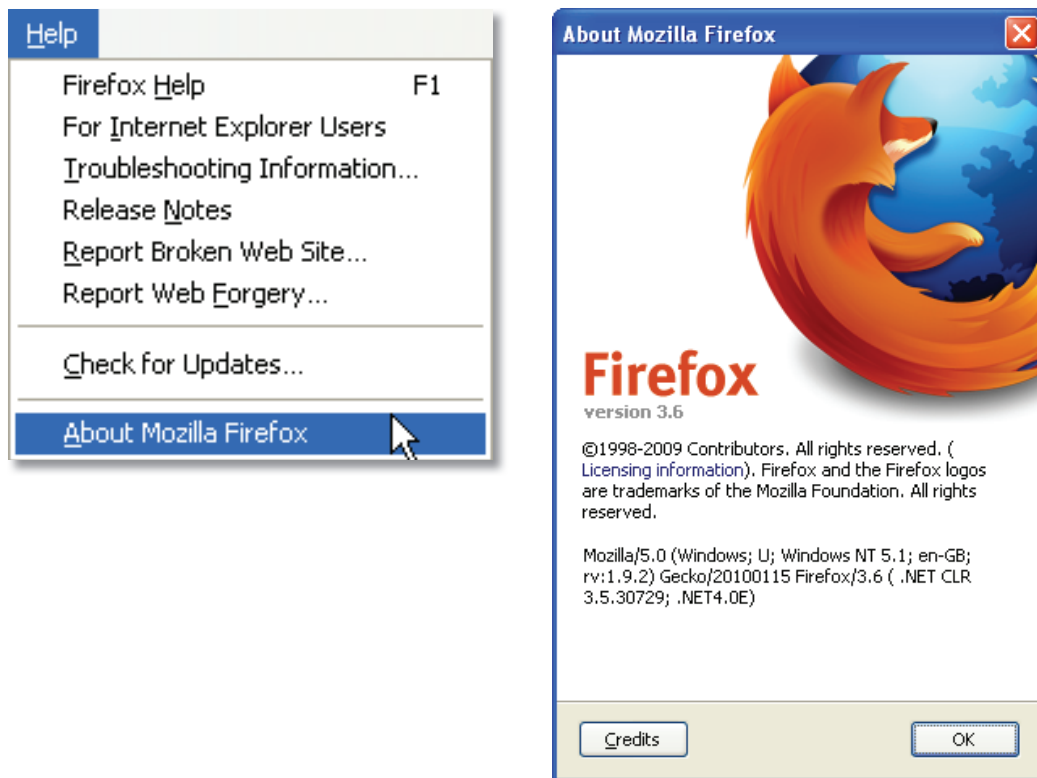


Configuring Mozilla Firefox

If you are running a version of Firefox older than **Firefox 3.6**, we recommend navigating to <http://www.firefox.com> and installing the latest version.

- To check your version, open Firefox, go to the **'Help'** menu, then select **'About Mozilla Firefox'**

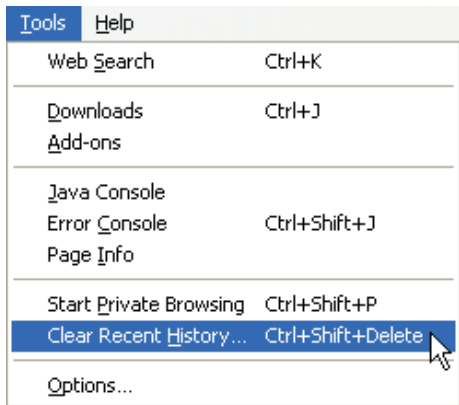


Once you have the latest version installed, please follow the instructions below to ensure you have your Firefox browser set up correctly:

1. Close all Firefox browser windows you currently have open, then launch a new Firefox browser.
2. Type the IG Markets website address into the address bar and press **'Enter'**.
Once the page has loaded, click once on a white spaced area (or an area with no images or text) within the web site using your mouse. Once that has been done, press and hold **CTRL+F5** on your keyboard (only do this once). This will force the browser to reload the page and obtain the most up-to-date version of the website.

Now check to see whether the problem you are encountering still exists. If so, continue on to **Step 3**.

3. Click on the **'Tools'** menu, then select **'Clear Recent History...'**

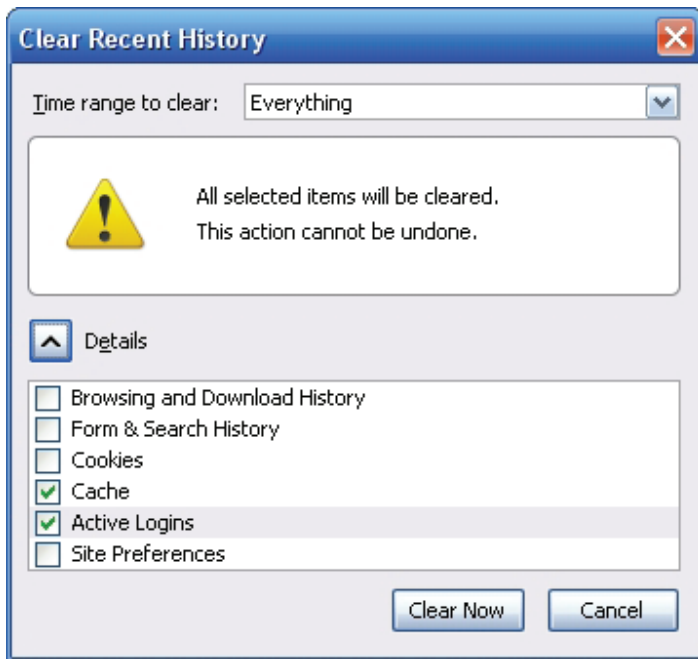


4. Change the **'Time Range to clear:'** drop-down selection to **'Everything'**. Next to the **'Details'** heading click on the button with a downwards facing arrow to expand the options.

