

Checking your browser version

How to check what browser version you are using

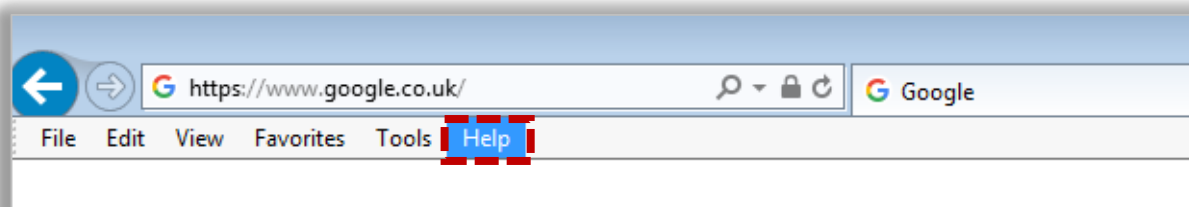
If you experience any performance issues whilst using NHSmail, you may be asked by your Local Administrator or the NHSmail helpdesk to check which browser version (Internet Explorer, Chrome, Safari, Firefox) that your computer is running. Steps to perform this task will differ depending on what browser 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 (Tool Bar Menu)

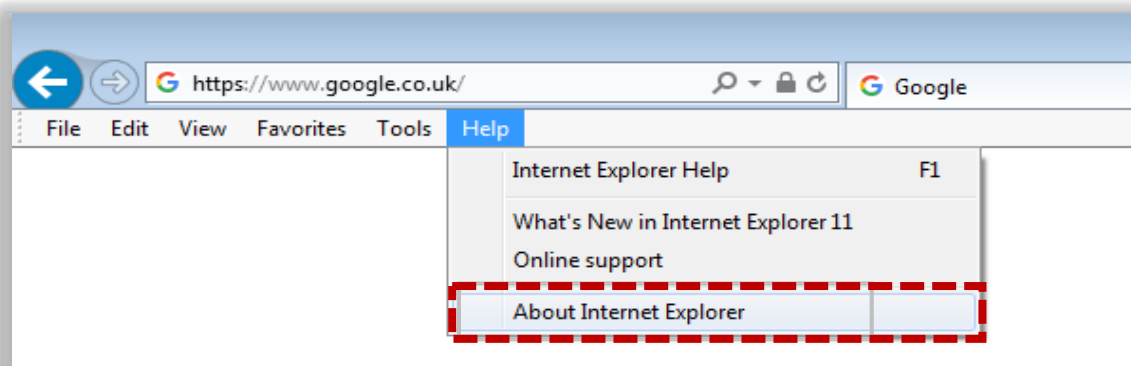


If your Internet Explorer has a tool bar menu (older versions of Internet Explorer will by default have this view):

1 Click **Help** on the tool bar



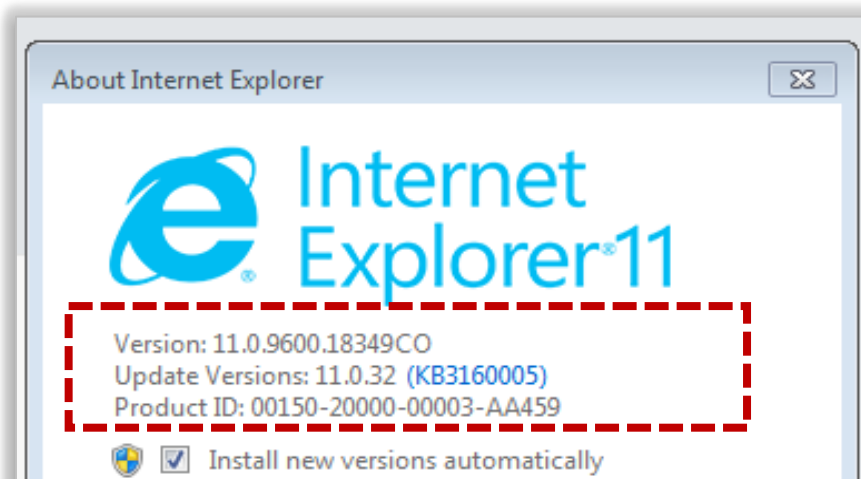
2 Click **About Internet Explorer**



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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Internet Explorer (No Tool Bar Menu)



