

# Changes to Java and browser compatibility for AUSKey users

## For 'Windows' users

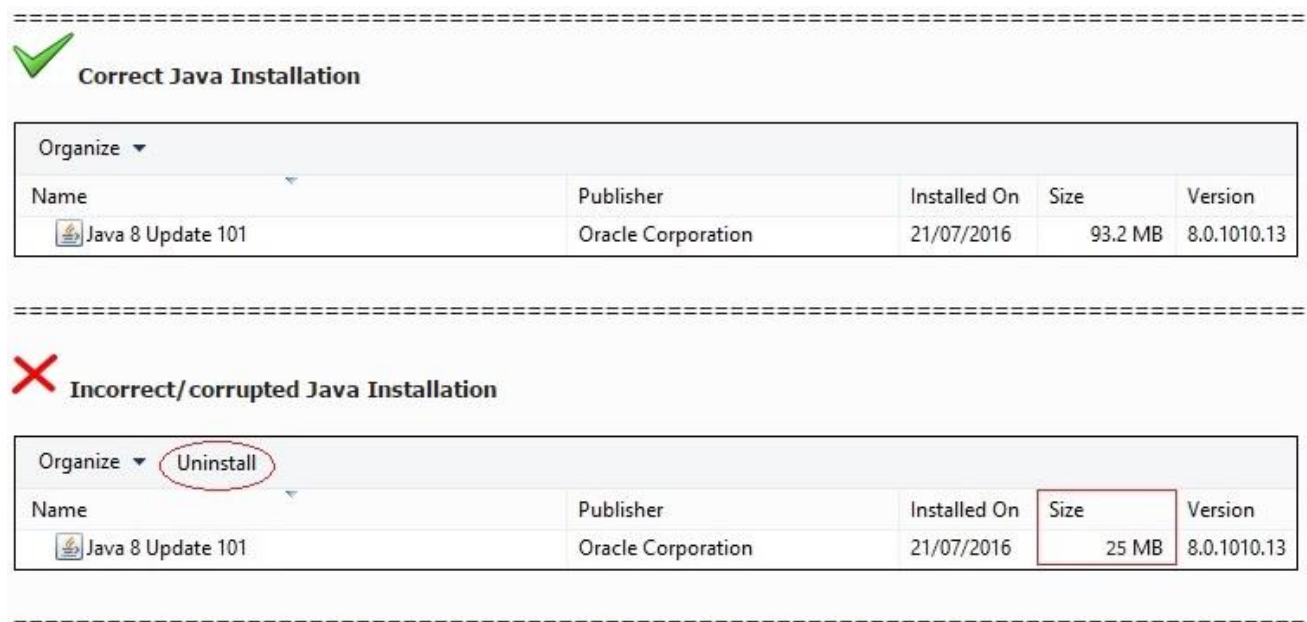
**NOTE:** Before continuing the troubleshooting below; please check for any AUSKey software 1.4.4 (or lower) and uninstall if present. (If you are a Large Business or Government Agency; please contact AUSKey Helpline on 1300 287 539 and select Option 2)

### For Firefox & Chrome:


- Please download and install the AUSKey extension [here](#). For more information on how to install or enable the AUSKey extension, please refer to [AUSKey extension installation](#) guide.
- If you have AUSKey Extension already installed; please clear [browser cache](#) and [enable extension](#).


### For Internet Explorer:

**Step 1** Using the Control Panel, ensure that your [Java version](#) is up to date. Look for JAVA in the list.





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 **Correct Java Installation**

Name	Publisher	Installed On	Size	Version
 Java 8 Update 101	Oracle Corporation	21/07/2016	93.2 MB	8.0.1010.13

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 **Incorrect/corrupted Java Installation**

Name	Publisher	Installed On	Size	Version
 Java 8 Update 101	Oracle Corporation	21/07/2016	25 MB	8.0.1010.13

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Compare your version of Java (in the example above, Java 8 Update 101) with the latest available version. You can check for the latest version of Java at <https://java.com/en/download/>. Take note of the version.

In the example above, if the installed size is 25 MB – which would indicate that the Java install is corrupt and will need to be removed completely and a fresh copy installed. The correct size should be around 93.2 MB.

If Java needs to be updated, or is corrupt, follow the instructions here - [Java Installation Instructions](#)

**NOTES:** You must have ONLY the latest version of JAVA installed, as identified from the Java website. If you have more than one version of Java installed, you must remove all older versions.

Once you have removed (uninstalled) all older versions of JAVA using the control panel, the remaining JAVA install should have a size of approximately 93.2 MB.

**Step 2** When you have installed a fresh copy of JAVA, you need to [Enable JAVA](#) in the browser.

**Step 3** Try to Login or activate your AUSKey again.

**Step 4** [Clear Java cache](#). [Restore Java security prompts](#).

**Step 5** [Clear your browser's cache](#). Close and re-open browser.

**Step 6** Try an alternate [supported browser](#) with AUSKey extension.

## For 'Mac' users

### For Safari & Firefox:

**Step 1** Refresh the web page. For *Windows* press: Ctrl + F5 or for *MAC* press: Command + R.

**Step 2** [Ensure that Java is enabled](#), up to date and set to 'allow' on the website.

**Step 3** Reboot your computer.

**Step 4** [Clear your browser's cache](#). Close and re-open browser.

**Step 5** Please try an alternate browser.

**Step 6** [Clear Java cache](#). [Restore Java security prompts](#).

**Step 7** Check that the MAC is up to date.

**Step 8** If the issue persists; please try to use Google Chrome browser with [AUSKey extension](#) installed.

If the problem persists, please contact the Technical Helpdesk and provide the following required information if possible:

- Operating system
- Java version
- Browser version
- Security software
- Network type

The Technical Helpdesk can be contacted on 1300 139 373 between Monday to Friday 7:00am to Midnight, (AEST/AEDT) and Saturday 10.00am to 4.00pm (AEST/AEDT). If you are calling from outside of Australia, please call +61 2 621 62982. Alternatively you may send your request via email to [Technical.Help@ato.gov.au](mailto:Technical.Help@ato.gov.au)