Why does my application form fail to load if I access outside the UK?

When users access our application forms, they are often met with a login prompt and the form loads successfully. We are finding that users in various countries are being met with the prompt below when our application form sites load:

The resource you are looking for cannot be found. Please check the URL (web address) and try again.

The reason that our application forms may not load properly is due to an apparent Bug in our system wherein the sites do not display if the browser language is not set to English.

While our developers investigate this issue further, we suggest switching the browser language to English in order to complete the forms.

Please follow these steps we have established for Firefox and Chrome in order to make this change and continue with the form:

*To change browser language settings in **Firefox...***

1. Click the menu icon ☰ > When the menu appears, click Options
2. The 'about:preferences' page appears > Scroll to Language > click 'Choose...'
3. A list of Languages should appear > If Turkish [tr] appears at the top, this will cause the error
4. If English [en] is not already added, click the dropdown menu for 'Select a language to add...' > choose English [en] > click Add
5. Highlight English [en] > click Move Up until it appears at the top > click OK
6. Return to the Grantrequest.co.uk site and log in

*To change browser language settings in **Chrome...***

1. Click the menu icon ⋮ > When the menu appears, click Settings
2. The 'chrome://settings' page appears > Scroll to Advanced > click 'Advanced'
3. Scroll to Languages > If the Language set is Turkish, this will cause the error

4. Click the dropdown for Language > click the ⋮ icon next to English > click 'Move to the top'

5. Click the ⋮ icon next to English once more > mark the checkbox for 'Display Google Chrome in this language'
6. Click 'Relaunch' when the option appears
7. Return to the Grantrequest.co.uk site and log in