

Checking your browser version

If you experience any performance issues whilst using NHSmail, you may be asked by your Local Administrator or the NHSmail helpdesk to check which browser version (Internet Explorer, Chrome, Safari, Firefox, Edge) that your computer is running. Steps to perform this task will differ depending on what browser you use to access Outlook Web App (OWA) at www.nhs.net. You can work out what browser you are using by the icon on your desktop toolbar

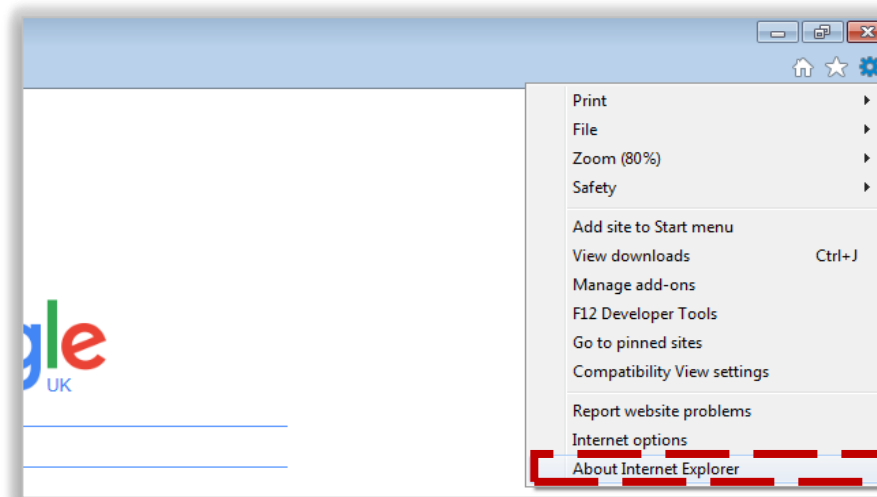
Internet Explorer



1

Click the **Gear icon**  at the top right of the screen

Select **About Internet Explorer** from the drop down menu

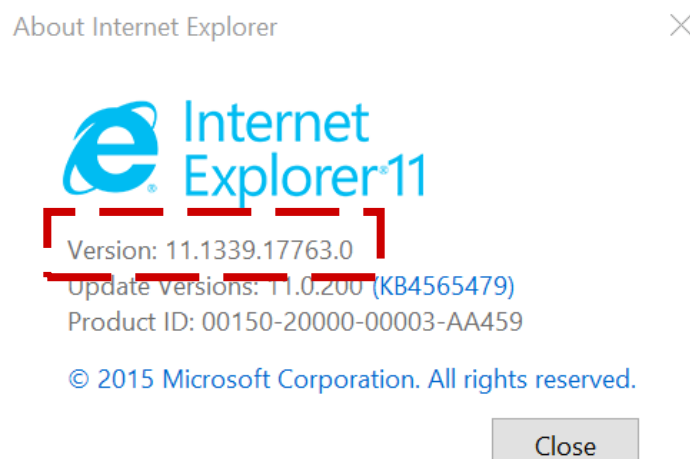


The About Internet Explorer window will open

3

Find your **version number**

The logo will display the general version number you are using, such as Internet Explorer 11. Your exact version will be listed directly beneath the Internet Explorer logo, with longer numbers denoting the specific build of the version



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Note: If you have neither a Gear icon nor a menu bar to perform these steps, right-click in the blank space in your bookmarks bar at the top of the screen and select "Menu Bar" from the menu

