

Safari Browser – Delete Cache and Cookies

Overview

The information below can help to resolve a wide range of issues that can occur on our website when using Safari 7 or later.

Temporary Internet Files or 'Cache' are, in effect, a large part of your browsers memory. When you load a web page it is saved on your computer in this Cache so that if you later decide to open the same page again, it will open a lot faster.

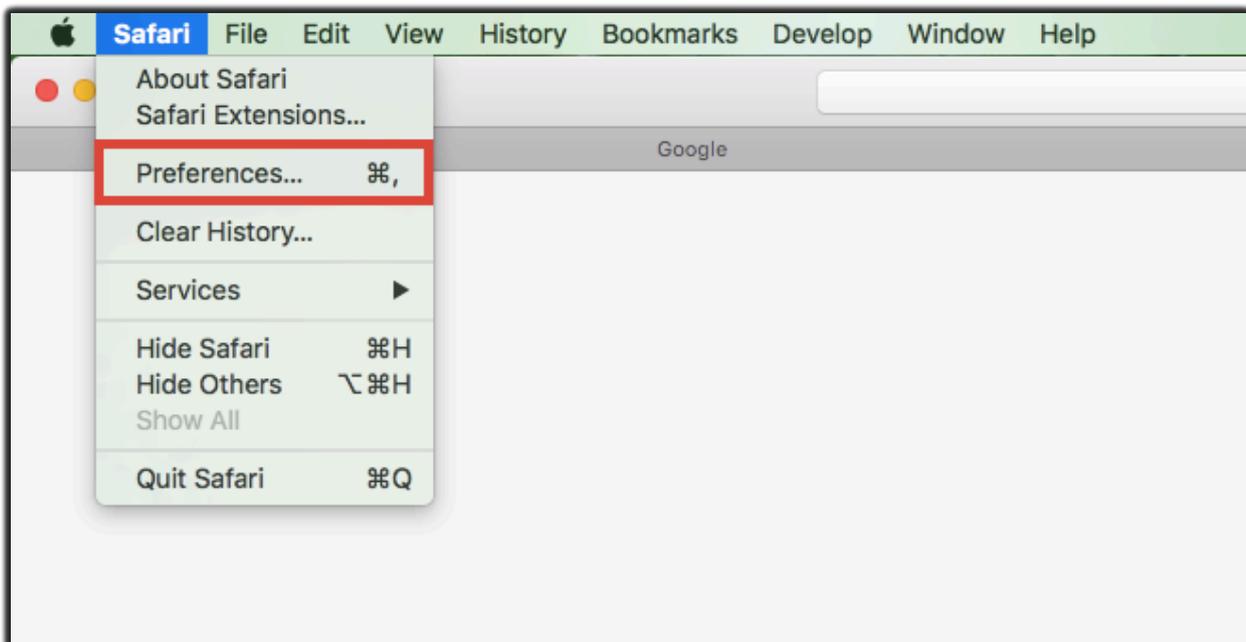
Cookies are small text files that certain sites place on your computer to remember you the next time you visit that site. These cookies help us recognise you when you log in and remember information such as your preferred language and odds format even when you are not logged into your account. It is essential that your browser is set to accept 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 located within the Help section of the website.

Alternatively, you can email: support-eng@customerservices365.com or call +44 (0)1782 684757.

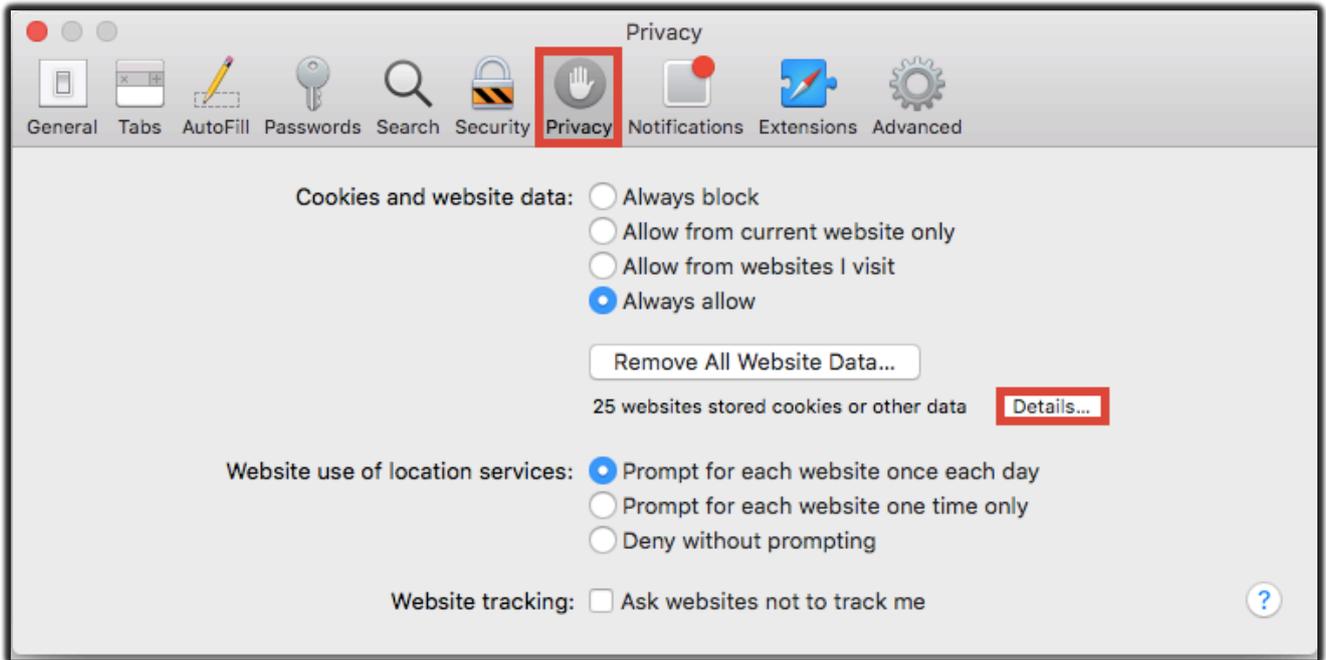
Accessing the Delete Website Data Function.

