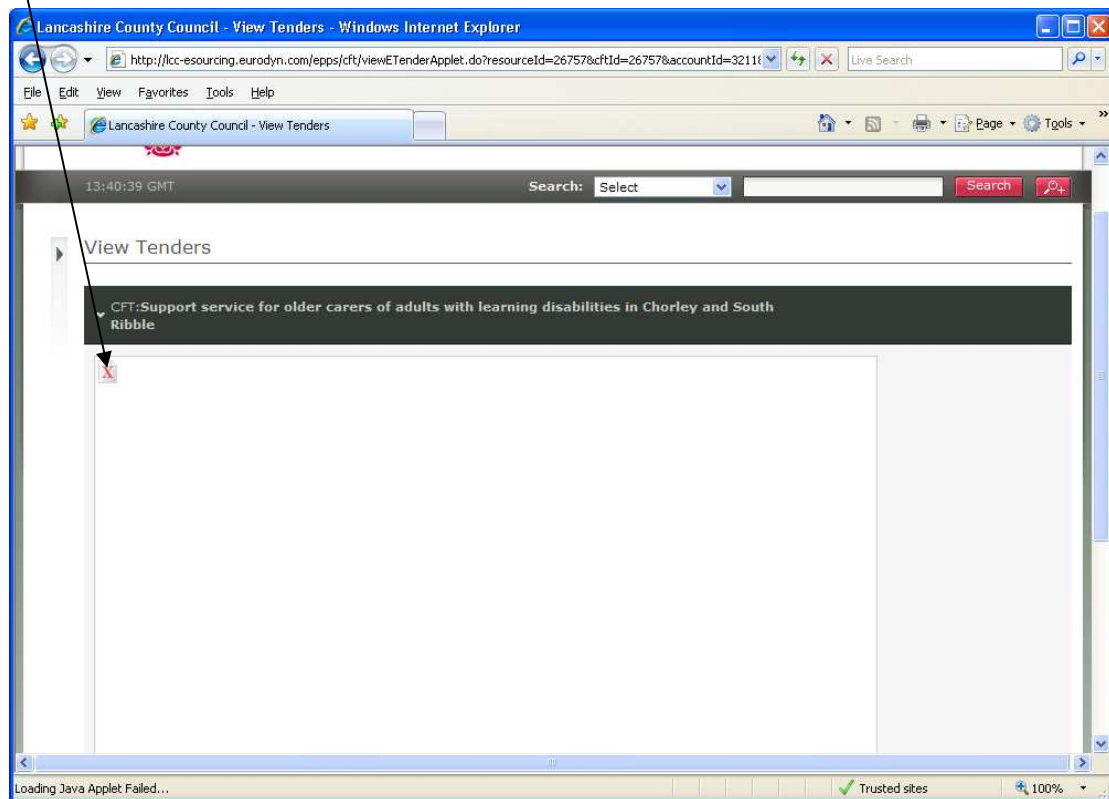


Updating your Java

If you are having difficulty accessing the on-line tender tool and you see the "X" icon, please update your Java runtime environment. This is a free

