

# Troubleshooting - Unable to open Tonido UI in browser

## Supported Browsers:

- Google Chrome
- Firefox
- IE 9 and above

## Try these tips:

- Disable your antivirus and firewall software.
- Tonido Web Browser user interface requires cookies to be enabled, make sure you have enabled cookies in your browser.
- When the browser opens, Hit Refresh or Reload
- Try a different browser, FireFox or Chrome for example
- You can try opening the Classic Interface (if you are using an older browser). The URL is <https://<yourname>.tonidoID.com/ui/classic/index.html>