

## Windows XP - Resolving display issues

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### Overview

The information below should help resolve any display issues on our website when using Windows XP.

The website has been designed to work with a screen resolution of 1024 by 768 as this allows the available content to be displayed correctly. If a lower screen resolution is used such as 800 by 600, various aspects of the site may display incorrectly.

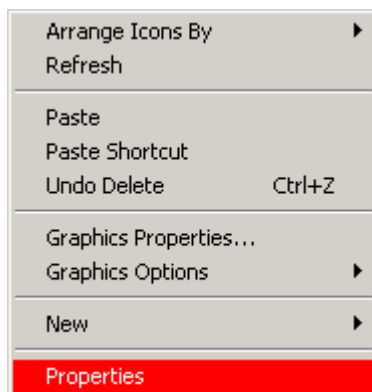
If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

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

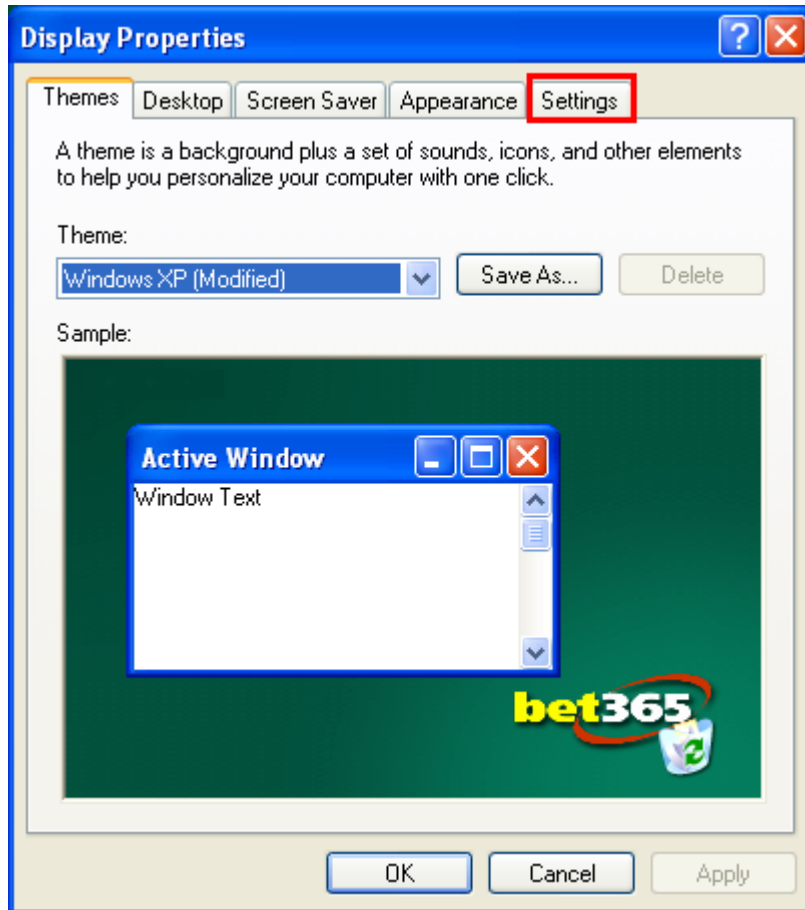
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### Changing the Windows XP Screen Resolution

