

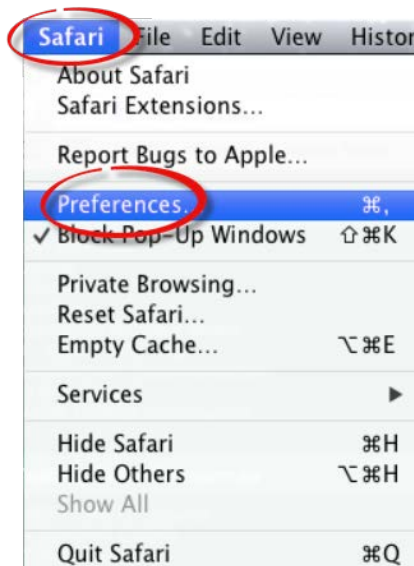
Each time you log in to our website, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive by email, phone, or 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, users 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 not saving our cookies, and our website cannot recognize the computer. If you are experiencing this, try changing the settings in your browser. Here's how.

*If running on Mac OS® X*




### Set your browser to keep some or all website cookies

1. Browse to our website in Safari.
2. In the left corner of the toolbar, click **Safari** to display a menu.



3. Click **Preferences** to display the Preferences box.



4. Click **Privacy** to display that tab.
5. For **Block cookies**, make sure that **Always** is *not* selected. Select either of the other choices. (If **From third parties and advertisers** was previously selected and Safari still deleted our cookies, try changing this selection to **Never**.)
6. Do *not* click **Remove All Website Data**.
7. Click the red close button    to save your settings and exit the Preferences box.


The second time you log in after this, you should not need to provide a code.

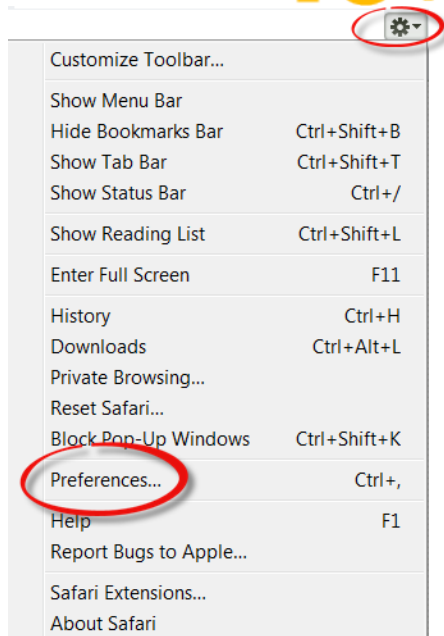
Thank you for your patience in performing these steps. Please contact us if you have questions.

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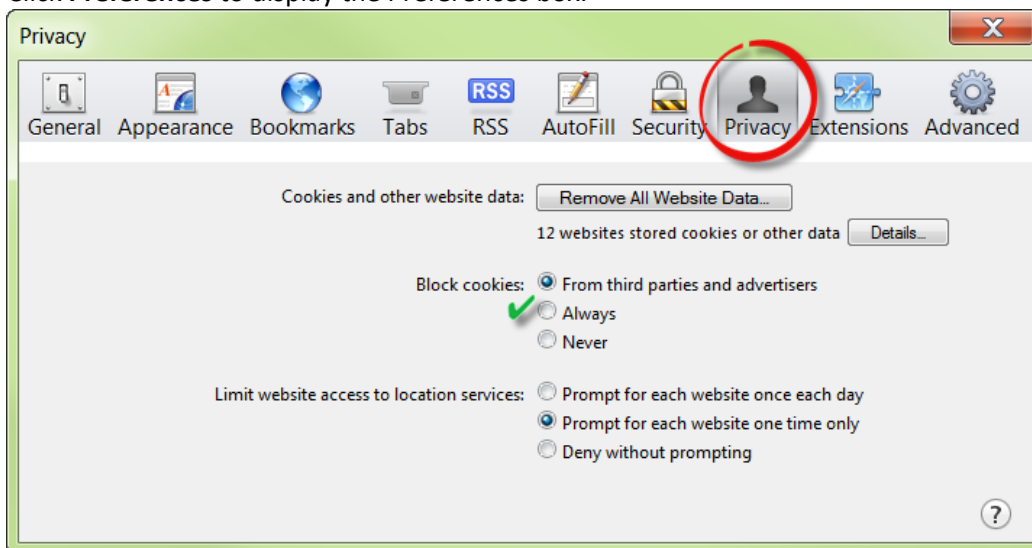
*If running on Windows® XP or Windows® 7*


#### **Set your browser to keep some or all website cookies**

1. Browse to our website in Safari.
2. In the top right corner of the browser, click  to display a menu.



3. Click **Preferences** to display the Preferences box.



4. Click **Privacy** to display that tab.
5. For **Block cookies**, make sure that **Always** is *not* selected. Select either of the other choices. (If **From third parties and advertisers** was previously selected and Safari still deleted our cookies, try changing this selection to **Never**.)
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