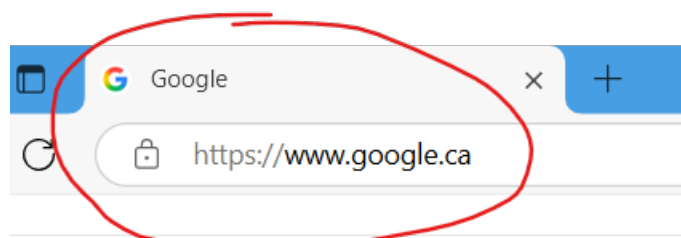# Manitoba Child Care Search: Trouble-Shooting Tips for Facilities

If you are having trouble accessing the weekly link (sent each Monday) to your Manitoba Child Care Search profile, try the following:

- **Review your 'Junk' folder and add the email from Manitoba Child Care Search to your Safe Senders list:** facilityupdate@gov.mb.ca

- **Check your internet connection.**
  If your connection is not stable, or is weak, a website link in your email may not work.

- **Clear cookies/caches:**
  Delete your browser history and try to access the web link again.

- **Check your internet browser and settings.**
  For optimal user experience, the following internet browsers are recommended for Manitoba Child Care Search: Chrome, Firefox, Safari or Edge.

  - **Chrome:** settings/privacy and security/site settings/JavaScript - make sure that allowed is selected
  - **Edge:** settings and more/privacy, search, and services/cookies and site permissions/JavaScript – make sure that it is enabled
  - **Firefox:** Click the Firefox menu button (three horizontal lines) in the top right corner of the browser/Select "Setting/privacy & Security panel
  - **Safari:** safari menu in the top left corner/preferences (or settings on newer MacOS versions) /privacy

- **Copy and paste the link provided in your weekly Monday email directly into your internet browser address bar:**

If you have not received your Manitoba Child Care Search email or are still having trouble with accessing your Manitoba Child Care Search profile, contact: mbchildcaresearch@gov.mb.ca or **204-945-7292**