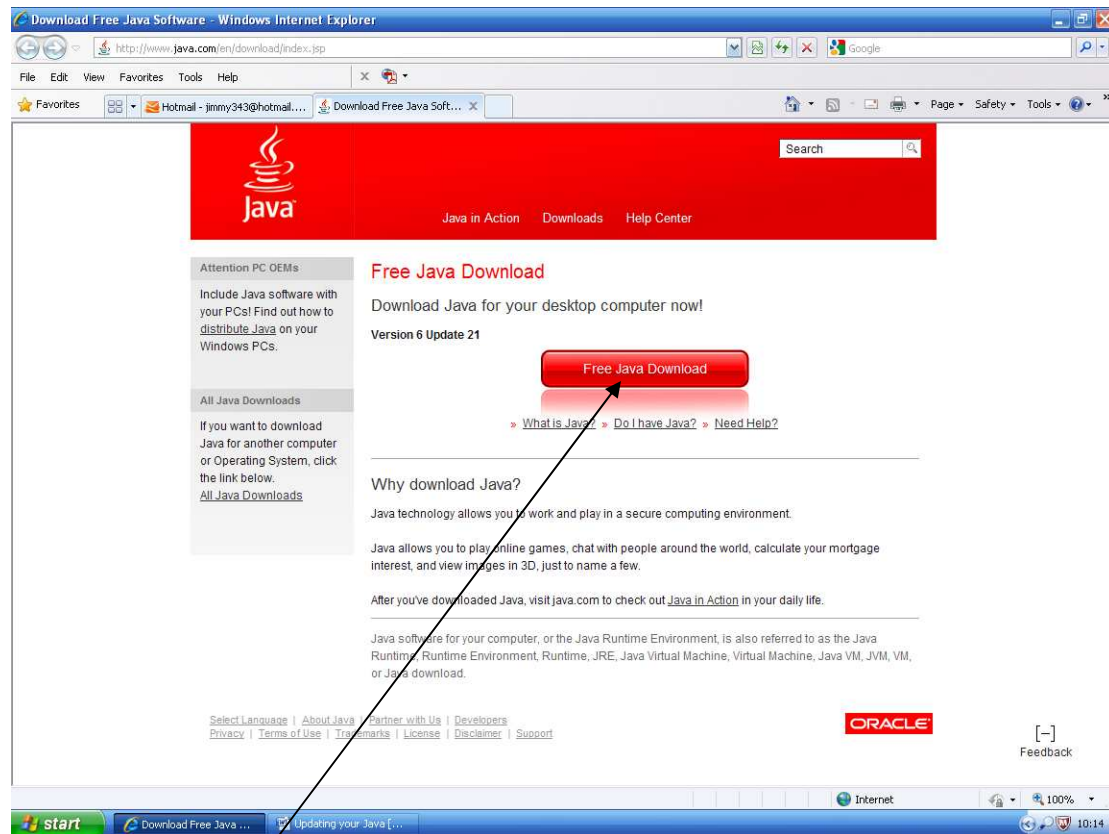


software update and can easily be obtained via the internet. If you do not have permission to download software onto your PC yourself, please ask the person(s) who look after your IT to do this on your behalf.