Google Chrome

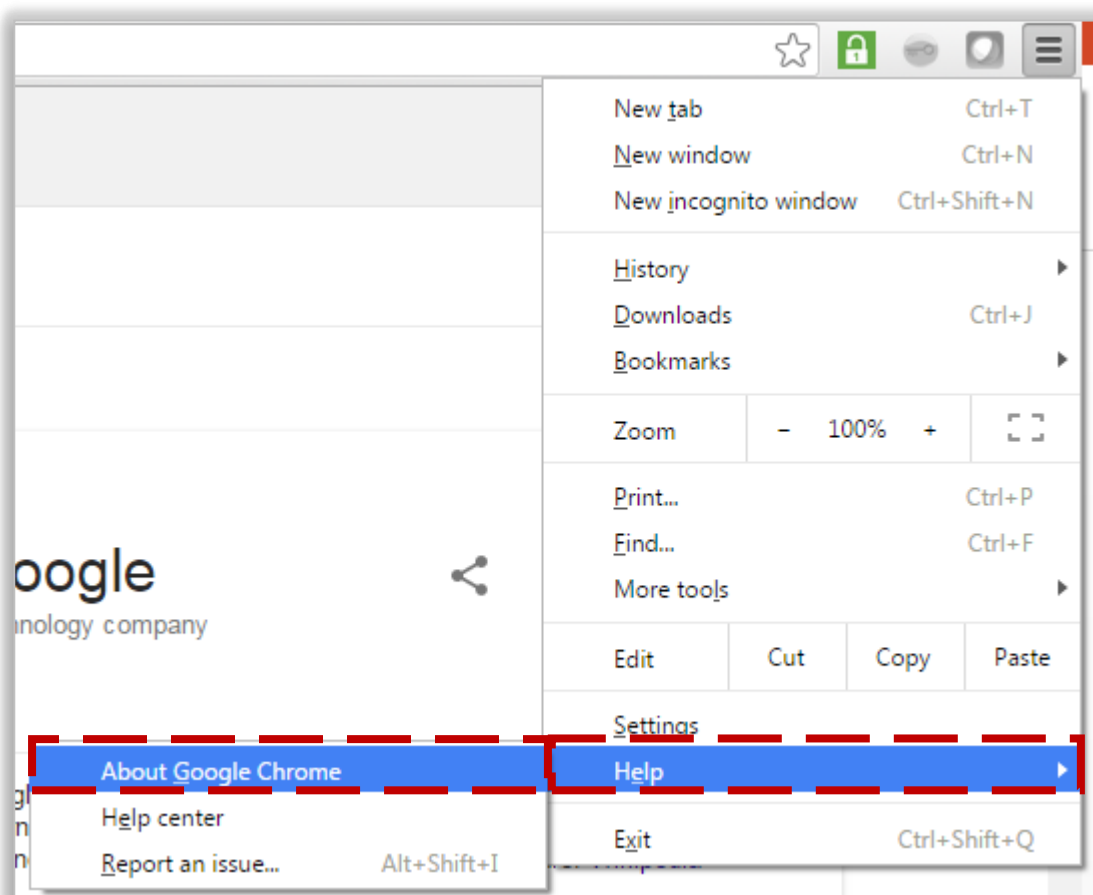


1

Click the **settings list icon**  in the top right of the screen

2

Select **Help** and then **About Google Chrome** from the drop down menu

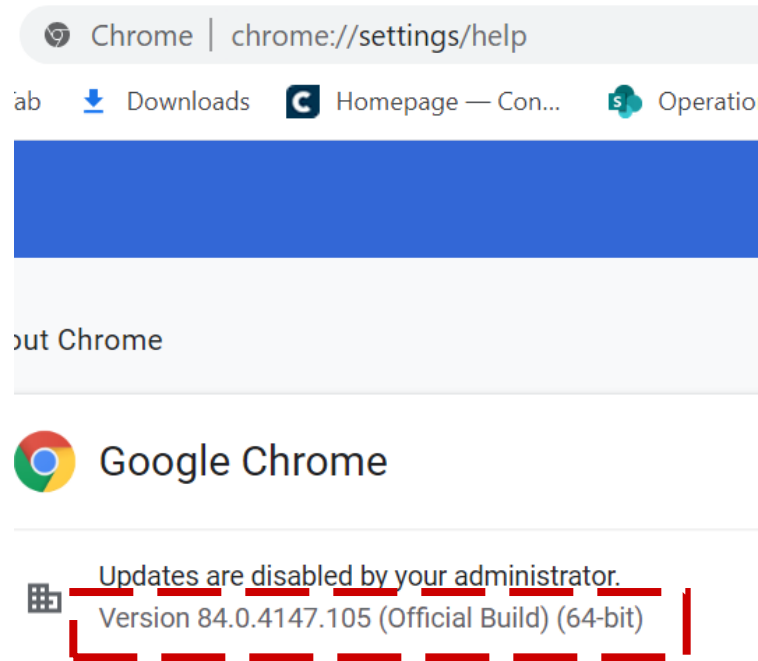


The `chrome://settings/help` screen will open

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3 Find your **version number**


The current version number is the series of numbers beneath the Google Chrome heading



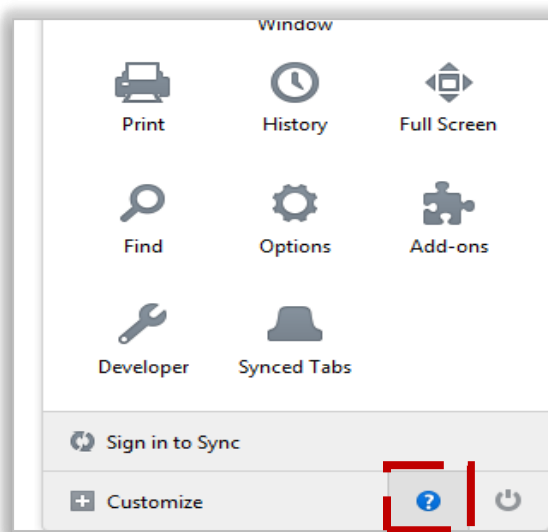
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Firefox

