

COMPUTER/LAPTOP DEVICES

IF YOU HAVE ISSUES WITH LOGING IN OR LOGING OUT TO YOUR ACCOUNT ON YOUR **COMPUTER OR LAPTOP** PLEASE TAKE THESE STEPS. (THIS GUIDE COVER

1. "CHROME"
2. "MOZZILA/FIREFOX"
3. "INTERNET EXPLORER"

BROWSERS FOR COMPUTERS OR LAPTOPS). IN CASE YOU ARE USING DIFFERENT ONE PLEASE SWITCH TO "CHROME" OR "MOZZILA/FIREFOX":

1. OPEN THE BROWSER “CHROME” (EXPLAINED IN POINT 2.) OR “MOZZILA/FIREFOX” (EXPLAINED IN POINT 3.) OR “INTERNET EXPLORER” (EXPLAINED IN POINT 4.)



OR

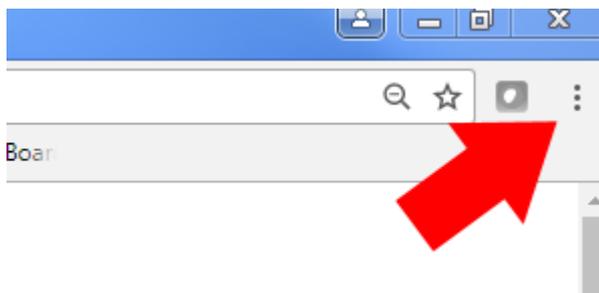


OR

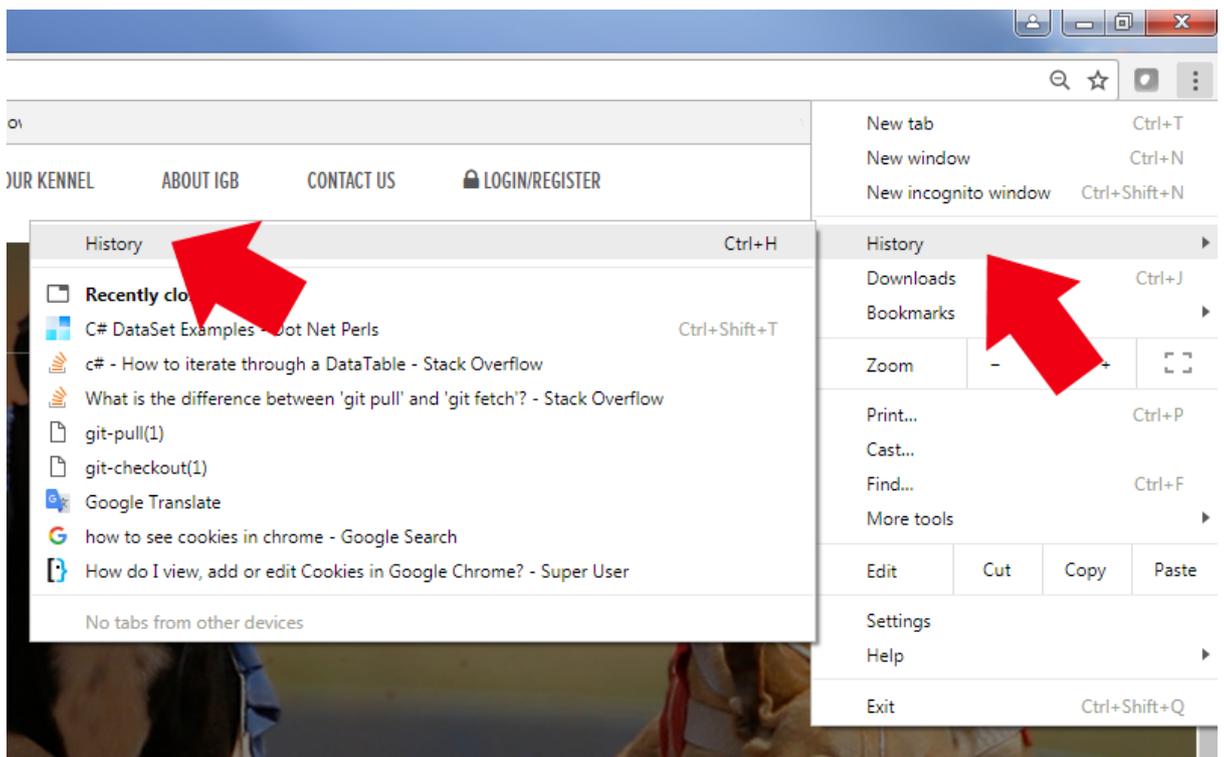


2. GO INTO SETTINGS IN “CHROME” BROWSER

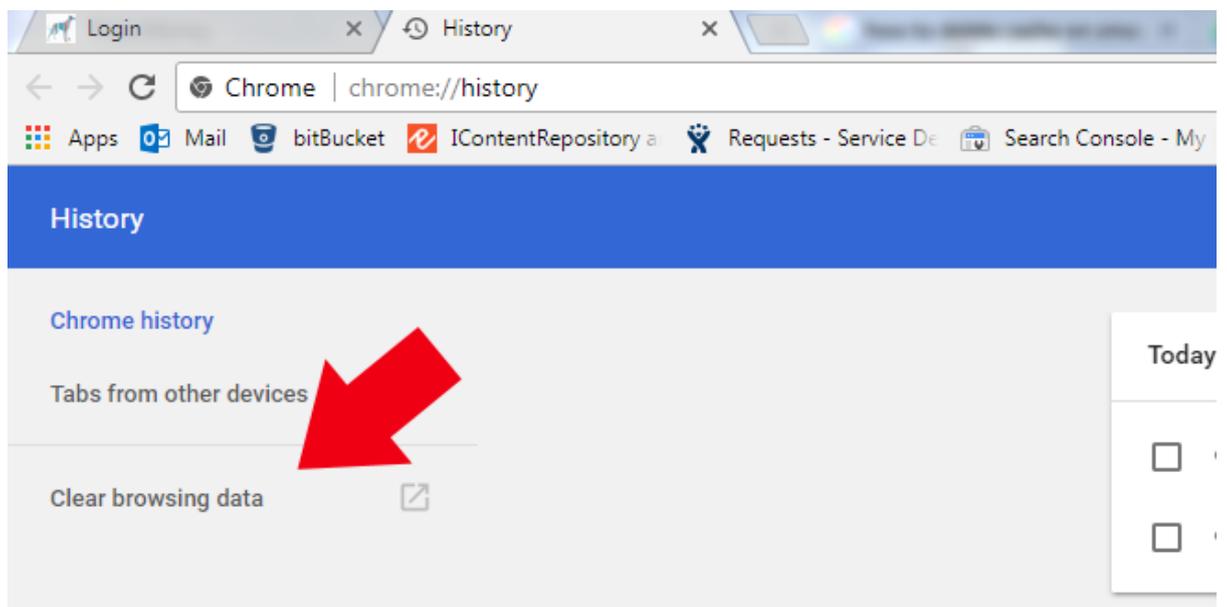
- 2.1. “CHROME” SETTINGS – PRESS THREE DOTS ON TOP RIGHT



