

Log in problems with our web site

If you are being repeatedly asked to log in to our site when you move to new pages, the issue is almost always due to cookies being blocked or rejected by your browser settings.

All web sites which require you to log in save a small cookie file onto your computer to indicate that you have completed the log in process with a valid username and password. If this cookie file is blocked or rejected by your browser, the web site has no record of you logging in and so prompts you to log in again. This can be easily remedied by changing your browser's cookie settings to accept cookies from our web site.

Here's a short guide to changing the settings for popular browsers.

Google Chrome

- Click the three vertical dots at the top far right of the browser window to open the settings.
- Click SETTINGS
- Scroll down and click ADVANCED
- Scroll down and click CONTENT SETTINGS
- Click COOKIES
- Select ALLOW SITES TO SAVE AND READ COOKIE DATA
- Quit the settings and restart Chrome.

Microsoft Edge

- Click the three horizontal dots at the top far right of the browser window to open the settings.
- Click SETTINGS
- Scroll down and click VIEW ADVANCED SETTINGS
- Scroll down to Cookies and choose DON'T BLOCK COOKIES from the drop-down menu.
- Close and restart Microsoft Edge.

Internet Explorer

- Click the cog icon at the top far right of the browser window to open the settings.
- Click INTERNET OPTIONS
- Click the PRIVACY tab
- Click ADVANCED

- Click ACCEPT for first and third-party cookies
- Make sure ALWAYS ALLOW SESSION Cookies is ticked
- Click OK
- Click APPLY
- Click OK
- Close and restart Internet Explorer

Following these instructions will usually fix any repeated requests to log in. Please be assured that session cookies from our web site store no personal information and are used solely to record your log in status. Session cookies are removed from your computer when you log out of our web site or after one hour whichever comes first.