

Internet Explorer Browser - Enable Cookies

Overview

The information below can help to resolve a wide range of issues that can occur on our website when using Internet Explorer version 6 or later.

Cookies are small text files that certain sites place on your computer to remember you the next time you visit that site. These cookies help us recognise you when you log in and remember information such as your preferred language and odds format even when you are not logged into your account. It is essential that your browser is set to accept cookies.

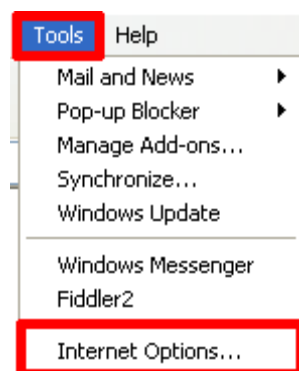
If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

Alternatively, you can email support-eng@customerservices365.com.

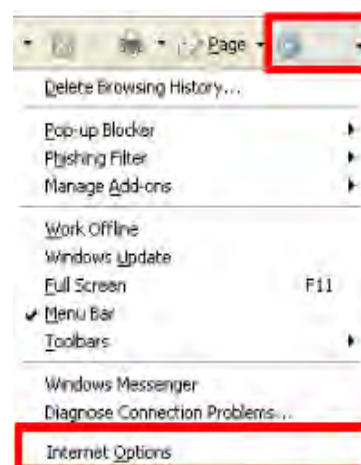
Accessing the Enable Cookies Feature

1a) Open your browser and click on 'Tools' on the top bar then 'Internet Options'.

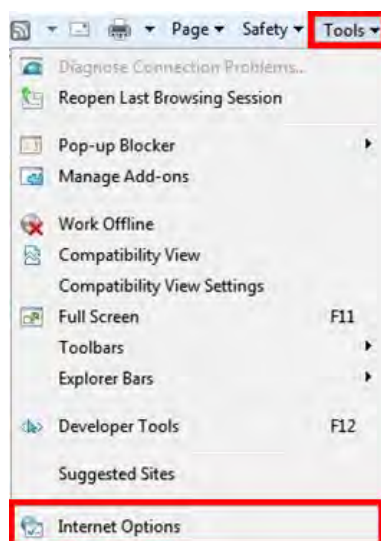
Internet Explorer 6



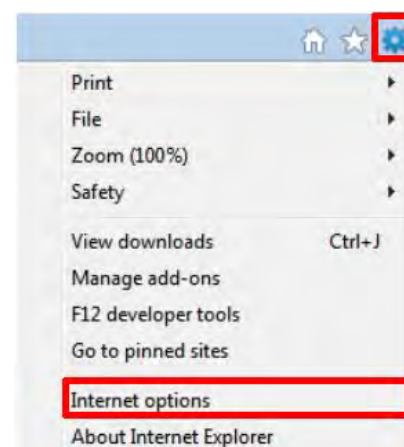
Internet Explorer 7



Internet Explorer 8



Internet Explorer 9

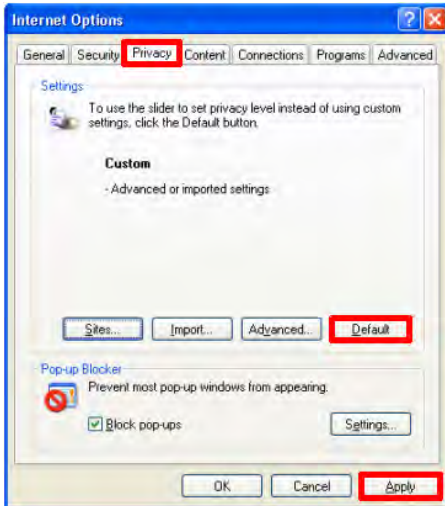


1b) This will open the 'Internet Options' window.

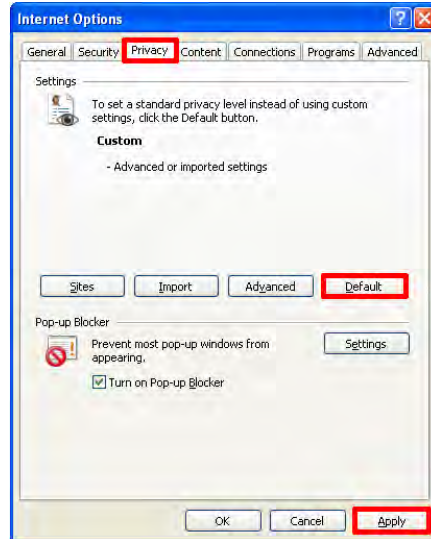
Enable Cookies

2) Select the 'Privacy' tab. Then click on the 'Default' option to return the browser to its default privacy level.

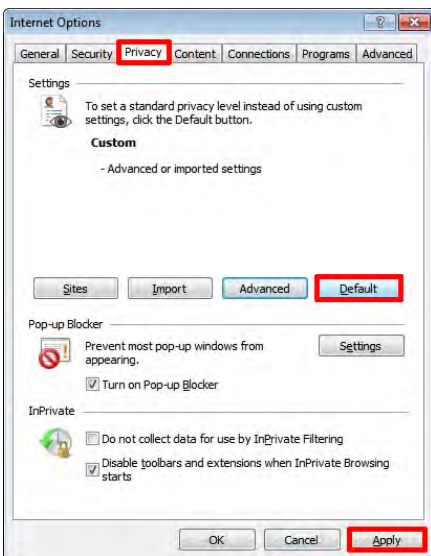
Internet Explorer 6



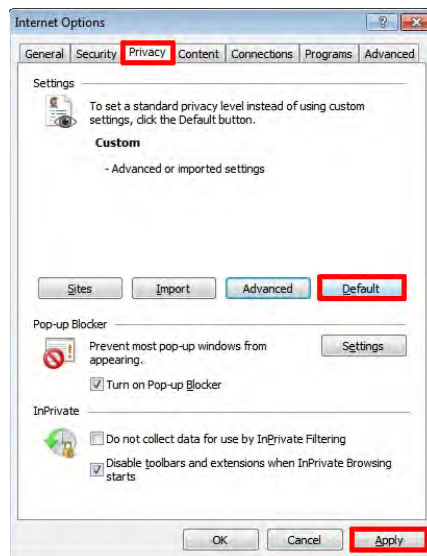
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3) Select 'Apply' to apply the changes.

4) Now close all internet browser windows that are currently open and reopen a new browser window, type in our website address and login to your account.

- If you continue to experience problems, please contact one of our Customer Service Advisors to assist you. Refer to the Contact Us information on page 1 of this document.