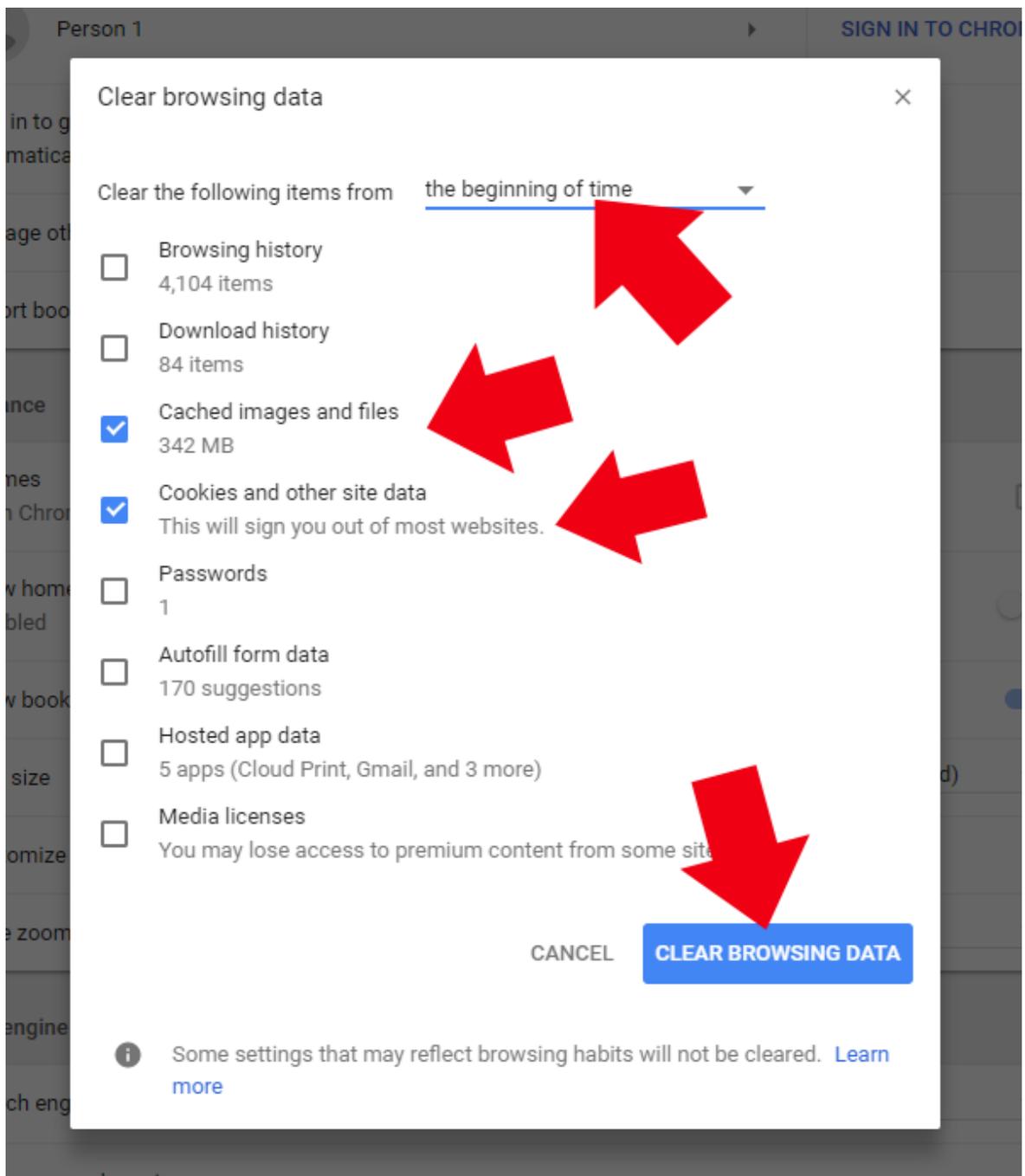
- 2.2. IN MENU HOVER OVER HISTORY AND THEN HOVER AGAIN TO HISTORY AND CLICK IT



2.3.IT WILL OPEN NEW TAB CALLED HISTORY WHERE YOU CLICK “CLEAR BROWSING DATA”