Please follow these instructions on how to download, install and verify your Java update.

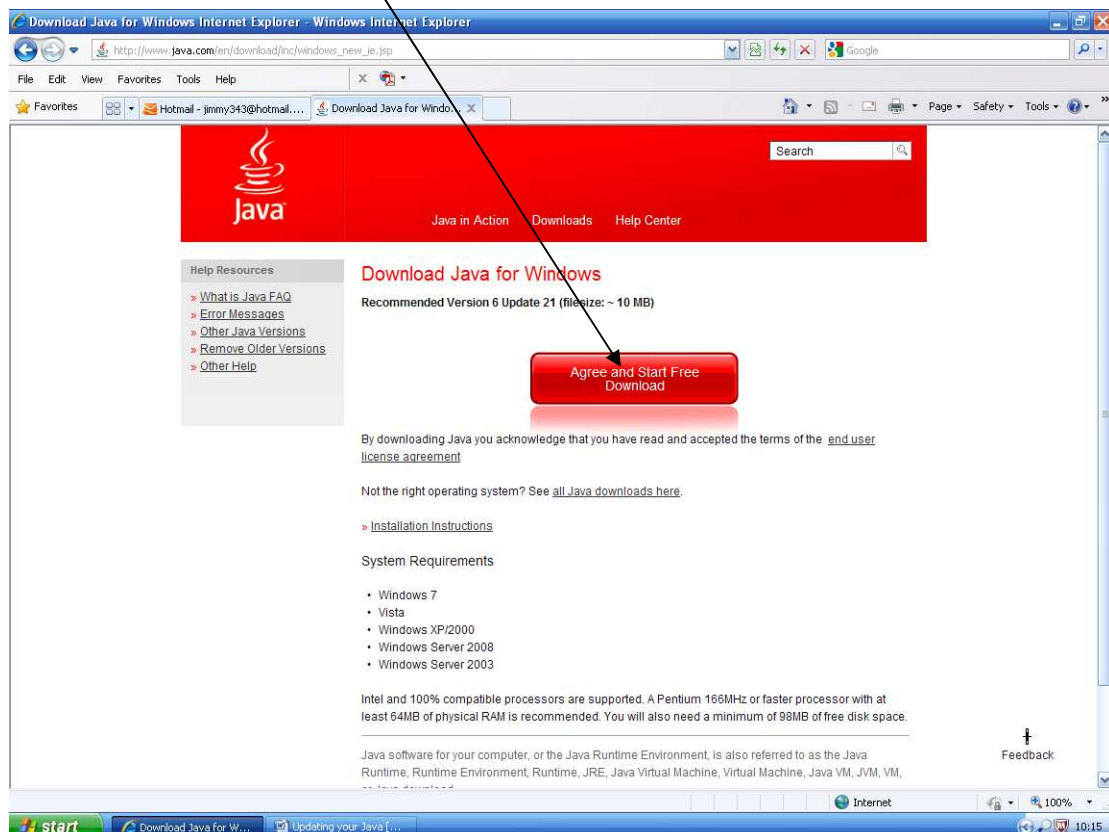
The following link will take you to the Java download page:

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

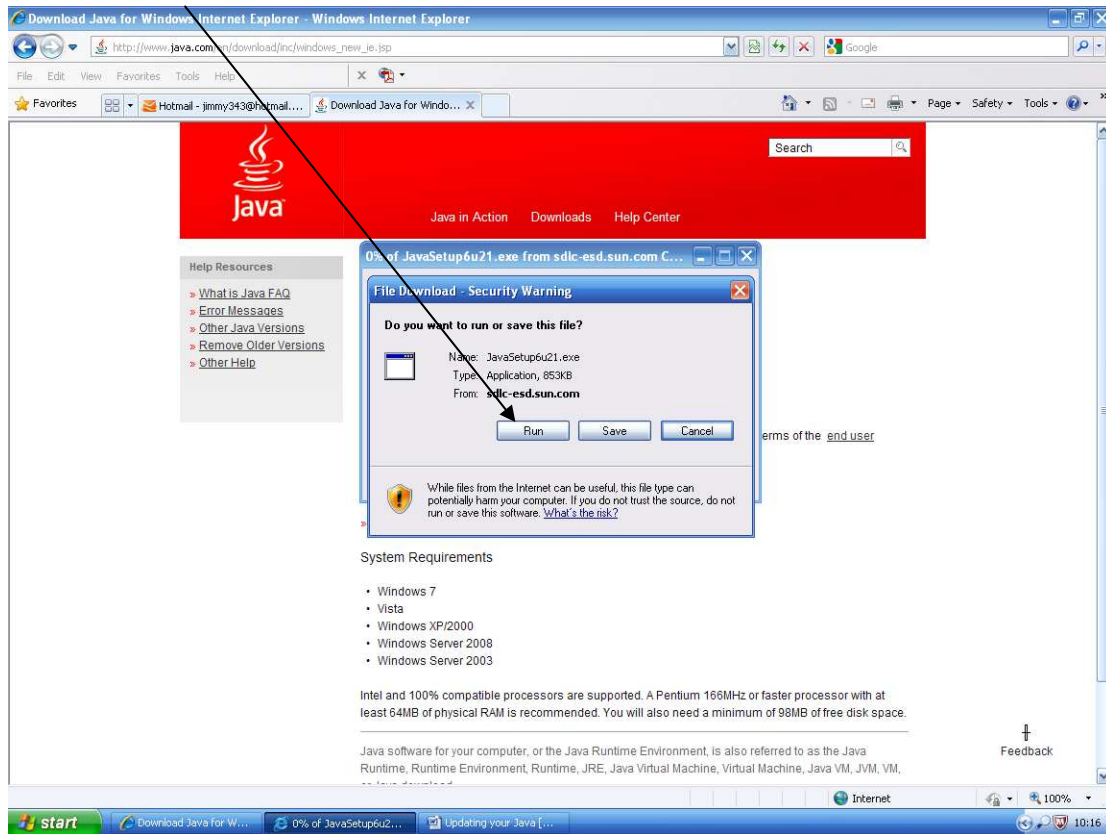


1. Select "Free Java Download"

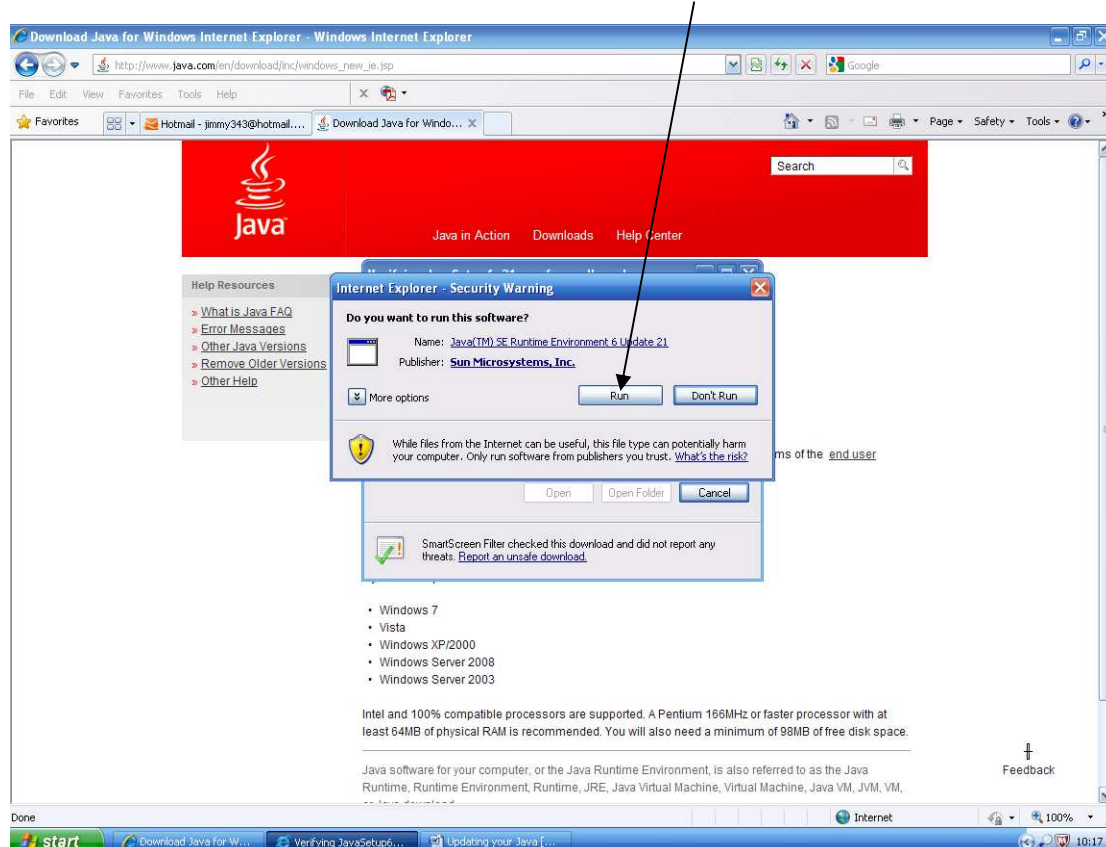
2. Select "Agree and Start Free Download"