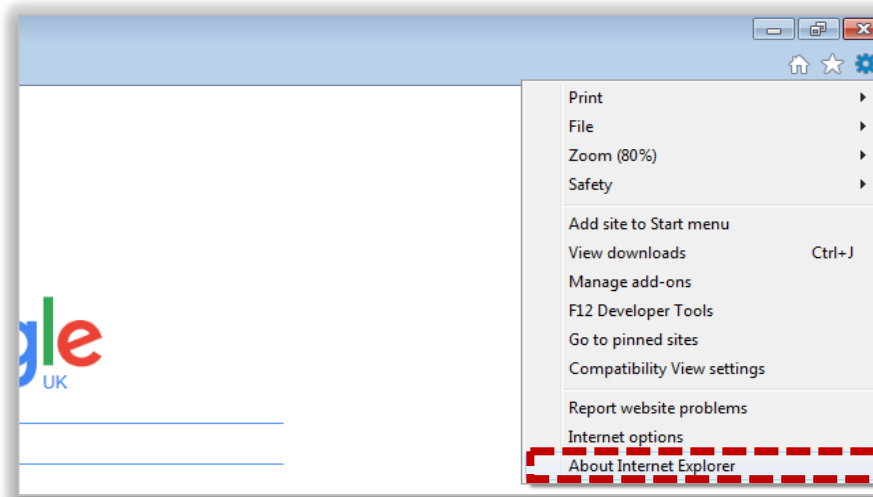
If your Internet Explorer has a no tool bar menu (newer versions of Internet Explorer will by default have this view):

1

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

2

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



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

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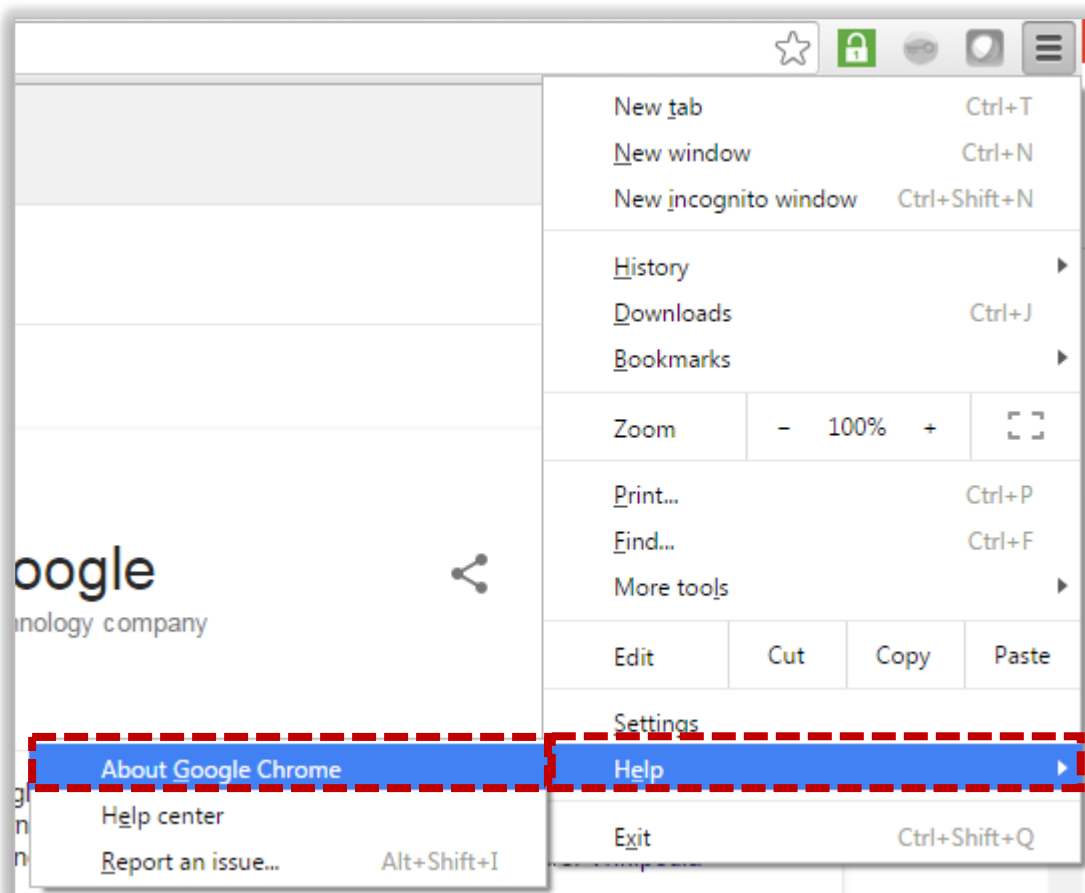
How to check what browser version you are using

