

# ONLINE APPLICATIONS: PROBLEM-SOLVING GUIDANCE

This document provides information about technical issue to take into account when applying online to our master's programmes. It also proposes some solutions if you encounter problems when applying.

## BROWSER

- If at first you are having issues with your application, this might be linked to the browser you are using. Try filling your application in another browser, note that the preferred browser is Firefox and Chrome.

## COOKIES

- Make sure your cookie cache is empty; see [here](#) to empty your cache depending on the browser you are using.
- Make sure your accept all cookies when accessing the Geneva-academy.ch website

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## UPDATES

- Make sure your browser is updated to the latest version

## FORMAT DOCUMENTS

- Make sure you upload the documents in PDF or JPG format.

## PRIVATE BROWSING

- Make sure you are not using the private browsing function while filling your application.

## BROWSER EXTENSIONS

- Sometimes, browser extensions can cause issues when uploading documents. If you encounter problems when uploading documents, try to disable your extensions while you fill the application

## FILE SIZE

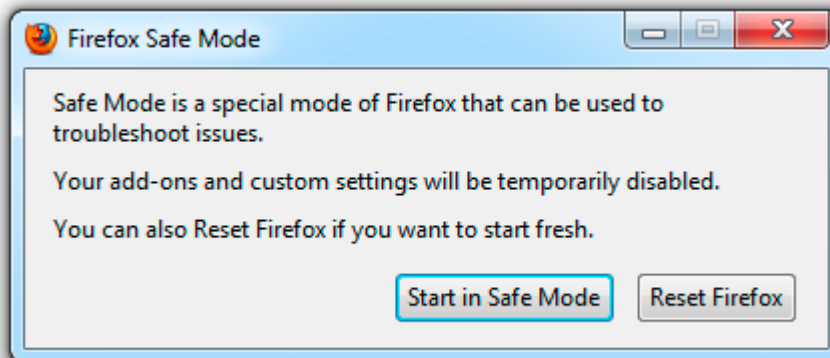
- The system might tell you that the size of the files you're uploading is too large: maybe the file you are trying to upload is too heavy.

## SAFE MODE

If all the possibilities above haven't worked, you can try starting Firefox in safe mode as this might solve some issues. You will find more explanation on how to do this here below:

- On Windows: Hold the **Shift** key when you open the Firefox desktop or Start menu shortcut.
- On Mac: Hold the **option** key while starting Firefox.
- On Linux: Quit Firefox, go to your Terminal and run `firefox -safe-mode` (you may need to specify the Firefox installation path e.g. `/usr/lib/firefox`)

When the Firefox Safe Mode window appears, select "Start in Safe Mode".



## RESETTING FIREFOX TO ITS DEFAULT STATE

If safe mode hasn't resolved your issue, try this last possibility as the issues might come from the setup of Firefox that might have been corrupted by other installations (plugins or extensions).

- Try resetting Firefox to its default state, [here](#) is how you can do this.