

## Safari Browser - Enable 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.

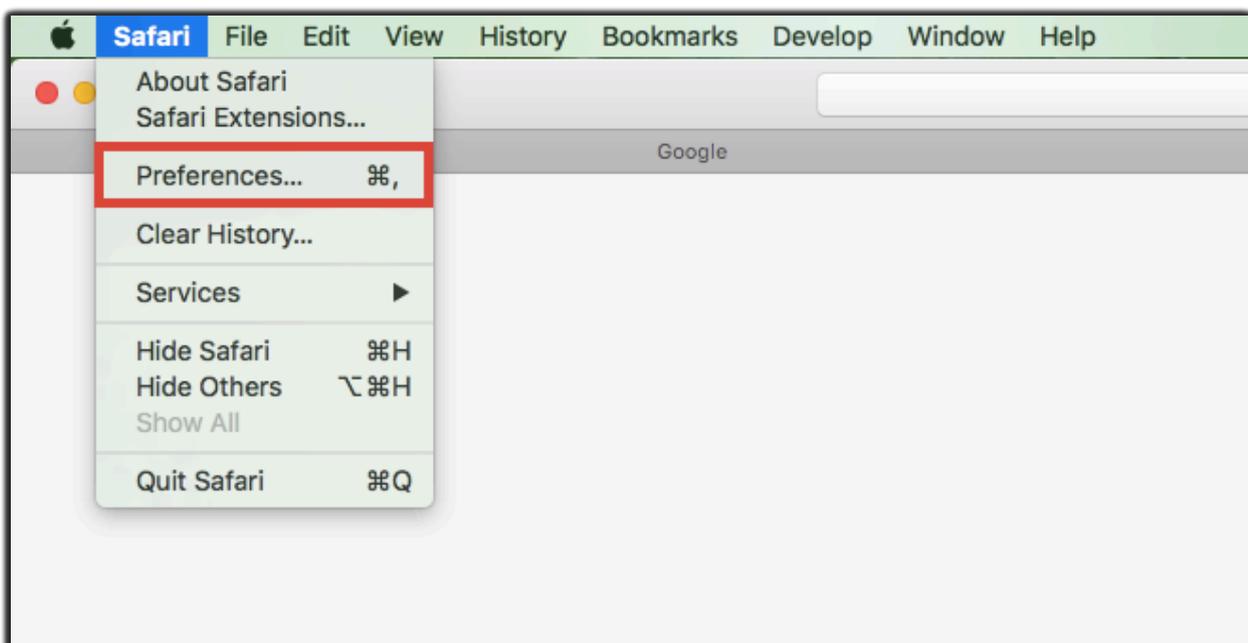
Cookies are small text files that certain sites place on your computer to remember you the next time you visit that site. These cookies help us recognise you when you log in and remember information such as your preferred language and odds format even when you are not logged into your account. It is 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](mailto:support-eng@customerservices365.com) or call +44 (0)1782 684757.

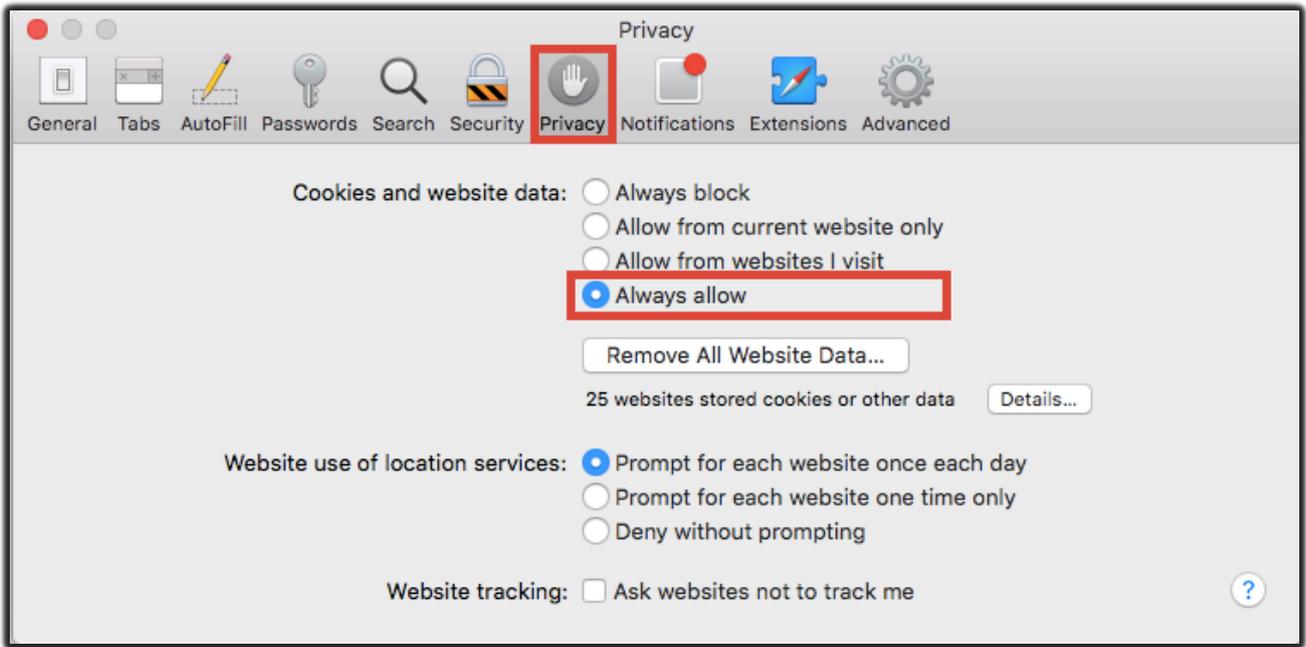
### Accessing the Enable Cookies Feature

- 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) Next to the 'Cookies and website data' setting, please ensure that it is set to 'Always allow' from the list of options. This will now allow your browser to store Cached images and Cookie data.

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



5) 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.