

# Vendor Gateway – Basic Technical Issues Job Aid

This job aid will assist you with basic technical issues in Vendor Gateway.

## A. Preferred browser

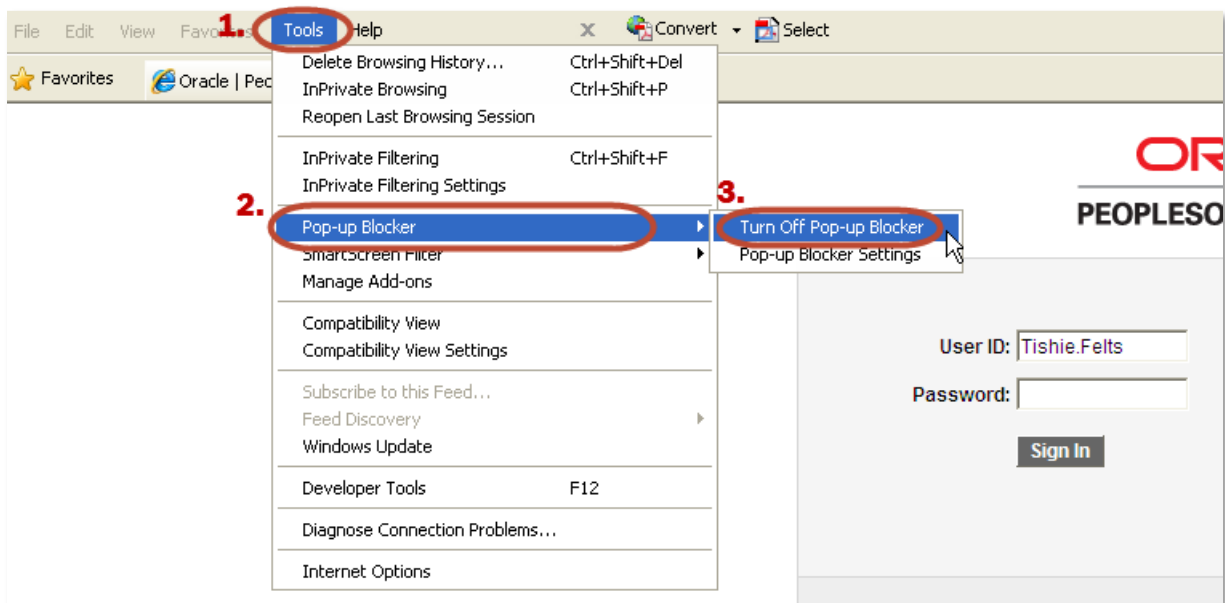
The preferred Vendor Gateway browser is Internet Explorer version 8 or greater. Google Chrome is the alternative option.

Vendor Gateway is not supported on Apple computers unless you are running a Windows platform and using Internet Explorer. Apple's Safari browser is not compatible.

## B. Pop-up blocker

Pop-up blocker must be turned off. If pop-up blocker is not turned off, some links within the system will not work as expected. For example, you will not be able to view the PDF document of a PO.

