Troubleshooting Guide – Desktop resolution and Zoom Issue
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# Introduction

## 1.1 Scope
This document provides users with instructions on how to Desktop Resolution issue and Zoom Issue.

## 1.2 Intended Users
Any user who gets the following error message when login to CWC.
### 1.4 Desktop Resolution Issue

If the system flags an error Alert the desktop resolution error, you can change your desktop resolution by following steps.

<table>
<thead>
<tr>
<th>Description</th>
<th>Your System settings</th>
<th>Best Viewed On</th>
<th>Troubleshooting Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browser</td>
<td>IE</td>
<td>IE, Chrome, Firefox, Safari</td>
<td>Please use a compatible browser</td>
</tr>
<tr>
<td>Version</td>
<td>8.0</td>
<td>IE 8.0 &amp; 9.0, Chrome 24.0 to 30.0, Firefox 10.0 to 24.0, Safari 5.0.4</td>
<td>Please use a compatible browser version</td>
</tr>
<tr>
<td>Resolution</td>
<td>800 × 600</td>
<td>Mobile Phones: 320 × 480, 320 × 568, 480 × 320, 668 × 320, Tablets: 1024 × 768, 768 × 1024, Desktops/Laptops: 1024 × 768, 1280 × 1024, 1366 × 768</td>
<td>Help Guide</td>
</tr>
</tbody>
</table>

Close
1.4.1 Windows Users

1. Please right click on the desktop.
2. Click on ‘Screen resolution’.

3. The following screen will open.
4. Click on Resolution Drop down and choose a resolution supported by CWC and Click ‘Apply’ and ‘OK’.

5. Then login back to CWC and the error bar on top your screen should now go away.
1.4.2 **MAC Users** If the system flags the desktop resolution error, you can change your desktop resolution by following steps

2. Click on the Apple logo in the upper-left corner of your display

3. Click **System Preferences**, then click **Displays**

4. Click **Display** if it is not already selected
5 Select a resolution from the list of available resolutions
6 Mac OS immediately applies the new setting
1.5 Browser Zoom issue

The system can generate the error bar in case the Browser Zoom is not set to 100%. Please do the following steps to change your zoom level.

Click on the Page from Menu bar and Change the Zoom level to 100%.