

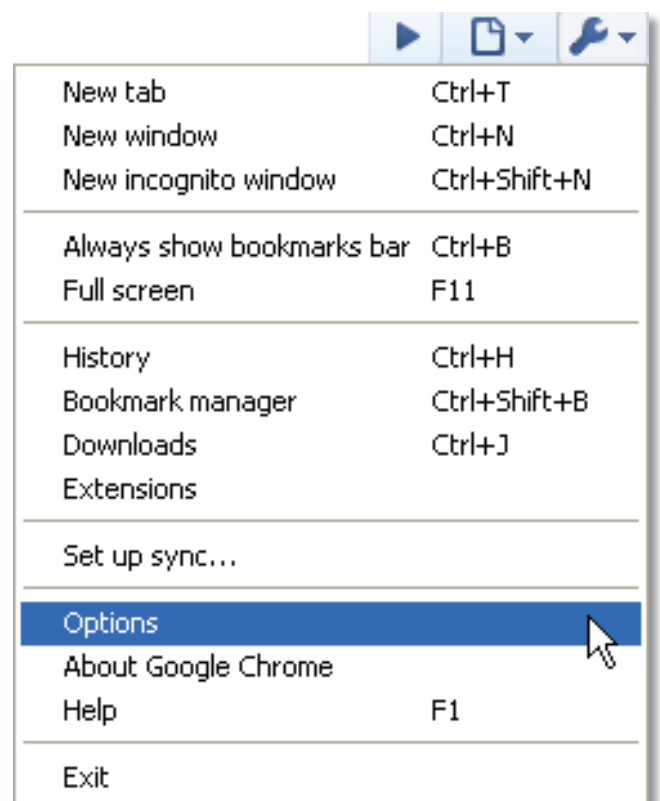
Configuring Google Chrome

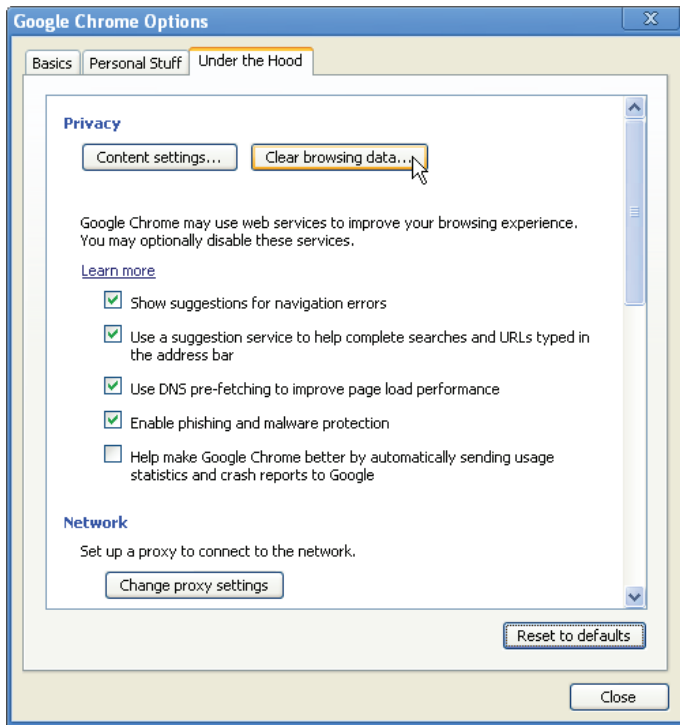
To ensure you have your Google Chrome browser setup correctly, please follow the instructions below:

1. Close all Google Chrome browser windows you currently have open, and then launch a new browser window.
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. (The '**wrench**' icon located near the upper-right corner of the browser) and click '**Options**'.





4. Click on the **'Under the Hood'** tab.

5. Click **'Clear browsing data'**.

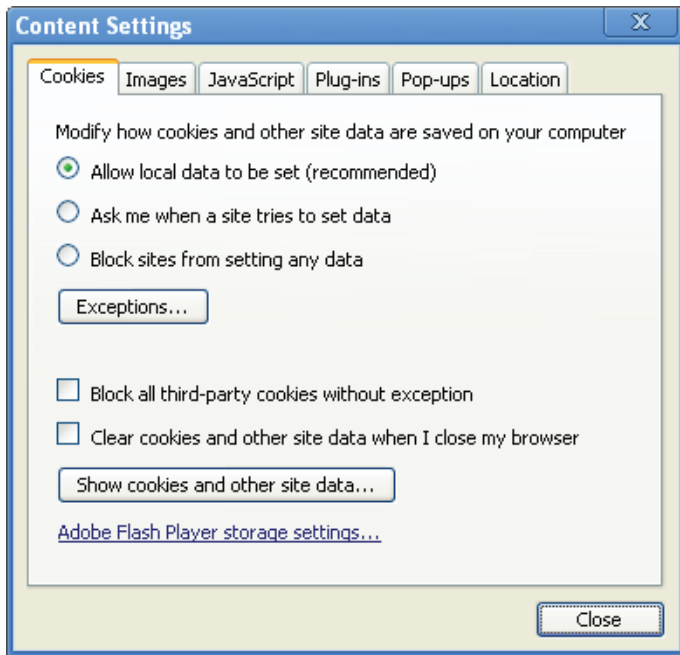


Please check the following boxes:

- Empty the cache

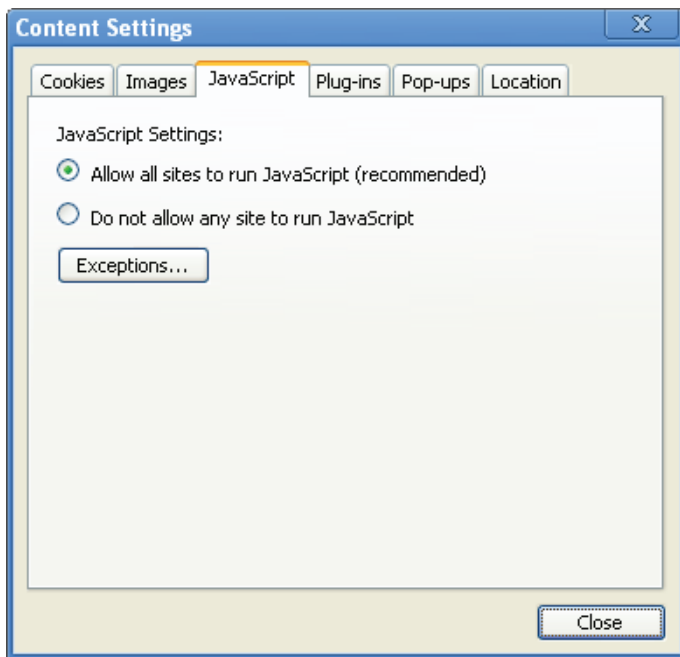
Click the drop-down next to **'Clear data from this period'** and select **'Everything'**.

Click on the button **'Clear browsing data'**.



6. Within the **'Under the Hood'** tab click on **'Content settings'**. Under the **'Cookies'** tab:

- Ensure **'Allow local data to be set'** is selected
- Ensure **'Block all third-party cookies without exception'** is un-ticked



Under the **'JavaScript'** tab:

- Ensure **'Allow all sites to run JavaScript'** is selected

Click **'Close'** twice.

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 may 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. Mozilla Firefox is a highly recommended web browser that can be installed from <http://www.firefox.com>.

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