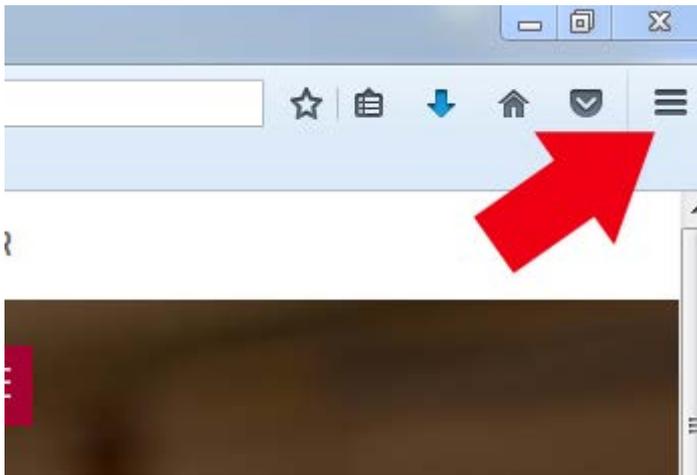
2.4. YOU CHANGE “CLEAR THE FOLLOWING ITEMS FROM” TO “THE BEGINNING OF TIME” IF DIFFERENT AND YOU TICK “CACHED IMAGES AND FILES” & “COOKIES AND OTHER SITE DATA” AS IN IMAGE BELLOW. AT END YOU CONFIRM TO CLEAR IT BY PRESSING BLUE BUTTON WITH “CLEAR BROWSING DATA”



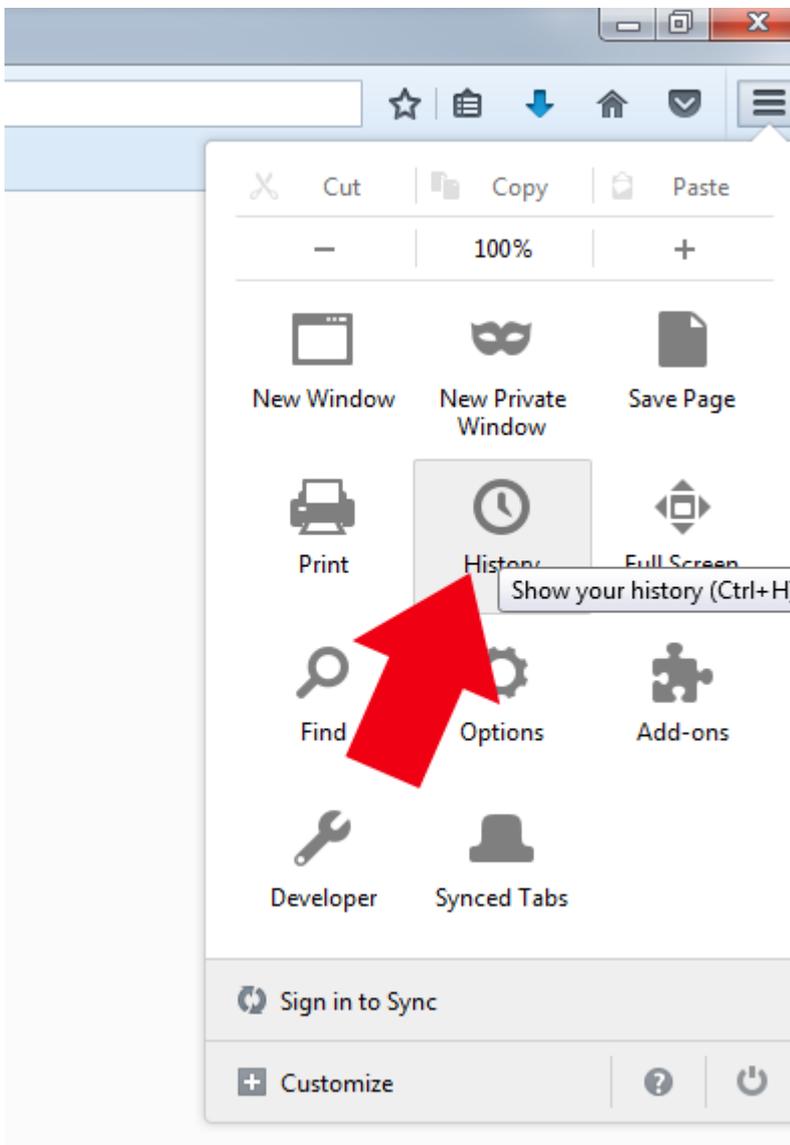
2.5. AFTER THESE STEPS GO BACK TO WWW.IGB.IE AND YOU SHOULD BE ABLE TO LOG IN, IF THIS DIDN'T HELP PLEASE CONTACT IT HELPDESK

