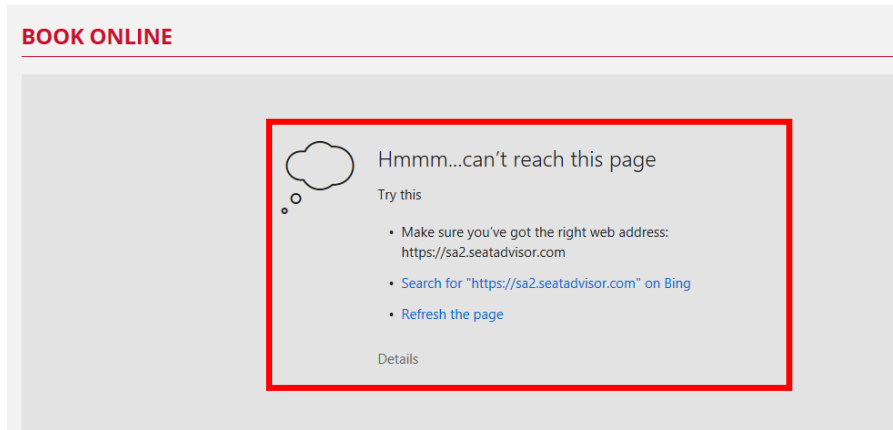



Internet Explorer – Book Online Issue

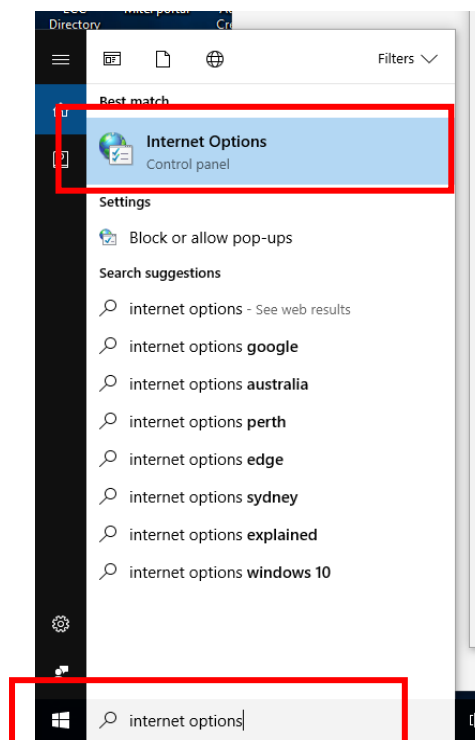
Trying to book tickets online but getting the error below??



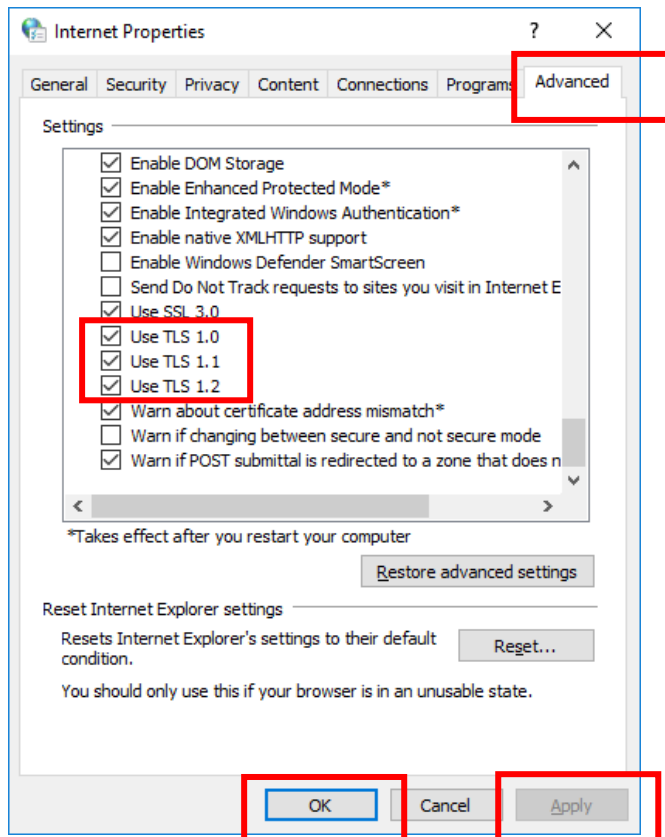
This error is occurring due to a setting on your computer and within **Internet Explorer**.

It is advisable to use Google Chrome to book tickets from Casula Powerhouse Arts Centre online. However if you must use Internet Explorer please follow the following easy instructions to resolve the issue.

1. Click on the **Start/Windows icon**  on the bottom left side of your screen.
2. In the **Search box** – type **Internet Options** (see screen shot below)
3. Click on **Internet Options** (see screen shot below in blue) or simply hit the **enter key**.



4. An Internet Properties popup will appear.



5. Click on the **Advanced** tab then scroll down until you see **Use TLS 1.0, Use TLS 1.1, Use TLS 1.2**.
6. **Ensure that all TLS boxes are ticked.**
7. Click on the **Apply** button and **OK**.
8. Next hold down the **CTRL and F5** keys on your keyboard to **refresh your browser**.
9. Then attempt to book tickets again.