# Safari Browser - Delete Cookies

### Overview

The information below will help resolve a wide range of issues that can occur on our website when using the Safari browser, version 1.3 or later.

Cookies are small text files that websites like ours 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. In some instances, website access issues can be resolved by deleting the existing 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 <u>support-eng@customerservices365.com</u>.

### Accessing The Delete Cookies Feature

1) Open up your browser and from the Safari Menu, select 'Preferences...'.



## Safari 3.9 or earlier.

Select the 'Security' icon then select 'Show Cookies'.

000	Security	0
[ <b>1</b> ]		
General Appea	rance Bookmarks Tabs AutoFill Security Advanced	
Wel	Content: 🗹 Enable plug-ins	
	Enable Java	
	Enable JavaScript	
	Block pop-up windows	
Accep	t Cookies: 💽 Always	
	ONever	
	Only from sites you navigate to	
	For example, not from advertisers on those sites	
	Show Cookies	
🗹 Asl	c before sending a non-secure form to a secure website	~
		?

Click 'Remove All' then click 'Done'.

5BB%5D%5D 1 40B47[CE]
1 40B47[CE]
582sQWqr
6768IZrHEjc
845d95235
DMGJBBOFH
-
Done

### Safari 4.0 or later.

Select the Privacy icon then select 'Details' from the 'Cookies and other website data:' option.

Priv Priv	acy
General Appearance Bookmarks Tabs RSS AutoFill	Security Privacy Extensions Advanced
Cookies and other website data:	Remove All Website Data
	39 websites stored cookies or other data Details
Block cookies:	• From third parties and advertisers
	O Never
	0-
Limit website access to location services:	Prompt for each website once each day Prompt for each website one time only
	O Deny without prompting (?)

Select 'Remove All' then select 'Done'

These websites have stored data that can be used to track your browsing. Removing the data may reduce tracking, but may also log you out of websites or change website behavior.

2mdn.net Cache	0
addthis.com     Cache, Cookies	
adobe.com Cache, Cookies	
Cache, Cookies, Local Storage	
bet365.com Cache, Cookies, Plug-ins	
C365download.com Plug-ins	
G demandbase.com Cache	4

2) 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.