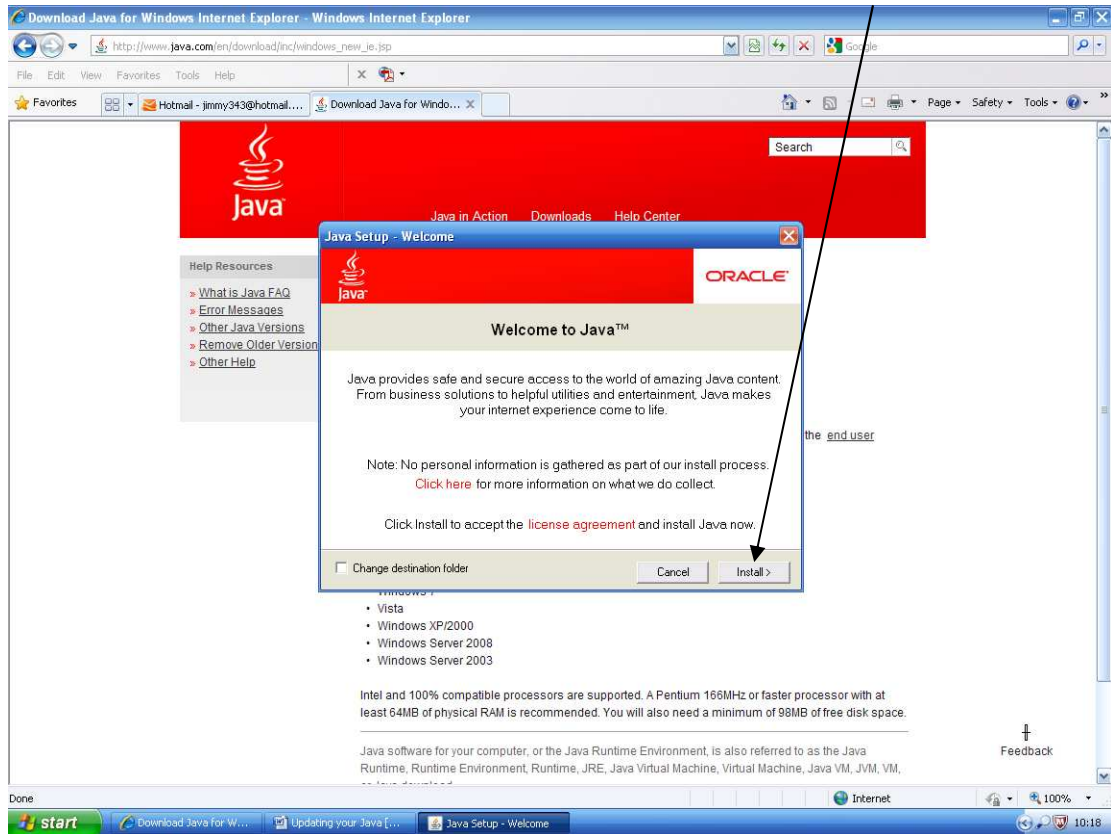
3. Select "Run" when prompted



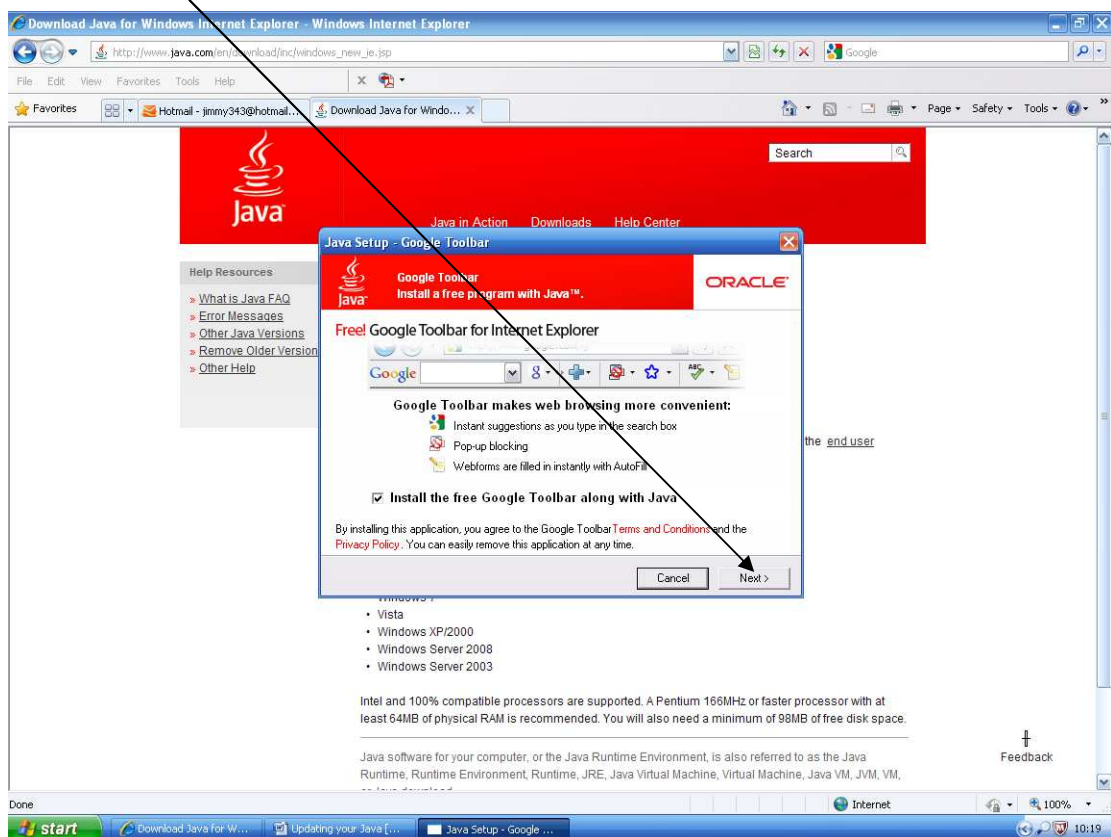
4. Once the download has completed, select "Run" again