1) Open your browser and click 'Safari' in the top, left hand corner of your screen and select 'Preferences' from the Dropdown menu.



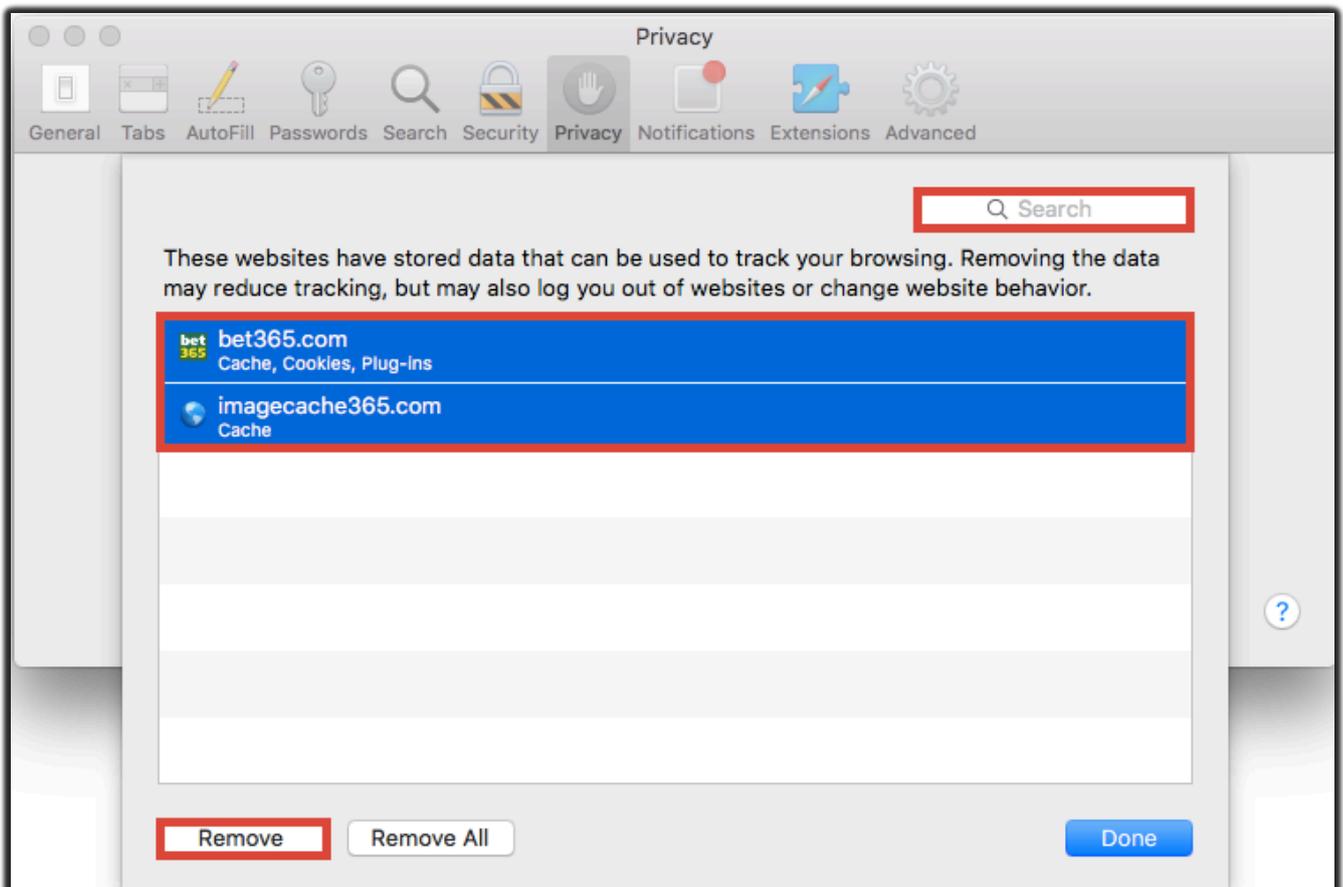
This will then launch the browser settings Pop-up.

2) From the Tabs at the top, please select the 'Privacy' tab.



3) Under the 'Remove All Website Data' button, please select the smaller 'Details...' button. This will then launch all the stored data for different browsers.

4) By scrolling down the list or using the Search function in the top right hand corner, please locate bet365.com.



5) Once highlighted, please select 'Remove' in the bottom left corner and this will delete the stored Cache and Cookies for bet365.com.

6) Once completed, close the Preferences window by clicking on the red icon in the top left hand corner.



7) 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.