3. GO INTO SETTINGS IN “MOZZILA/FIREFOX” BROWSER

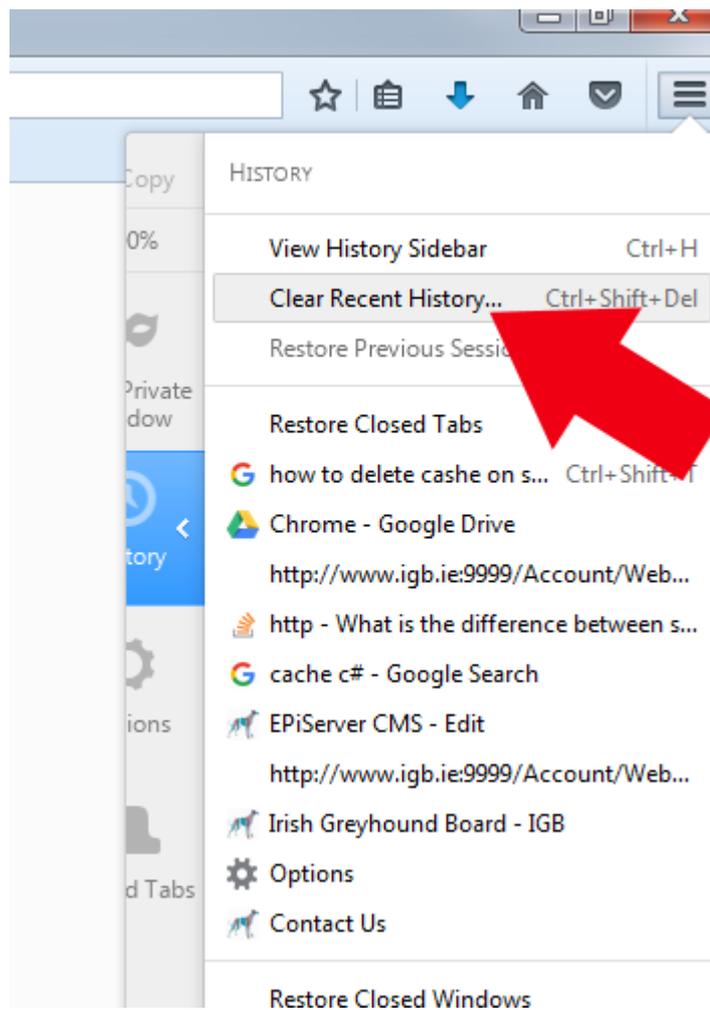
3.1. “MOZZILA/FIREFOX” SETTINGS – PRESS THREE LINES ON TOP RIGHT



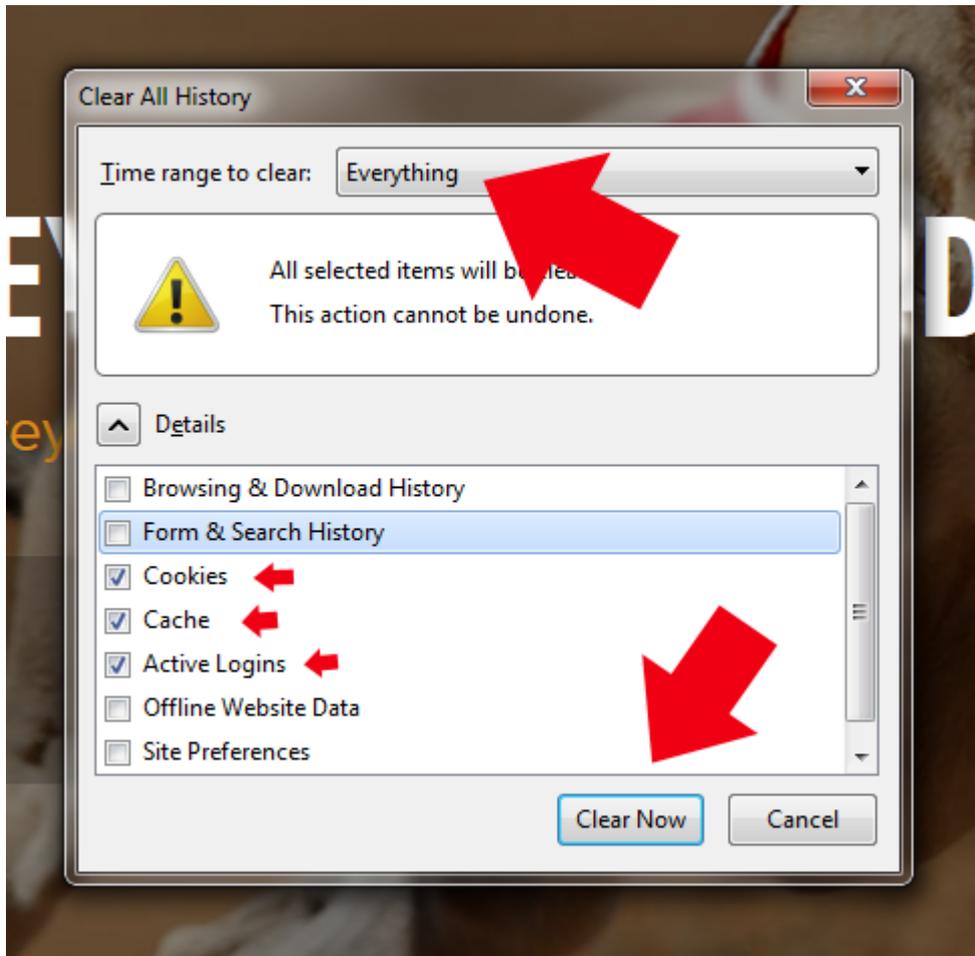
3.2. IN MENU HOVER OVER HISTORY AND CLICK IT



3.3.IN HISTORY CLICK ON “CLEAR RECENT HISTORY”