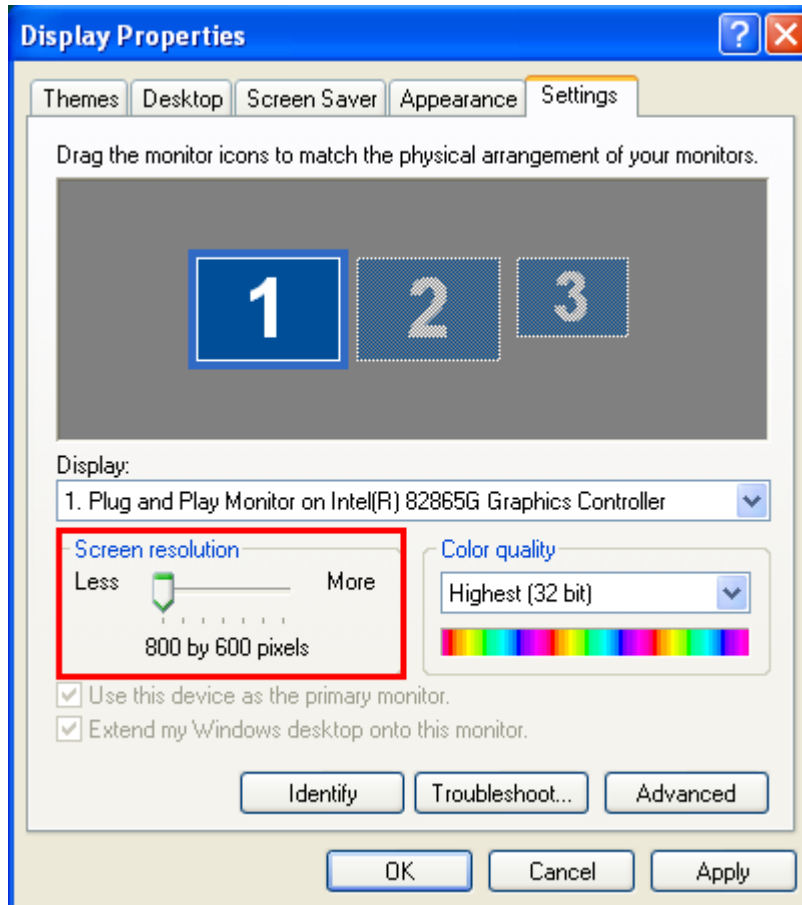
- 1) Please right-click on your desktop and select 'Properties' from the menu.



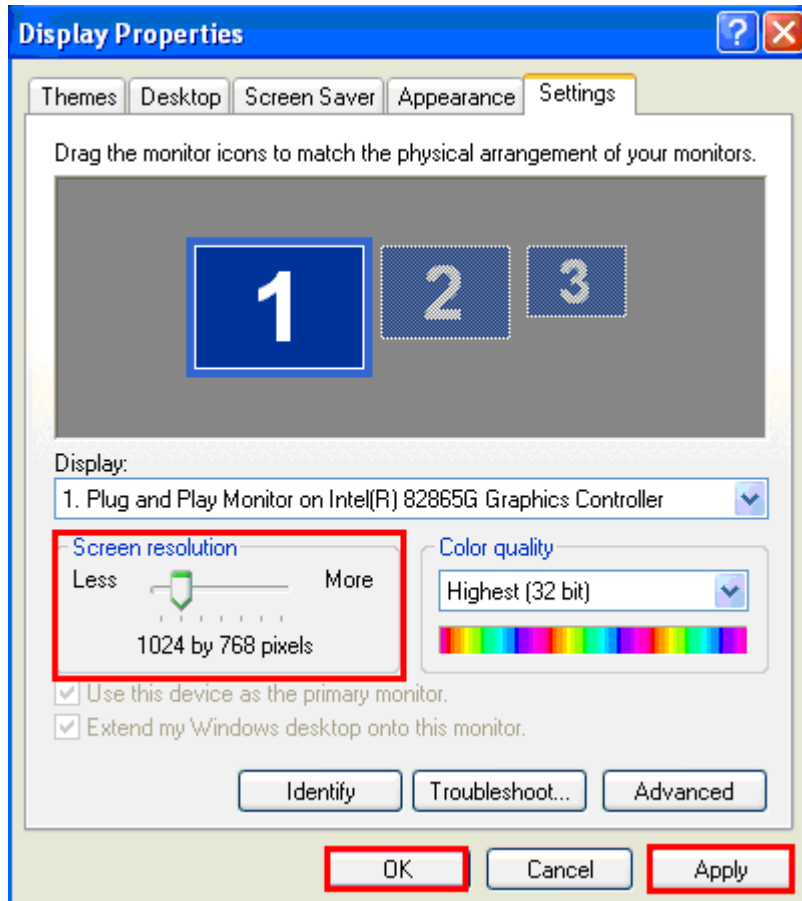
- 2) The Display Properties windows should appear; select the 'Settings' tab:



3) The following screen will appear, showing the current screen resolution:



- 4) Using the Slide Bar, change the setting to a minimum 1024 x 768. You will need to ensure that you 'Apply' the changes and then click 'OK'.



- 5) After clicking 'Apply', an additional prompt may be received asking you to confirm that the settings are correct. Provided you are happy, click 'Yes' to accept the settings.
- 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.