

## Making the most of [www.infocus.com.au](http://www.infocus.com.au) ...

### Pop-up Blockers and the Infocus Website

One of the features of Service Pack 2 (SP2) is the ability to block pop-ups in Microsoft Internet Explorer. If your Pop-up blocker is on, then you may not be able to open additional windows within your internet browser, creating problems when you try to **log on or produce a report**.

There are two ways to fix this problem which we have detailed below. Hint: If you are waiting for the Household Computer Genius to return home to make these changes, try holding down the CTRL key when you click on SUBMIT in the meantime change the settings to allow full access to the Infocus website.

You must complete one of the following options to fix the problem properly.

#### OPTION 1

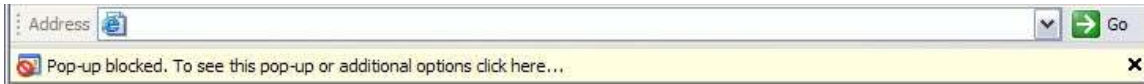
1. Open Microsoft Internet Explorer.
2. Click on Tools > Internet Options.
3. Click on the 'Privacy' tab.
4. In the 'Pop-up Blocker' section click on 'Settings'.



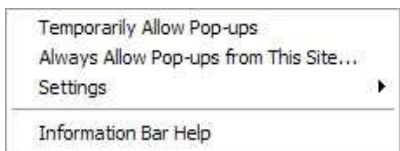
5. In the 'Address of Website to Allow' field (displayed right) type in: **\*.infocus.com.au**  
NOTE: This will allow all pop ups from the Infocus website to appear (e.g. Fund reports).
6. Click the 'Add' button
7. Follow the above steps to add [http://\\*.platformplus.com.au](http://*.platformplus.com.au) also.
8. Click the 'Close' button.
9. Click the 'OK' button to close the Internet Options.

## OPTION 2

1. After clicking on the 'Submit' button when requesting a report the following appears under the address field.



2. Click where it has 'Pop-Ups blocked. To see this pop-up or additional options click here...'
3. The following options will appear:



4. It is suggested that you click on the 'Always Allow Pop-ups from This Site' option to prevent further problems.
5. A message will appear asking if you would like to allow Pop-ups from the site, click on 'Yes'.

## Cookies

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When you use our Infocus web site, we send you a temporary cookie that gives you a unique identification number. A different identification number is sent each time you use our web site. Cookies are used for the temporary storage of information that allows us to verify that the information being requested is for the authorised user, to deliver online applications and customisation of the users of our web site.

**If your browser is not accepting the Infocus cookie, when you enter your login details, the screen might keep popping up and asking for your details again.**

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Please refer to your browser instructions or help screens to learn more about these functions. If you reject all cookies, you may not be able to use our web site.

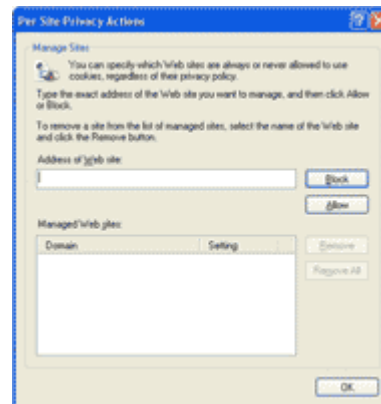
At the end of your interaction with our web site, the cookie "crumbles". This means it no longer exists on your computer and therefore it cannot be used for further authentication.

There are two ways to change the settings to allow full access to the Infocus website. We have provided simple instructions for both of these options over the page.

**NOTE:** You must complete one of the following options to fix the problem.

**OPTION 1**

1. Open Microsoft Internet Explorer.
2. Click on Tools > Internet Options.
3. Click on the 'Privacy' tab.
4. Click on the Sites button
5. In the 'Address of Website to Allow' field (displayed right) type in: `http://client.platformplus.com.au`
6. Click the 'Allow' button.
7. Click the 'OK' button.
8. Click the 'OK' button to close the Internet Options.

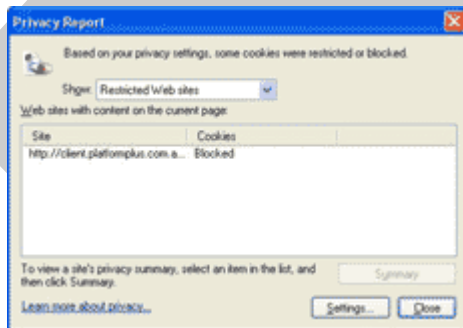


**OPTION 2**

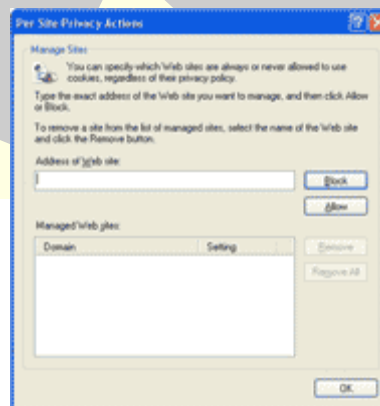
In the status bar you will see an icon as shown below.



1. Double Click the icon
2. You will see the client site, and that fact that the cookies were blocked.



3. Click on Settings
4. Click on the Sites button
5. In the 'Address of Website to Allow' field (displayed right) type in: `http://client.platformplus.com.au`
6. Click the 'Allow' button.
7. Click the 'OK' button.
8. Click the 'OK' button to close the Internet Options.



If you have Internet Explorer 6.0 or higher, and have tried all of the options above, and you are still having problems, try the following:

1. Within Internet Explorer, click on Tools > Options > Security.
2. Within this tab, click on Trusted Sites and press the Sites button
3. Untick the box next to "Require Server verification (https) for all sites in this zone"
4. Type <http://www.infocus.com.au> into the "add this Website to the zone" field.
5. Click on Add
6. Type <http://client.platformplus.com.au> into the "add this Website to the zone" field
7. Click on Add
8. Retick the box next to "Require Server verification (https) for all sites in this zone"
9. Click on OK twice to exit Options screens.

## Reports & Adobe Acrobat Reader

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To access your reports on-line, you will need Adobe Acrobat reader, which can be downloaded for free from <http://www.adobe.com/products/acrobat/readstep2.html>, for Microsoft Word 2000 or greater.

If you do not have Microsoft Word installed, a free Word 2003 viewer can be downloaded from (<http://office.microsoft.com/search/redir.aspx?AssetID=DC011320141033&CTT=5&Origin=HA011683331033>)

**Remember to contact your financial adviser  
if you are still having problems!**