AOL Browser - Enable Cookies

Overview

The information below will help resolve any issues on our website when using AOL browser, version 9 or later.

Cookies are small text files that certain sites place on your computer to remember you 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 support-eng@customerservices365.com.

Accessing The Enable Cookies Feature

1) Open up your browser and select the ‘Settings’ icon..

2) Once the settings icon has been selected, you will be presented with the AOL Preferences window. From this screen select the ‘A-Z’ tab and look for 'Internet [Web] Options'.

3) This will take you to the Internet Options window.
Enable Cookies

4) Select the ‘Privacy’ tab. Then click on the ‘default’ option to return the browser to its default privacy level.

5) Select ‘OK’ to close the window and apply the changes.

6) 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.