

Each time you log in to our web site, the system evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive by phone call or SMS text. After your computer is registered, you shouldn't need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer's browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer.

Please note: Only the last two versions of Safari are supported. Additionally, Safari is only supported for a MAC.

1. Browse to our website in Safari. In the top left click **Safari**. To determine the version, select **About Safari**.
2. Under the **Safari** menu, click **Preferences**
3. From the **Preferences** window, click **Privacy**.
4. In the *Website tracking*, de-select **Prevent cross-site tracking** and in *Cookies and website data*, deselect **Block all cookies**.
5. Click **Websites**, then select **Pop-up Windows**. In the *When visiting other websites* drop-down menu, select **Allow**.
6. Exit the Safari browser window.
7. Browse to our website in Safari and login. Register the device when prompted.

### Clearing the Browser History

1. Under the **Safari** menu, click **Clear History**. In *Clear History*, select **all history** and then click **Clear History**
2. Exit the **Safari** menu and open a new **Safari** browser window.

### Clearing Autofill

1. Under the **Safari** menu, click **Preferences**
2. From the **Preferences** window, click **Autofill**
3. Under **Autofill**, uncheck **User Names and passwords**, click *Edit* to clear the saved information.
4. Exit the Safari menu and open a new Safari browser window.