

Sightline Support

Troubleshooting Tips

Use these common troubleshooting steps when experiencing technical issues in [Sightline](#). These tips are applicable to all Sightline platform components and can be used as a first step to resolve technical issues in Sightline. These tips are applicable to all Sightline platform components and can be used as a first step to resolve technical issues in Sightline.

1. Verify your browser

Verify your browser is compatible with Sightline. Sightline is supported by the following internet browsers: Internet Explorer v11, Microsoft Edge v44 and after, Chrome v79 and after. For best experience, zoom screen to 100% on 1920 x 1080 screen.

To enable screen reader support, press **Ctrl+Alt+Z**. To learn about keyboard shortcuts, press **Ctrl+I**.

For the optimal experience, we recommend viewing it on a screen no smaller than:

iPad (Legacy)	Landscape	1024 x 768
1st and 2nd Generation	View	px

2. Refresh the page

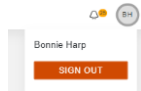
Temporary errors can be cleared by refreshing the page and trying again! Reload the page by pressing **F5** on your keyboard, the **refresh icon** on your browser address bar or the keyboard shortcut **Ctrl+R**.

If this doesn't work you can also try **Ctrl+Shift+R** which performs a 'hard reload'.

3. Log out and restart your browser

Log out of Sightline by clicking **your initials** in the top right corner and select **Sign Out**.

Exit your browser window and restart your computer. If you are still experiencing issues, continue with final steps.



4. Clear cookies

Clear cookies in your browser with the keyboard shortcut **Ctrl+Shift+Del** and select **Clear Data**.

5. Attempt in Incognito window

Some errors can be related to the current state of your internet session. You can check if this is the case by repeating the same steps in a 'clean' internet session by using an incognito or private window. After launching an incognito or InPrivate window in your browser, log into Sightline and attempt the action again.

To launch an incognito window in Google Chrome, try one of the following options:

- Use shortcut **Ctrl+Shift+N**.
- Expand the dropdown next to your avatar by clicking the three dots in the top right corner of your browser. Select **New incognito window**.

To launch a private window in Internet Explorer (v11 only) or Microsoft Edge:

- Use keyboard shortcut **Ctrl+Shift+P**.

If the error no longer occurs, continue with the following steps to permanently resolve the problem.

6. Contact your PwC team

If the above steps still prove unsuccessful, please reach out to your Engagement Team Contact.

Commented [1]: Revise passive voice in the whole document into active voice. This can be done in a future revision.

Commented [4]: Is there really an avatar? Or do we mean the initials like what is referenced in step 3?

Commented [J(5R4)]: Initials - we call that an avatar

Commented [2]: I'm not sure what or where the "final steps" are.

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