

## THE PIN PROBLEM

From time to time we receive reports that those requesting documents get error messages relating to the PIN when they submit the request.

This is almost invariably because the Document Archive page (<http://www.royalsignals.org.uk/>) was not downloaded by the browser but was retrieved from the computer's "cache".

The solution to this is as follows:

**Go to the Document Archive;** the link above will get there if you do not have a shortcut immediately available.

**Scroll down the page and note the PIN.**

**Refresh or reload the page;** different browsers may use different terms. Pressing **F5** is commonly used to force a refresh; another method is to right click on the page, then left click **Refresh / Reload** or whatever other term your browser supplier used. On some browsers (e.g. Firefox) the function is not denoted by a word, but uses the "refresh" symbol shown below.



**Now look at the PIN again;** if you were previously looking at a cached page then the PIN noted after "Scroll down..." in the instructions will have been replaced by the current one.

The PIN changes automatically every 24 hours.

We hope the above has been of help.

Wireless-Set-No19 Group Moderators.