

OS: Windows XP

Browser: IE8

Action.1

To delete browsing history in Internet Explorer 8:

1. Open Internet Explorer by clicking the Start button, and then clicking Internet Explorer.
2. Click the "Safety button", and then click "Delete Browsing History".
3. Clear the "Preserve Favorites website data" check box

(If you do not want to delete the cookies and files associated with websites in your "Favourites" list)

4. Select the check box next to "Temporary Internet files" and "Cookies".
5. Click Delete.

Action.2

Advise user to check system's clock (i.e. customer might have set the system clock to a past or future date/ time)

Action.3

1. Open Internet Explorer, and then clicking open [Internet Options] under [Tools] menu.
2. Click on [Privacy] tab, click [Default], then click [OK] to save setting.
3. Restart Internet Explorer to login account again.

Enable cookies in IE9:

1. Open Internet Explorer.
2. Double-click the 'Wheel' icon on the top right > Click on 'Internet options'.
3. Click the Privacy tab.
4. Click the Advanced button.
5. Select the option 'Override automatic cookie handling' under the Cookies section in the Advanced Privacy Settings window.
6. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
7. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click OK every time a website attempts to send you a cookie.)
8. In the Internet Options window, click OK to exit.

* Accept third parties cookie in IE9

1. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Click the Tools button , and then click Internet options.
3. Click the Privacy tab, and then, under Settings, move the slider to the top to block all cookies or to the bottom to allow all cookies, and then click OK

Enable cookies in IE 10:

1. Open Internet Explorer.
2. Click on Tools > Click on 'Internet options'.
3. Click the Privacy tab.
4. Click the Advanced button.
5. Select the option 'Override automatic cookie handling' under the Cookies section in the Advanced Privacy Settings window.
6. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
7. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click OK every time a website attempts to send you a cookie.)
8. In the Internet Options window, click OK to exit.

Mac OS – Safari browser

Clear the Cookie

1. Open Safari if it is not already open.
2. Choose Action menu > Preferences, and then click Privacy. (The Action menu is near the upper-right corner of the Safari window, and looks like a gear.)
3. Click Details.
4. Select one or more website that stores cookies, and then click Remove or Remove All.
5. When you finish removing websites, click Done.

Accept third parties Cookie

1. Open Safari if it is not already open.
2. Choose Action menu > Preferences, and then click Privacy. (The Action menu is near the upper-right corner of the Safari window, and looks like a gear.)
3. Under “Block Cookies” Select “Never” option to accept Select to never block cookies, including ones from third parties.

Apple iPad

IOS 6

Action:

Tap **Settings** > **Safari**, then do the following:

- To set Safari accepts cookies, tap Accept Cookies and choose "Always"
- Ensure JavaScript is "ON"

IOS 7

Action 1:

Tap **Settings** > **Safari**.

- Under Privacy & Security, view the Block Cookies setting.
- If set to Always, tap Block Cookies and select "Never".

Action 2:

Tap Settings > **Safari** > **Advanced**.

- Ensure JavaScript is "ON".

Chrome browser

Action.1

1. Advise user to check system's clock (i.e. customer might have set the system clock to a past or future date/ time)

Action.2

1. Close all current open Google Chrome browser
2. Open Google Chrome browser.
3. Choose Action menu > Settings (The Action menu is near the upper-right corner of the Google Chrome window, and looks like a three horizontal lines)
4. Click Under the Bonnet > Privacy > Click on Content settings > Make sure all are set to (recommended)
5. When finish close the browser.
6. Open Google Chrome browser and login to OST.

Firefox

1. At the top of the Firefox window, click on the **Tools** menu and then select **Options**
2. Select the **Privacy** panel.
3. Set **Firefox will:** to **Use custom settings for history**.



4. Check mark **Accept cookies from sites** to enable Cookies.

