

## Toolbars

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### Overview

The information below will assist you in resolving any issues you may experience on our website when using add-on toolbars by providers such as Yahoo, Google, MSN, Adobe, McAfee, etc. Note, you may not even be aware that you have some toolbars installed.

Toolbars are simply add-ons to your browser that give you more functionality when using the Internet. Some add-on toolbars are already preinstalled on your browser when you buy your PC. The majority however are installed by the end user. Most add-on toolbars require your consent before they can be downloaded and installed on your computer, but some can automatically download and install without your knowledge whilst you are browsing the web.

There are known issues with certain types of toolbar, for example it may be that pop-up windows do not appear as expected after clicking on links. This guide will help you check which toolbar(s) you have installed and disable any that may cause you to experience issues when using our website.

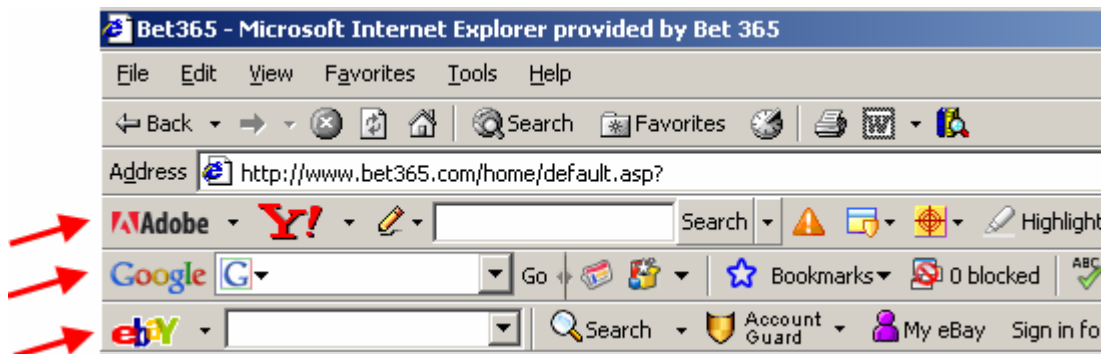
If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

Alternatively, you can email [support-eng@customerservices365.com](mailto:support-eng@customerservices365.com).

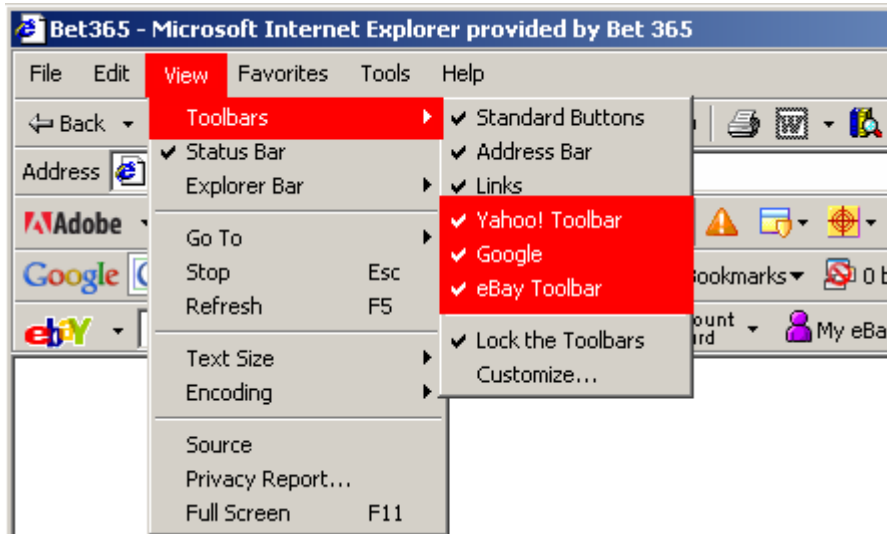
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### Checking to see if you have add-on Toolbars and disabling Toolbars

- 1a) Open a new browser.
- 1b) If you have any active add-on toolbars, they will normally be visible at the top of your browser.

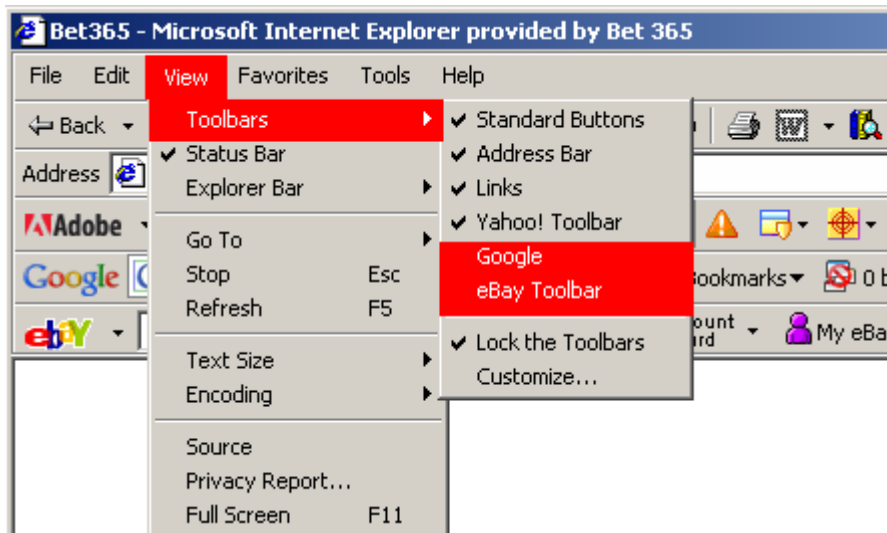


2a) To confirm whether or not you have any toolbars on your browser, click on 'View' on the top menu bar, then click 'Toolbars' as shown in red below.



2b) Within the Toolbars menu above, you can see that this user has 3 different add-on toolbars active on their browser (we know they are active because they are ticked). The 3 items at the top of this menu are already part of your browser (Standard Buttons, Address Bar and Links).

3) To disable the Toolbars, simply highlight the specific toolbar and left click on your mouse. This will untick and therefore disable the toolbar.



4) Repeat for any other **toolbars** and close and reopen the browser, type our website address to the address line and login to your account. You should now be able to browse our website without issue.

- 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.