

# **WESTPORTS**

## **e-Terminal Plus Connection Checklist**

- ✓ Have you asked your company IT to add [www.eterminal.net.my](http://www.eterminal.net.my) in the firewall?
- ✓ Test your internet connection by opening other websites. If no connection, please check internally with your IT department for assistant.
- ✓ If possible, try accessing our website using your broadband/wireless for comparison.
- ✓ Is the browser compatible with e-Terminal Plus? Please try either one of below :-
  - Microsoft IE ver. 7 and ver. 8.
  - Mozilla Firefox ver. 3.5 to 3.6.
  - Google Chrome ver. 7 to ver. 10.
- ✓ Try clearing out your browser cache/history of any historical data for better connection speeds. However, in view of peaks hours, you may experience slow response.
- ✓ Try using the secure e-Terminal Plus address HTTPS (i.e. <https://www.eterminal.net.my>).
- ✓ If all the above steps still did not improve your connectivity, please provide your details such as name, contact no & email address, browser details and connection type to [edi\\_admin@westports.com.my](mailto:edi_admin@westports.com.my).