Google Chrome



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

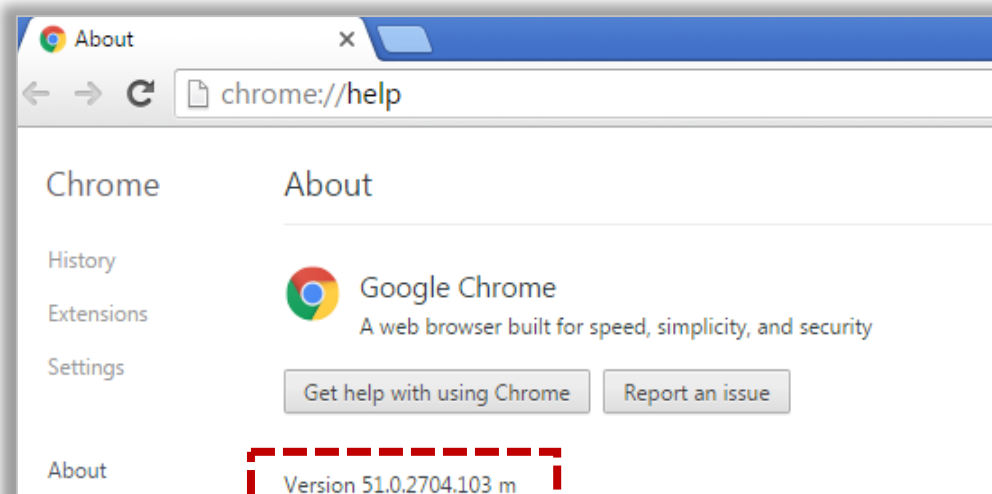
2 Select **Help** and then **About Google Chrome** from the drop down menu



The Chrome\\\:Help screen will open

3 Find your **version number**

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



Checking your browser version

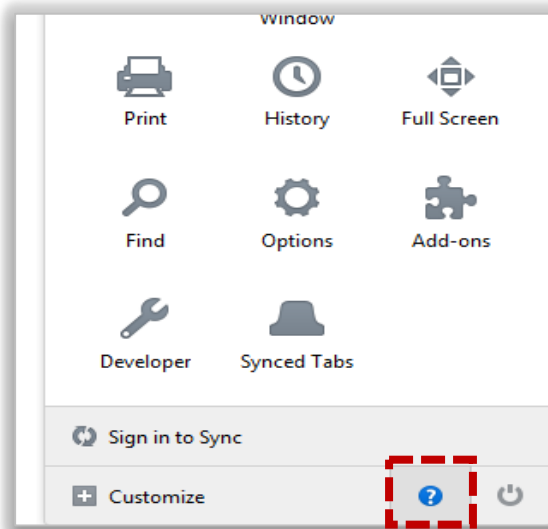
How to check what browser version you are using

Firefox

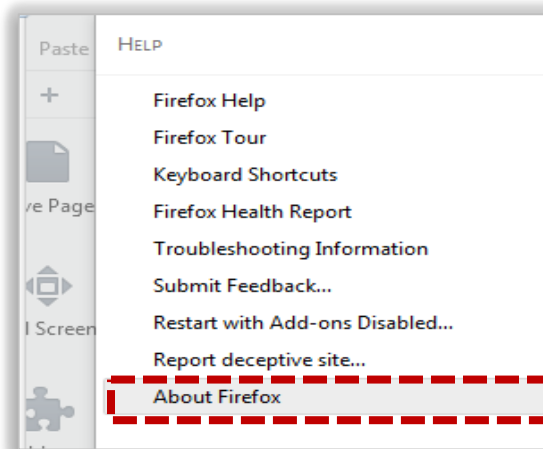


1 Click the **settings list icon**  in the top right of the screen

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

How to check what browser version you are using

Safari

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

3 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