1. Tools>Pop-up Blocker>Turn Off Pop-up Blocker

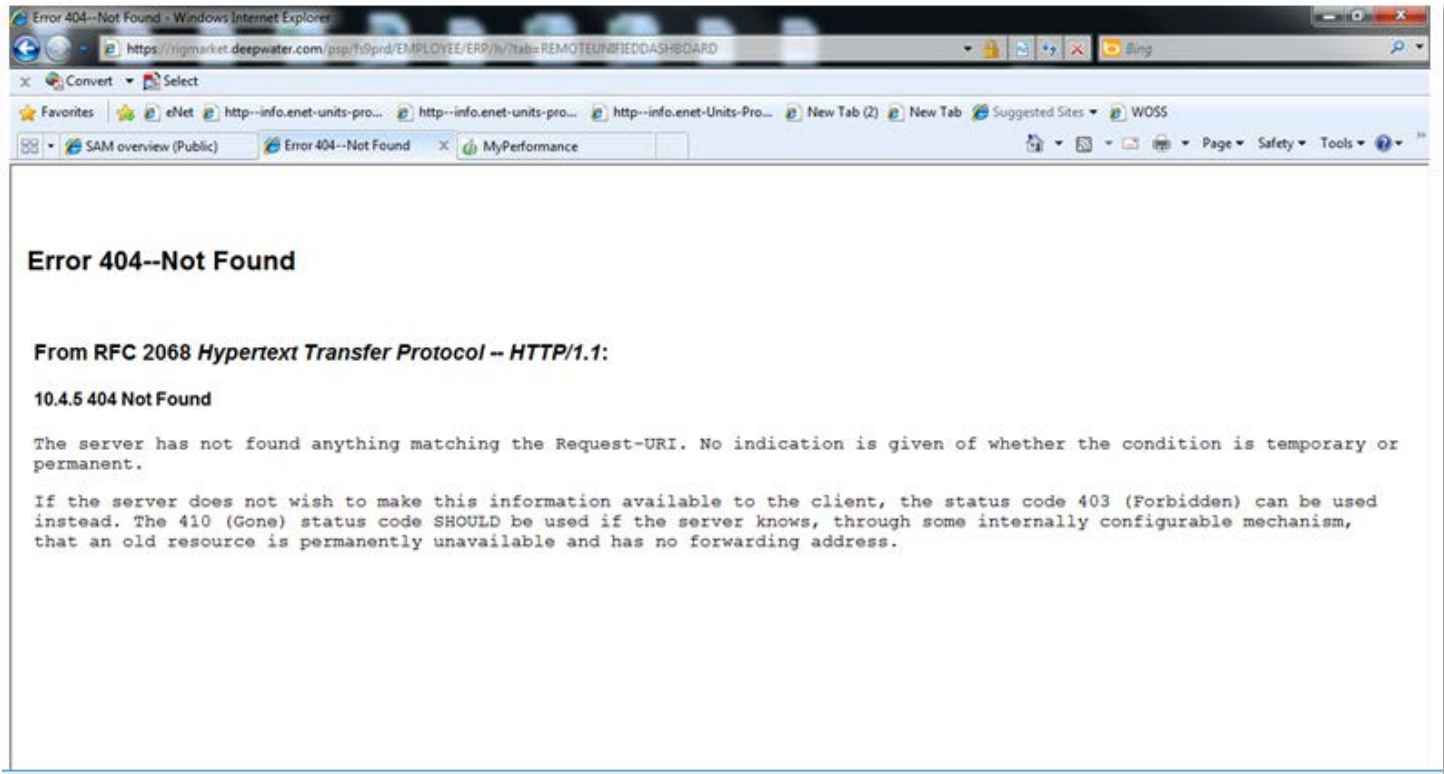


Note: If you are not able to turn off Pop-up Blocker, you can hold CTRL while you click on a link to bypass the Pop-up Blocker.

