# Safari Browser - Enable 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 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 settings allow cookies to be enabled.

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 Enable Cookies Feature

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



#### Safari 3.9 or earlier

Select the 'Security' icon. Under the section called 'Accept Cookies'; you must have either the 'Always' or 'Only from sites you navigate to' option selected. For better security, we recommend you select the 'Only from sites you navigate to' option.

$\Theta \circ \circ$	3	Security						0
General	Appearance	Bookmarks	Tabs	AutoFill	Security	Advanced		
	Web Con	tent: 🗹 Ena	ble pl	ug-ins				
		Ena	ble Jav	/a				
		🗹 Ena	ble Jav	/aScript				
		Blo	ck pop	niw qu-	ndows			
-								
	Accept Coo	kies: 💽 Alv	ays					
		O Nev	/er					
L		O On For	ly from exampl	n sites y le, not fro	ou navig om adverti	ate to sers on those	e sites	
-		Sho	w Cool	kies )				
	-				J			
	Ask befo	ore sending	a non-	secure	form to	a secure we	ebsite	0
								(?)

## Safari 4.0 or later

00	Privacy							
General Appearance	Bookmarks	Tabs RSS	AutoFill	Security	2 Privacy	Extensions	Advanced	
	Cookie <mark>s</mark> an	d other webs	ite data:	Remo 39 websi	ove All V	Vebsite Da I cookies or of	ta) ther data (Details	0
Block cookies:  From third parties and advertisers Always Never								
Limit we	bsite acces	s to location	services:	Pron Pron Deny	npt for e npt for e v withou	each websi each websi it promptir	te once each da te one time only ng	y ( ?

Select the Privacy icon. Under the section called 'Block cookies', you must have either the 'Never' or 'From third parties and advertisers' option selected. For better security, we recommend you select the 'From third parties and advertisers' option.

2) Once selected, close the options window by clicking on the red icon in the top left hand corner.

3) 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.