

# Website Technical Support Guide

[www.restorertoolcanada.ca](http://www.restorertoolcanada.ca)

Customer Edition

# Protocol for Technical Problems

## Information

### ▶ **Problem resolution**

In the event that you encounter any problem navigating the site or in the process of purchasing our products, please follow the instructions provided here according to your operating system.

If the problem is not solved, contact us through the Online Chat or send us an email from the Contact section. Thank you !

## Instructions for Windows Users

### ▶ **IF Windows 10**

Try the latest available versions of: Chrome / Firefox / Internet Explorer / Microsoft Edge / Opera

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### ▶ **IF Windows 8.1**

Try the latest available versions of: Chrome / Firefox / Internet Explorer / Microsoft Edge / Opera

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### ▶ **IF Windows 8**

Try the latest available versions of: Chrome / Firefox / Internet Explorer / Microsoft Edge / Opera

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### ▶ **IF Windows 7 64-Bit**

Try the latest available versions of: Chrome / Firefox / Internet Explorer / Microsoft Edge / Opera

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### ▶ **IF Windows 7**

Try the latest available versions of: Chrome / Firefox / Opera

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### ▶ **IF Windows Vista**

Try the latest available versions of: Chrome / Firefox

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### ▶ **IF Windows XP SP3**

Try the latest available version of: Firefox

# Protocol for Technical Problems

## Instructions for MacOS Users

▶ **IF MacOS 11.00**

Try the latest available versions of: Safari / Chrome / Firefox / Microsoft Edge / Opera

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▶ **IF MacOS 10.15**

Try the latest available versions of: Safari / Chrome / Firefox / Microsoft Edge / Opera

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▶ **IF MacOS 10.14**

Try the latest available versions of: Safari / Chrome / Firefox / Opera

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▶ **IF MacOS 10.13**

Try the latest available versions of: Safari / Chrome / Firefox / Opera

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▶ **IF MacOS 10.12**

Try the latest available versions of: Safari / Chrome / Firefox / Opera

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▶ **IF MacOS 10.11**

Try the latest available versions of: Safari / Chrome / Firefox / Opera

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▶ **IF MacOS 10.10**

Try the latest available version of: Safari / Chrome / Firefox

# Protocol for Technical Problems

## Instructions for Android Users - Mobile

▶ **IF Android 10**

Try the latest available versions of: Chrome Mobile / Firefox Mobile / Microsoft Edge Mobile

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▶ **IF Android 9**

Try the latest available versions of: Chrome Mobile / Firefox Mobile / Microsoft Edge Mobile

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▶ **IF Android 8**

Try the latest available versions of: Chrome Mobile / Firefox Mobile / Microsoft Edge Mobile

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▶ **IF Android 7**

Try the latest available versions of: Chrome Mobile / Firefox Mobile / Microsoft Edge Mobile

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▶ **IF Android 5**

Try the latest available versions of: Chrome Mobile / Firefox Mobile

## Instructions for iOS Users - Mobile

▶ **IF iOS 13.X**

Try the latest available versions of: Safari Mobile / Chrome Mobile

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▶ **IF iOS 12.X**

Try the latest available versions of: Safari Mobile / Chrome Mobile

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▶ **IF iOS 11.X**

Try the latest available versions of: Safari Mobile

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▶ **IF iOS 9.X**

Try the latest available versions of: Safari Mobile