ESS Fault- No action when clicking Login

Symptoms

When trying to login to ESS, after entering login details and clicking the 'Login' button, nothing happens (no error message at all).

Cause

This is due to a compatibility issue between Internet Explorer 10 and ESS.

Resolution

If using Internet Explorer on Windows 8

To access the Compatibility Views Settings using Windows 8, it requires Internet Explorer to run from the 'Desktop' and not the tile app (on the start screen).

NOTE: Skip to the second section if not using Windows 8

To open Internet Explorer on the desktop using Windows 8 complete the following:

1. Open Internet Explorer from the tile app
2. Click on the 'wrench' icon at the bottom right of the screen
3. Click 'View on the desktop'
4. Complete the steps in the next section

Other Windows versions - Adding 'ach.org.au' to the compatibility view list.

1. Navigate to the ESS Login page as normal (https://my.ach.org.au)
2. Click on the 'Tools' menu at the top of the window (This is in the menu bar with other options like 'File, Edit, View, Favourites' etc.) Note: If this menu bar isn't visible press the 'Alt' key on your keyboard to make is show.
3. Select 'Compatibility View Settings' from the Tools drop down menu
4. The Compatibility View Settings window will appear. In the 'Add this Website:' box it should say 'ach.org.au'. Click the Add button to the right of the box.
5. Close this window using the close button at the lower right of the window
6. The page should should automatically refresh. Enter login details again and click 'Login'