

# Problems accessing certain sites

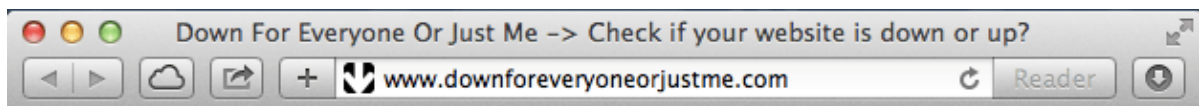
# Problems accessing certain sites

Bigpipe Troubleshooting

Follow these steps if you're having trouble accessing a specific site or group of sites.

## 1. Check the site hasn't been reported as being down:

1. Visit [downforeveryoneorjustme.com](http://downforeveryoneorjustme.com)?
2. Type the name of the website into the box (e.g. `nzherald.co.nz`):



Is  down for everyone  
[or just me?](#)

Web Hosting built for designers & developers -> [Special Offer](#)

Short URL at [isup.me](http://isup.me)

3. Click "or just me?"
4. If the site has been reported as being down then wait and try again later. Otherwise, proceed to the next

step.

## **2. Check that you're using the latest version of your current browser and, if not, update it.**

*Tip: Most modern browsers automatically update themselves. However, if you installed your browser a while ago it may not be doing that properly, so it is worth checking.*

## **3. Try accessing the same website using a different browser (e.g. Chrome or Firefox).**

## **4. Try accessing the same website using a different device (e.g. another phone or your PC).**

## **5. Create a support query**

If you've tried all of the above steps and it hasn't fixed your problem, please visit our [Contact Us](#) page and let us know about the fault. Select "No Connection" from the drop-down list and let us know about the fault as soon as possible.