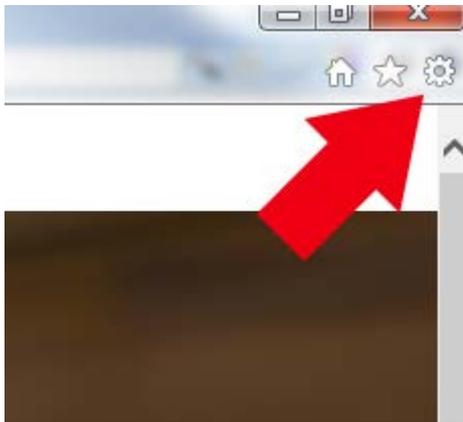
3.4. CHANGE “TIME RANGE TO CLEAR” TO “EVRYTHING” AND TICK “COOKIES” & “CASHE” & “ACTIVE LOGINS”. THEN CLICK “CLEAR NOW”



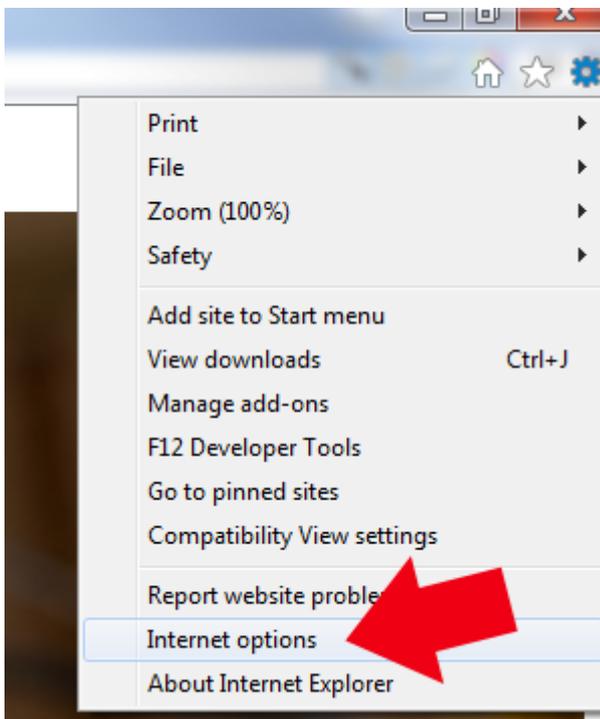
3.5. AFTER THESE STEPS GO BACK TO WWW.IGB.IE AND YOU SHOULD BE ABLE TO LOG IN, IF THIS DIDN'T HELP PLEASE CONTACT IT HELPDESK