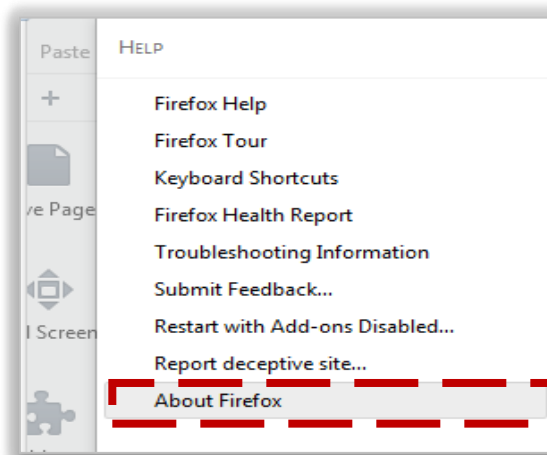


1 Click the **settings list icon**  in the top right of the screen

2 Click the **Help icon** at the bottom right of the menu



3 Select **About Firefox**



The About Mozilla Firefox window will open

3 Find your version number

The version number is listed underneath the Firefox name



Checking your browser version

Safari



1

Click on **Safari** in the Safari menu at the top of your screen

2

Select **About Safari** from the drop down menu

A dialog box will now appear containing the browser's version number. The first number is the major version of Safari, the number inside the parenthesis is the build version

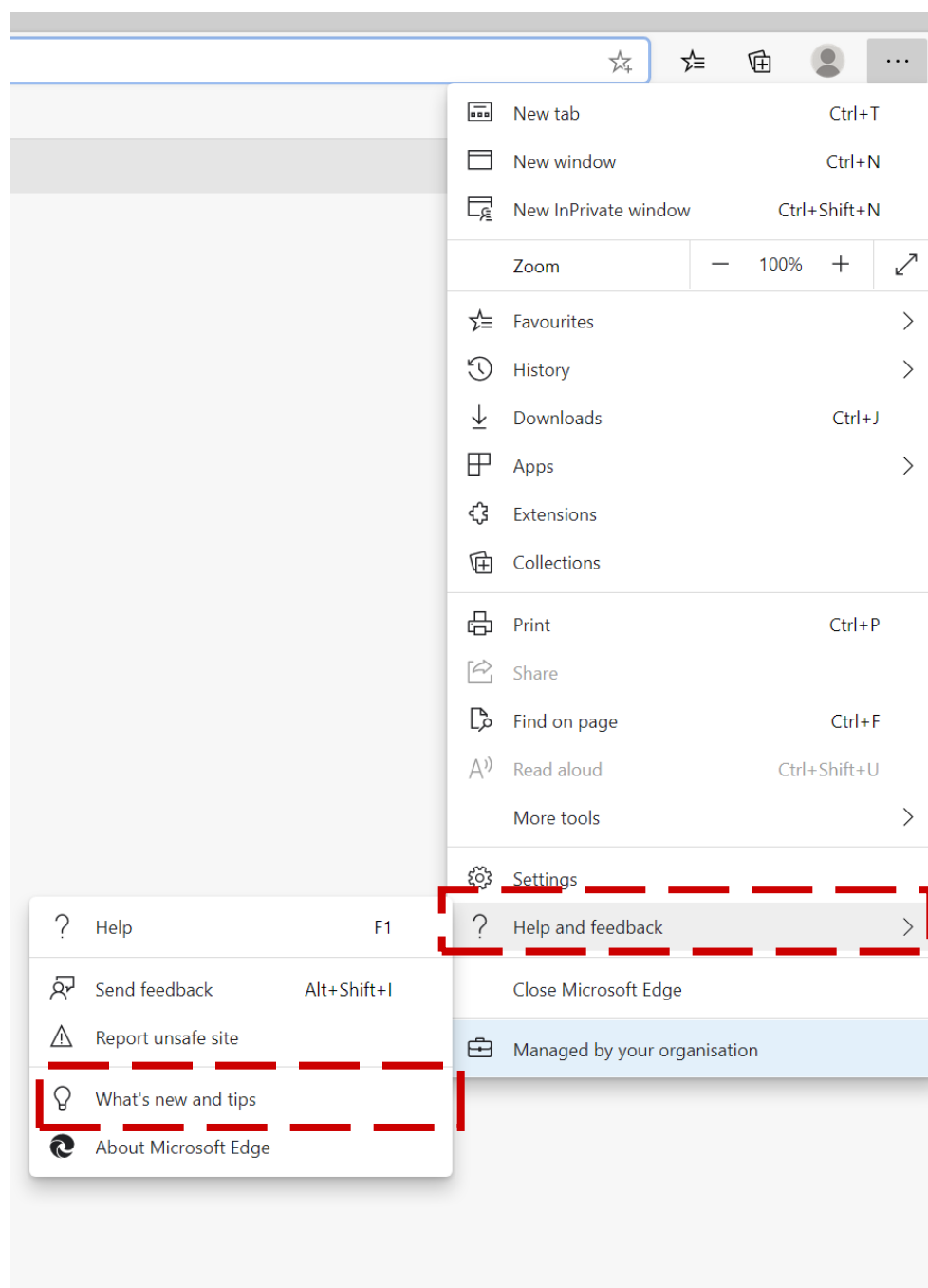


Checking your browser version

Edge 

1 Click the **settings and more** icon  in the top right of the screen

2 Select **Help and feedback** then **About Microsoft Edge** from the drop-down menu



Checking your browser version

3

Find your version number

The current version number is the series of numbers beneath the Microsoft Edge heading

