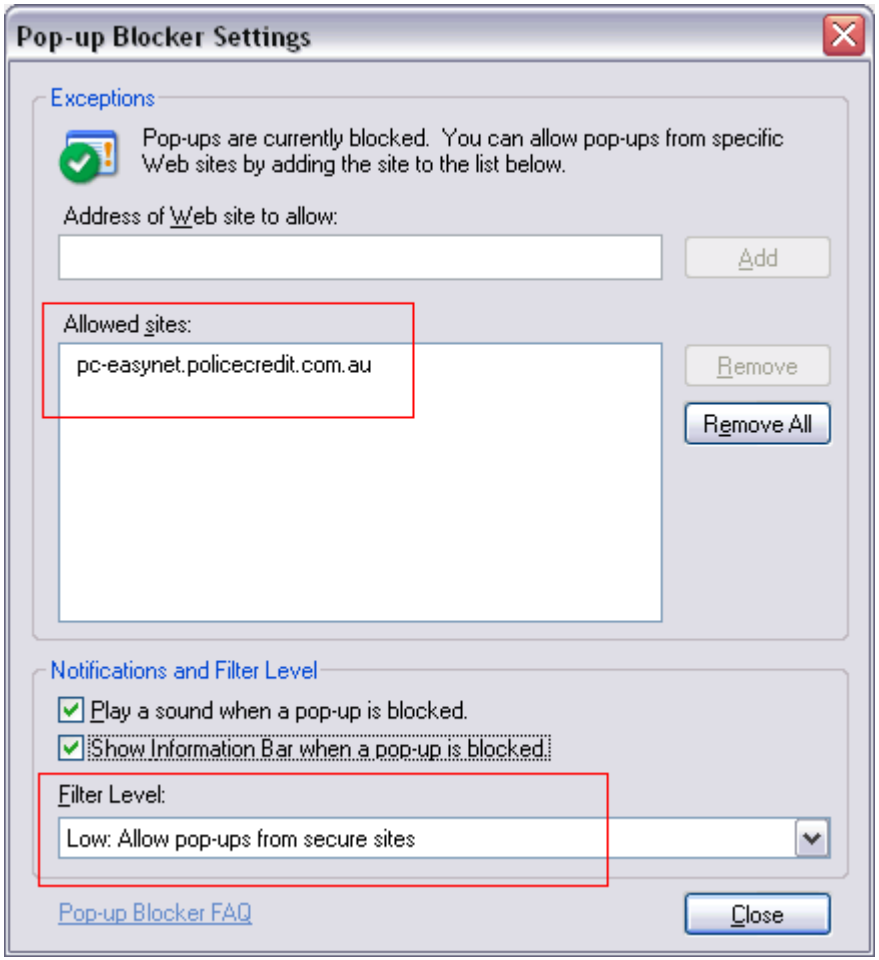
Go to **Tools** -> **Internet Options**.



Click on the **Advanced** tab and scroll down to the **Security** section. Check to see if the option "**Check for server certificate revocation**" is ticked (it should ***NOT*** be ticked). Click **OK** to save changes. Exit out of the browser, then open it up again and log in.



Pop-ups could also be a problem, so you need to allow them on pc.easynet.
Go to **Tools** -> **Internet Options** -> **Privacy** tab -> under the **Pop-up Blocker** heading -> click on the "**Settings…**" button.



Type in the address "**pc-easynet.policecredit.com.au**" where it says "**Address of Web site to allow:**" and click **Add**. This will then add that to the "**Allowed sites:**" list. Also make sure the **Filter Level** is "**Low: Allow pop-ups from secure sites**". Click **Close**, then click **OK** to save changes and get back to the screen.