**Australian Government**

**National Health and Medical Research Council**

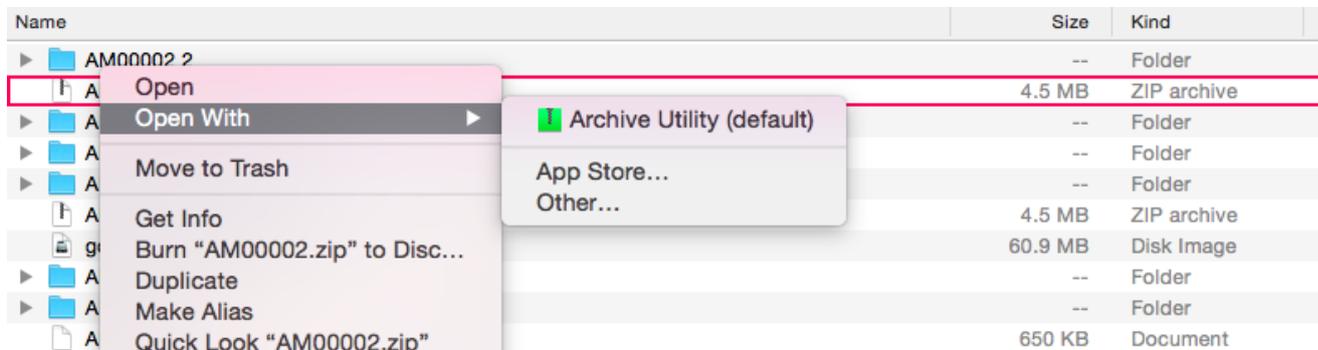# HREA Troubleshooting – Opening a Zip file on a Mac

## Description

Some Apple Mac users have reported that they are having trouble opening the downloaded zip file created while completing or at completion of their application. This creates a problem where the application and attachments contained within the zip file cannot be opened.
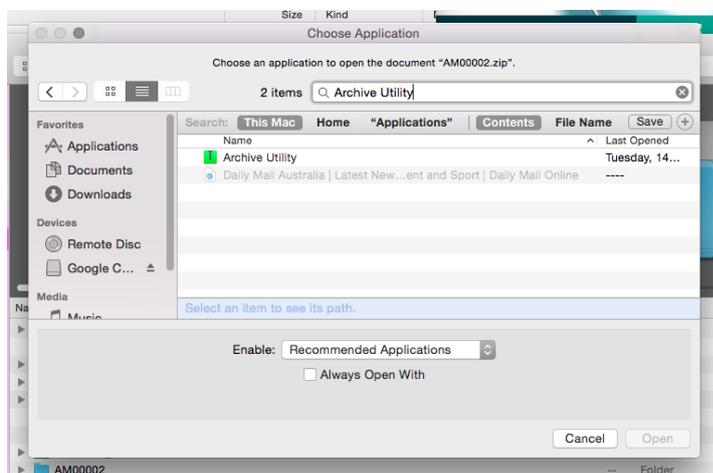
The below examples have been provided from a MacBook Air using OS X Yosemite (Version 10.10.5)

## Steps to resolve the issue

1. Close the internet browser you are currently using. Open a new browser window and log into HREA Portal.

   Re-download the .zip file from the HREA.

2. Right or Two Finger click on the zip file and click 'Open with' and select 'Archive Utility'.



If 'Archive Utility' is not present then select 'other' and search for 'Archive Utility'.
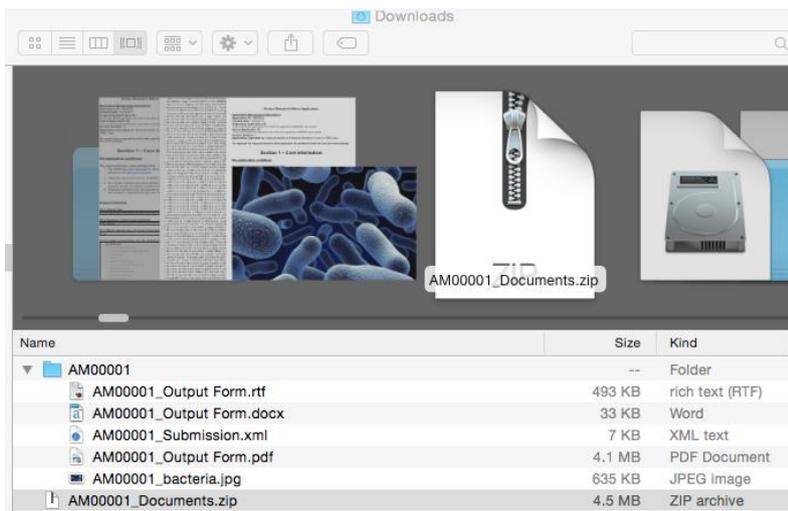
3. If the zip file does not open, proceed to step 4.

4. Open the HREA Portal in a different internet browser and re-download the zip file. While the NHMRC does not endorse the use of any specific product, Safari is the recommended Mac browser. Ensure that you are using the most current version of the browser you have chosen.

5. Attempt to open the zip using the instructions at Step 2.

   If the zip does not open, proceed to step 6.

6. Have the zip file easily accessible.

7. Launch 'Terminal' which is found in the /Applications/Utilities folder.

8. In Terminal, type 'unzip' followed by a space, then drag and drop the zip file into the terminal window. This will automatically enter the full path to the zip file.

9. Press the 'Return' button on your keyboard.



10. The zip should open automatically, downloading the contents in a separate folder. In the example below, the computer has automatically sent any downloaded documents to the 'Downloads' folder. The original .zip file can be seen below the new documents.



11. If the zip does not open, proceed to step 12.

12. Attempt to open the zip file using the same instructions detailed in steps 2-4. Instead of using 'Archive Utility' use a third party unzip tool downloaded from the Mac App Store. While NHMRC does not endorse the use of any specific product, some users have reported success using 'Stuffit Expander'.

You should now be able to access the documents within your zip file.

If you still experience issues please contact HREA Help on help@hrea.gov.au or 02 6217 9902.