

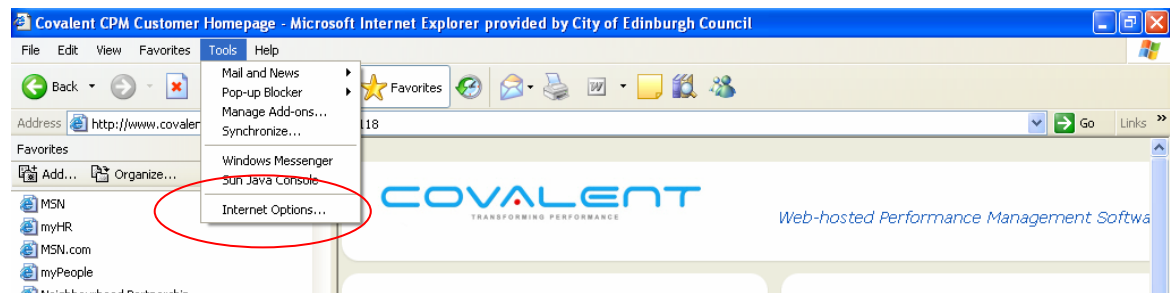
Resolving Problems in Accessing Covalent

The two most likely reasons for being unable to access Covalent are:

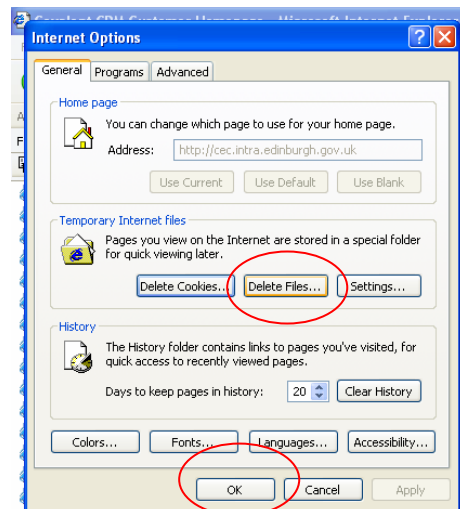
- a) Too many temporary Internet files;
- b) The required version of Java not being available.

Solution for temporary files

Clear temporary Internet files by clicking on Tools and selecting Internet Options:



This will result in a dialog box as follows:



Click on "Delete files" and then "OK".

Solution for Java

Covalent requires version 6.0 or higher of Java to work. The link below allows you to check if Java is installed and to obtain the latest version of Java, which will allow you to use Covalent.

<http://www.java.com/en/download/installed.jsp>

Still unsuccessful?

If the above does not resolve the problem, please get in touch with the most appropriate contact below, who can help you access the system from Council equipment.

City Development	Alison Coburn	529 3149
Health and Social Care	Kate McVie	553 8314
Services for Communities	Graeme Fairbrother	469 3503
Children and Families	David Hoy	469 3457
Culture and Sport	Tracy Scodellaro	529 6720
Corporate Services	Sarah Bryson	469 3887