4. GO INTO SETTINGS IN "INTERNET EXPLORER" BROWSER

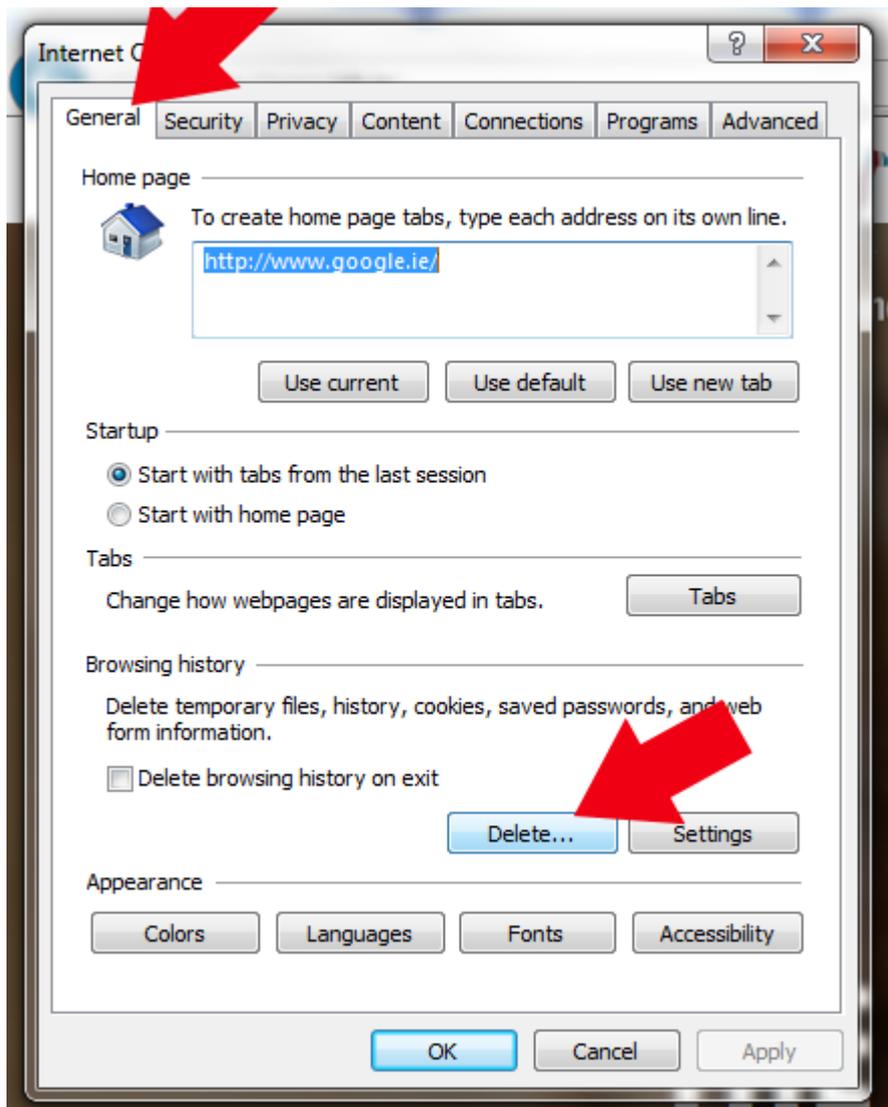
4.1. "INTERNET EXPLORER" " SETTINGS – PRESS WHEEL/CIRCLE ON TOP RIGHT



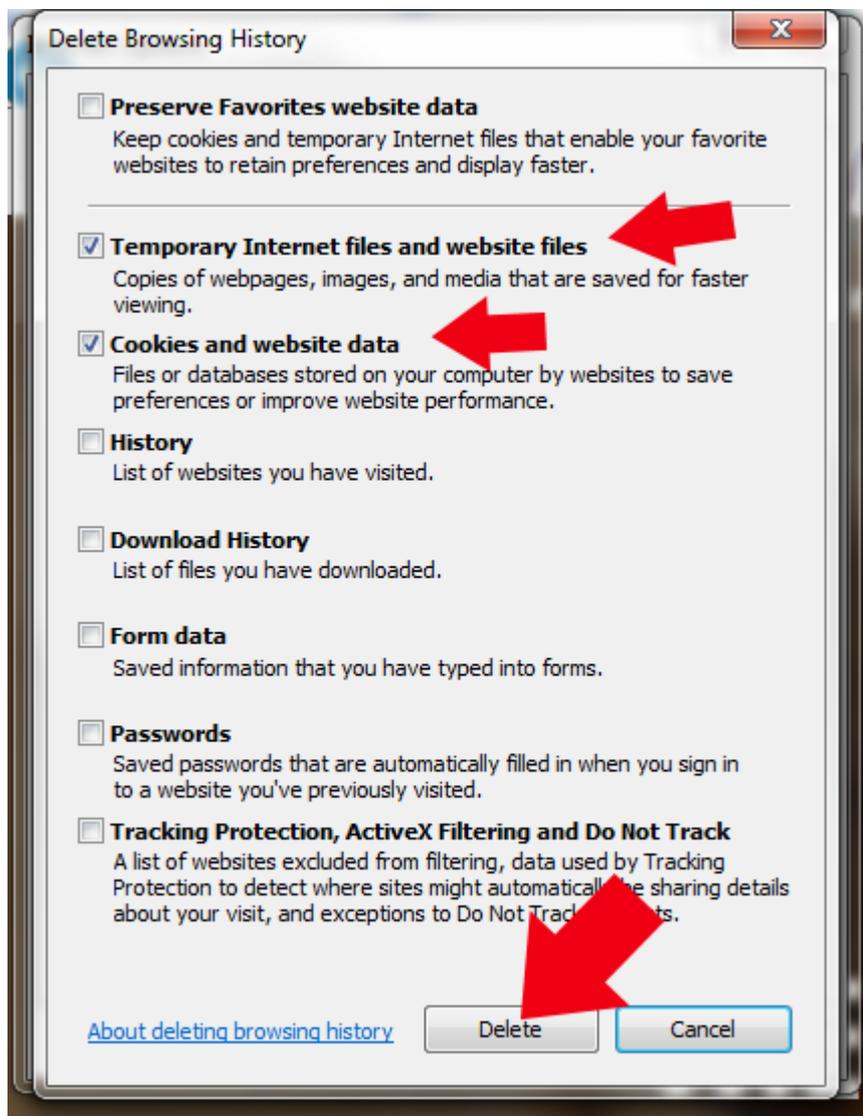
4.2. IN MENU HOVER OVER "INTERNET OPTIONS" AND CLICK IT



4.3. IN OPTIONS "GENERAL" CLICK "DELETE..."



4.4. IN “DELETE BROWSING HISTORY” TICK “TEMPORARY INTERNET FILES AND WEBSITE FILES” & “COOKIES AND WEBSITE DATA”. THEN PRESS “DELETE”



4.5. AFTER THESE STEPS GO BACK TO WWW.IGB.IE AND YOU SHOULD BE ABLE TO LOG IN, IF THIS DIDN'T HELP PLEASE CONTACT IT HELPDESK