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 support-eng@customerservices365.com.

Accessing The Delete Cookies Feature

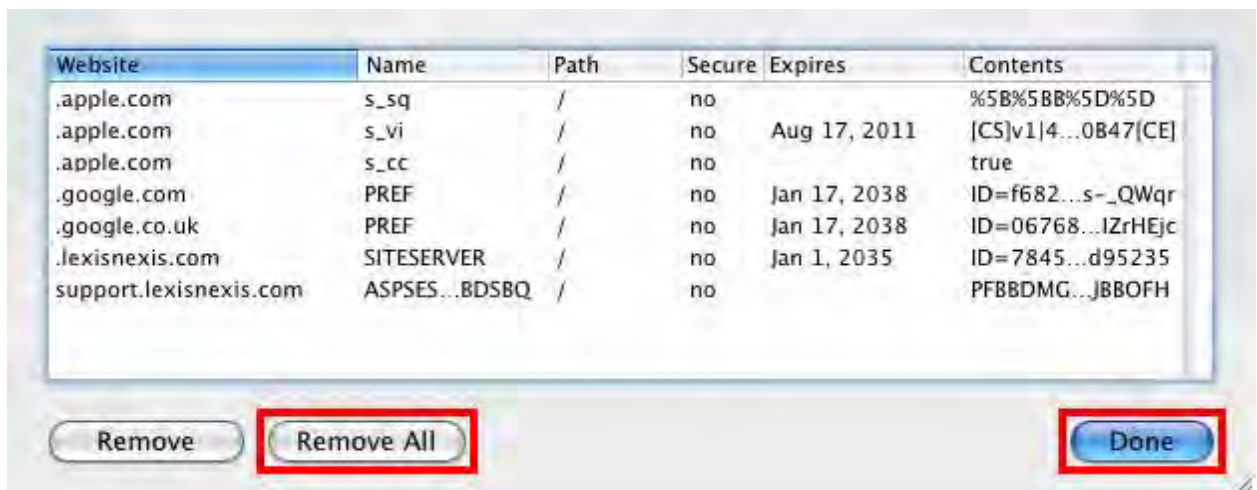1) Open up your browser and from the Safari Menu, select 'Preferences...'.

Safari 3.9 or earlier.

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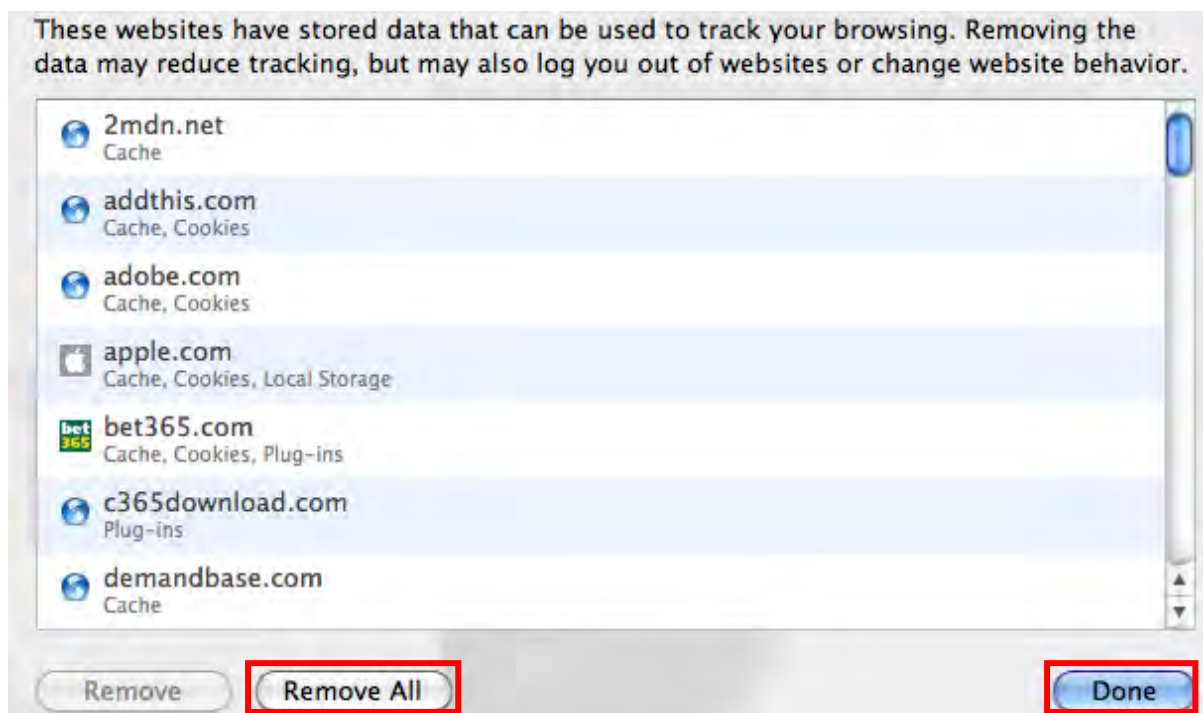

Click 'Remove All' then click 'Done'.

Safari 4.0 or later.

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

Select 'Remove All' then select 'Done'

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.