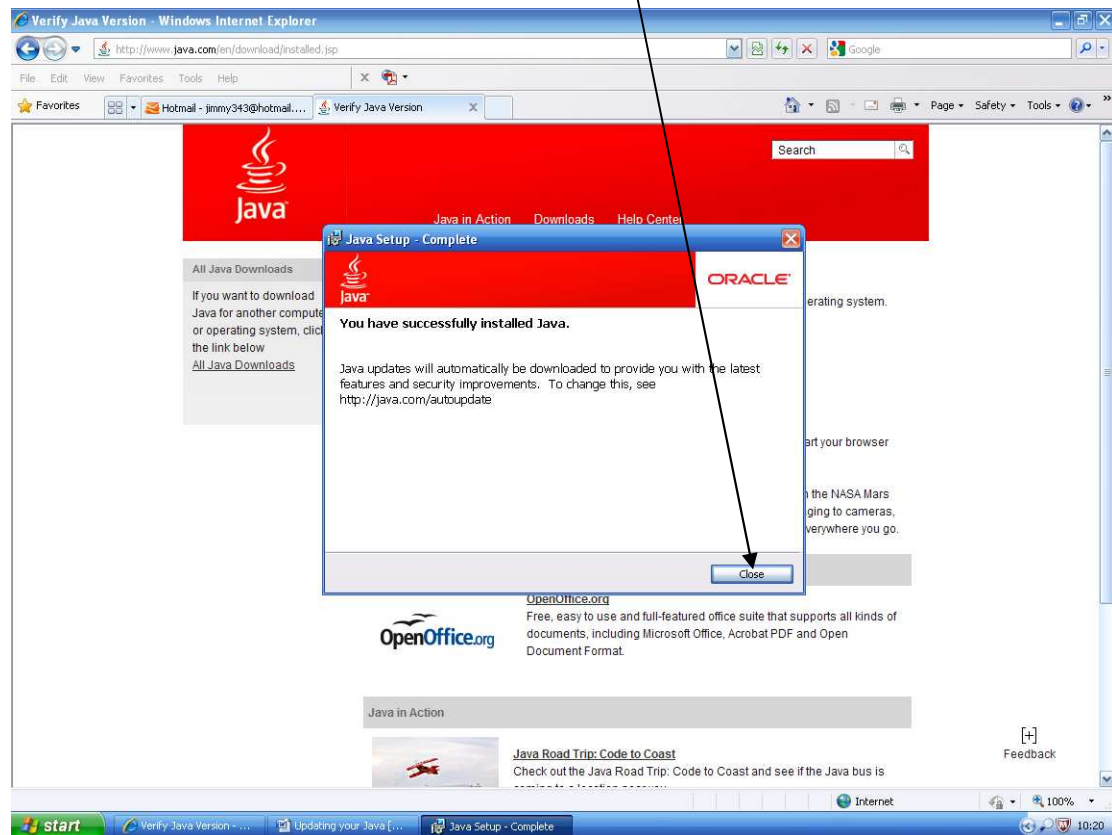
5. Your download will then verify. Once complete, select “Install” to begin



6. Select “Next”



7. Java will begin to install. This may take a while so please be patient. Once the install has been completed, select "Close" to complete the install



8. After installation, it is recommended that you restart your computer and verify your Java download has been completed successfully. Please use this link <http://www.java.com/en/download/installed.jsp> to verify your Java download.

Downloading this update should overcome the issue of you not being able to fully access the on-line tender functionality. If this does not overcome your issues and you continue to see a screen as below, you need to investigate whether there is an issue with your system's security settings that may be causing a "java applet failure" to occur. This issue is caused by your own system settings and is not related to the e-tendering software. If you, or your IT Department, are unsure how to overcome this issue, information about overcoming "applet failures" can be found by searching on the internet.