

CAN THE WEBSITE REMEMBER MY PASSWORD?

Q. Can the website remember my password?

A. Select the 'Remember Me' tick box when entering your log in details. This will add a cookie to the computer you are using which allows your log in details to be remembered next time you log in.

Please do not tick this option if the computer you are using is a public computer or shared with others.

If you are having an issue with the 'remember me' facility not working as expected please check the following:

Depending on your Web Browsers -

In Internet Explorer check:

1. "Tools/Internet Options", "General" tab, "Delete browsing history on exit" being checked. This will do whatever is defined under the adjacent "Delete" button.
2. "Tools/Internet Options", "Privacy" tab, the internet zone should be set at "Medium" or higher to allow cookies from the Cousins site. In addition. Check the "Sites" button on this tab for excluded sites.

In Firefox:

1. "Tools/Options", "Privacy" tab, the History dropdown list should be set at "Remember history". If this is set at "Use custom settings for history" then "Accept cookies from sites" should be checked. In addition, check no "Exceptions" have been set.

In Chrome:

1. Click the "Spanner" icon choose "Options", from the "Under the Bonnet" tab click the "Content Settings.." button. Then under Cookies ensure that "Allow local data to be set" is checked. Also ensure that there are no "Exceptions" and "Clear cookies and other site data when I close my browser" is not checked.

If you require any further help on this topic please contact Cousins UK using the feedback button on the home page.