**Procedures to fix the https redirection error for Timetable Viewer**

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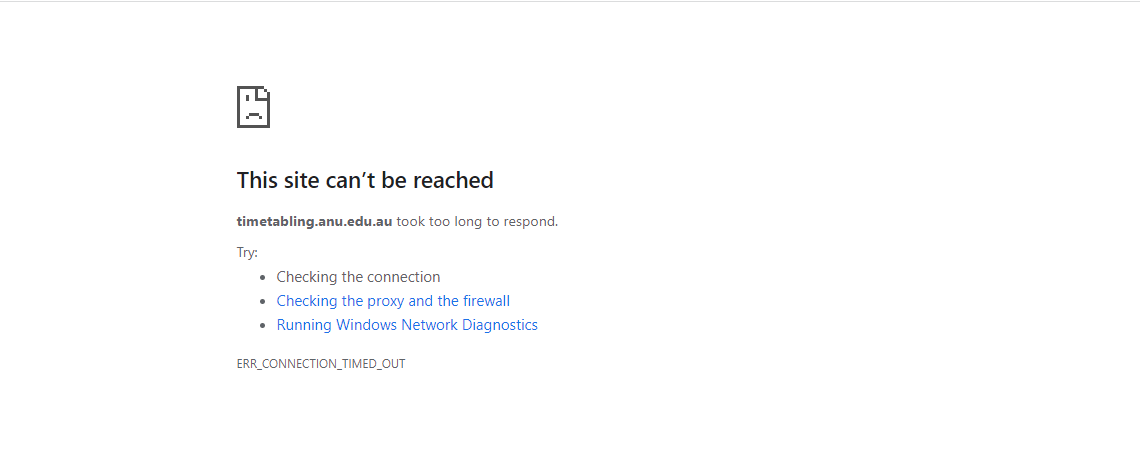
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**Background**

People may accidentally unable to open the timetabling related webpages as below.



Or users may see a blank page when clicking on the View button.

**Impacted webpage**

* Timetable viewer

**Solution**

**MS Edge**

1. Click on the lock icon or ‘Not secure’ before the site address, normally at the place shown in the screenshot below.

A close-up of a computer screen

Description automatically generated

1. Click on the ‘permissions for this site’, it will open a new tab showing the setting of the site.

A screenshot of a computer

Description automatically generated

1. Scroll down and find the ‘Insecure content’, change it to ‘Allow’.



1. Back to the Timetable Viewer page and click on ‘refresh’

**Chrome**

1. Click on the lock icon or ‘Not secure’ before the site address, normally at the place shown in the screenshot below.

A screenshot of a computer

Description automatically generated

1. Click on the ‘site setting’, it will open a new tab showing the setting of the site.

A screenshot of a computer

Description automatically generated

1. Scroll down and find the ‘Insecure content’, change it to ‘Allow’.



1. Back to the Timetable Viewer page and click on ‘refresh’