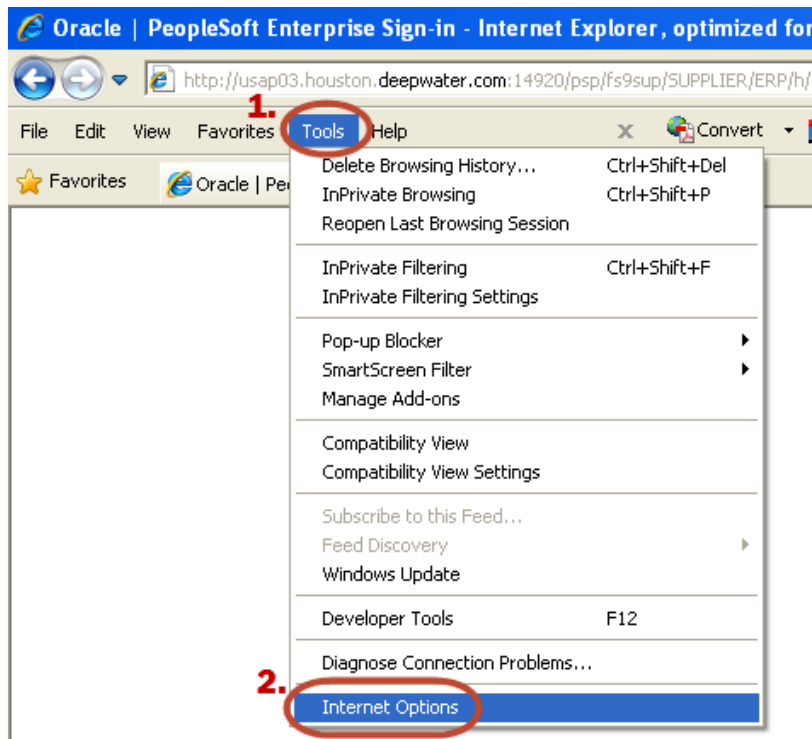
## C. Clear your cache

Note: The following instructions are for Internet Explorer 8 only. Click [here](#) for Google Chrome instructions.

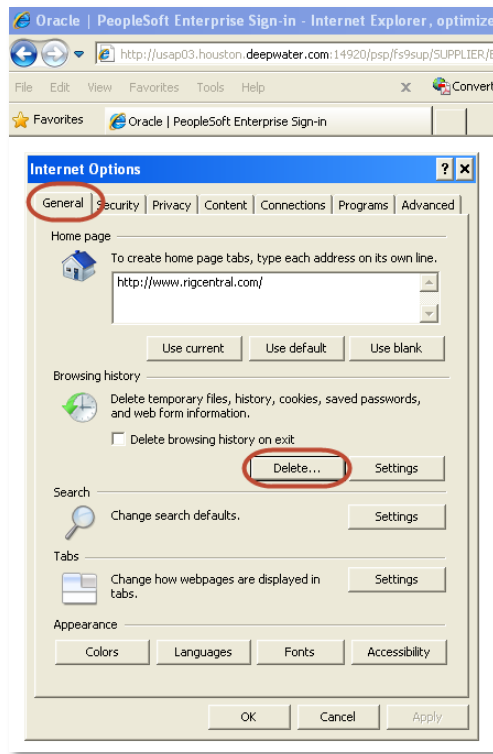
If you receive the following error message, you will need to clear your cache:



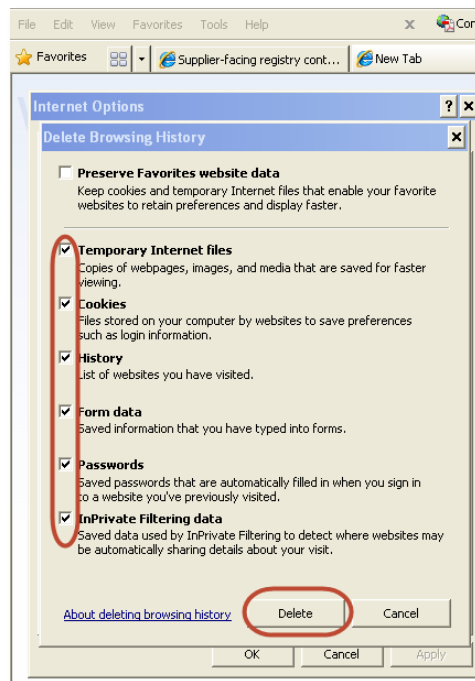
## 1. Tools>Internet Options



2. From the General tab, click on the Delete button.



3. Make sure that all of the tick boxes *except the first one* are checked. Click on Delete.



4. After completing steps 1-3, close all Internet Explorer windows and log into this link: <https://rigmarket.deepwater.com>.