Select the following check boxes:

- **Cache**
- **Active Logins**

Then click **'Clear Now'**.

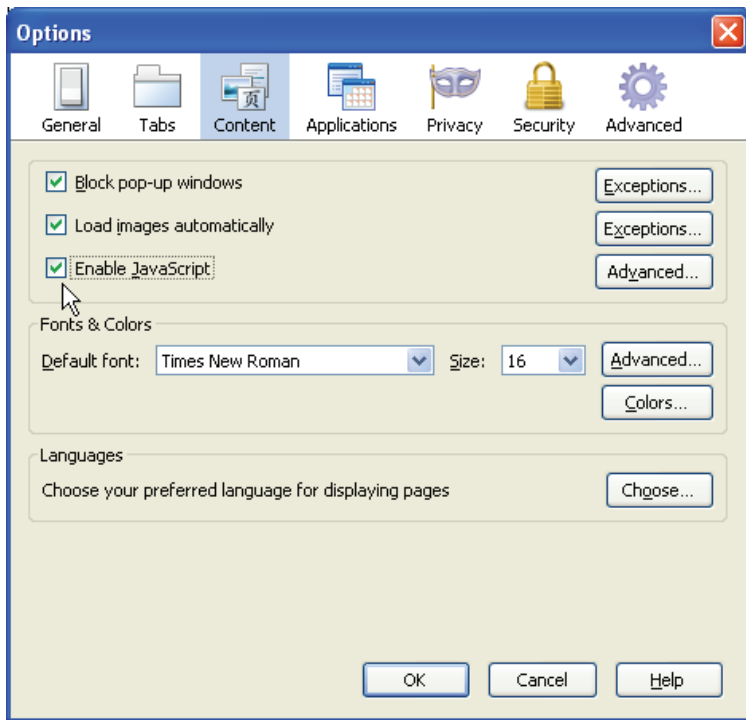


5. Once the **'Clear Recent History'** box has disappeared, click on the **'Tools'** menu again, and select **'Options'**.

6. Select the **'Content'** tab and ensure **'Enable JavaScript'** is ticked.

7. Now click on the **'Privacy'** tab.

Change the **'Firefox will:'** drop-down selection to **'Use custom settings for history'**.

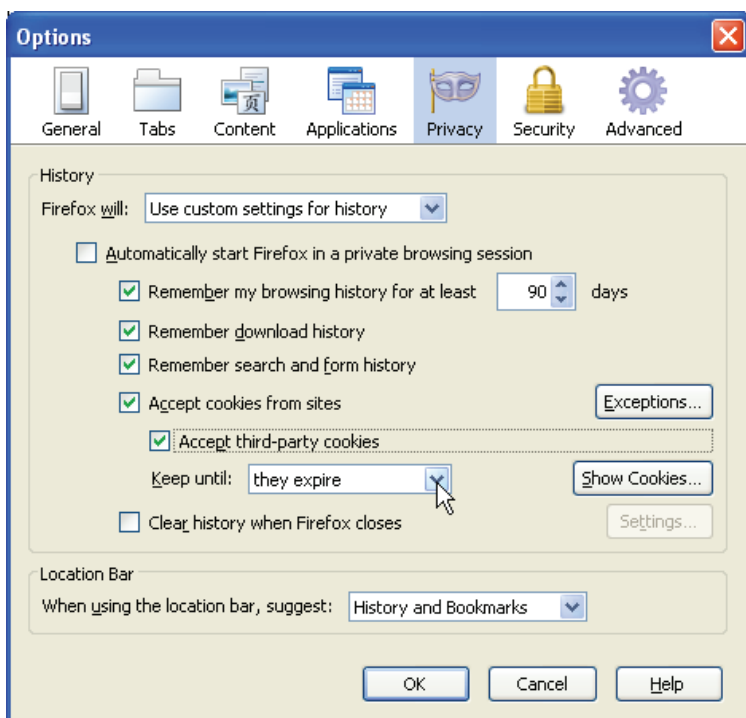


A list of new options will appear. Please un-tick the option **'Automatically start Firefox in a private browsing session'**. This will enable the options below to become selectable.

8. Ensure **'Accept cookies from sites'** and **'Accept third-party cookies'** options are ticked and the **'Keep until'** drop-down selection is set to **'they expire'**. Then click **'OK'**.

Restart your Internet Connection

To help resolve any Internet connection issues, please restart your Internet connection device.



Router/Modem – Simply unplug the power cable for 30 seconds, then plug it back in.

(Please note: This will affect other programs you have running as you will temporarily lose your Internet connection. It will automatically reconnect after 1-2 minutes).

It is advisable to restart your router or modem on a regular basis to ensure you have a 'fresh' connection to your Internet Service Provider (ISP).

3G/Wireless USB Modem – Simply restart your computer then reconnect to your wireless Internet provider.

If the problem is not resolved there may be further problems with the browser, or security software currently running on your computer may be causing an issue.

To help isolate the problem, we suggest that you test with an alternate web browser. Google Chrome is a highly recommended web browser that can be installed from <http://www.google.com/chrome>.

If Google Chrome also fails please contact our Helpdesk and provide details of any security software (antivirus or firewall) you currently have installed.

