

## Re-direction when trying to log in

Some customers, especially those with Dell and Sony computers, have a file used by Internet Explorer that looks for errors and assists with problems such as typing an incorrect address in your browser. This file (BAE.dll – a browser helper object) sends them to their default search engine to look for something like the address they typed in. Due to a change in our URL this file is causing some customers problems and means they cannot log in or are sent to a default homepage (not Betfair) or search engine.

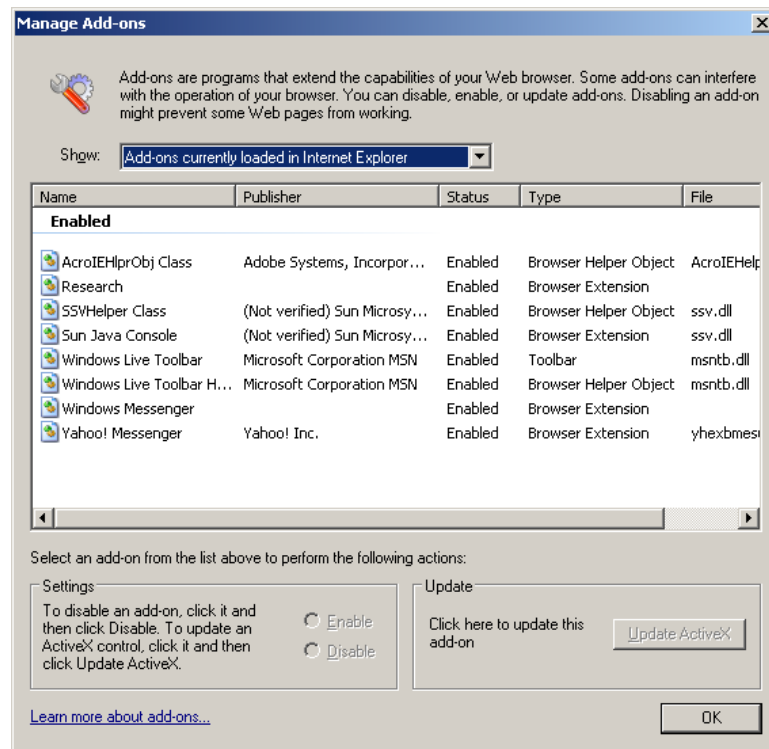
To resolve this issue please follow the steps below, depending on your browser version and operating system you will need to use option 1 or 2.

### Option 1

In the browser, click on Tools, then Manage Add-ons (if you cannot see this please scroll down to option 2):



You will see the screen below:



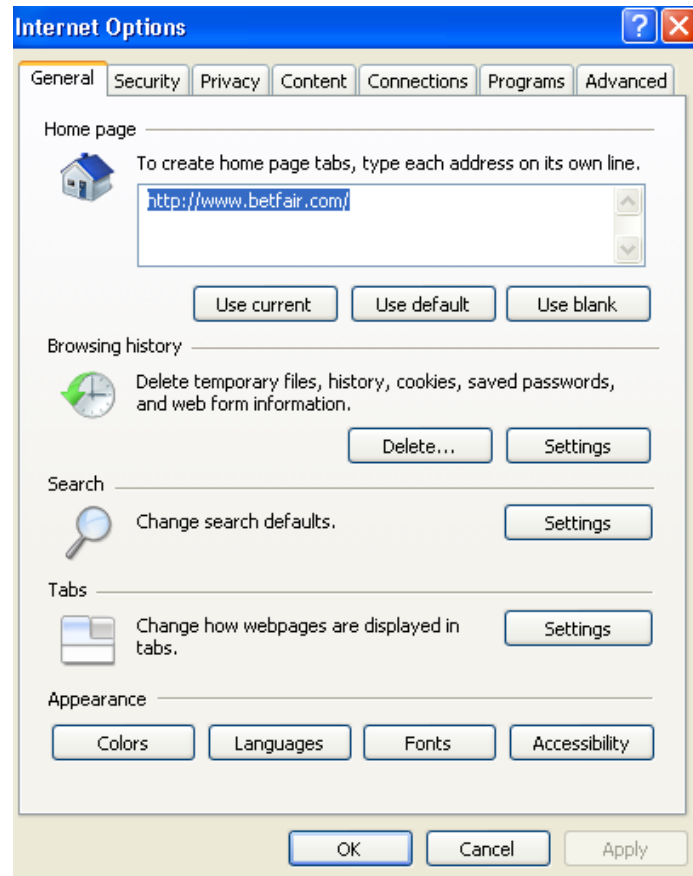
You then need to highlight the line that says: "CBrowserHelperObject" with the file name BAE.dll.

Then click on "disable" and then "OK" when the pop-up box appears, then OK to close the "Manage Add-ons" box.

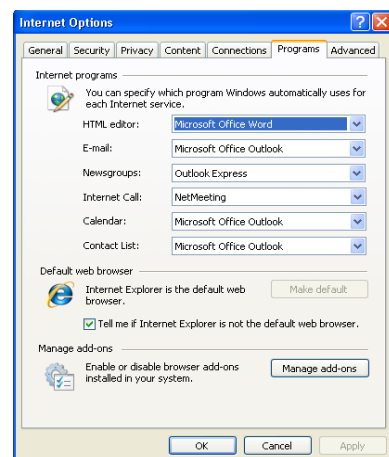
Close the browser and re-open. This should prevent you from being redirected.

## Option 2

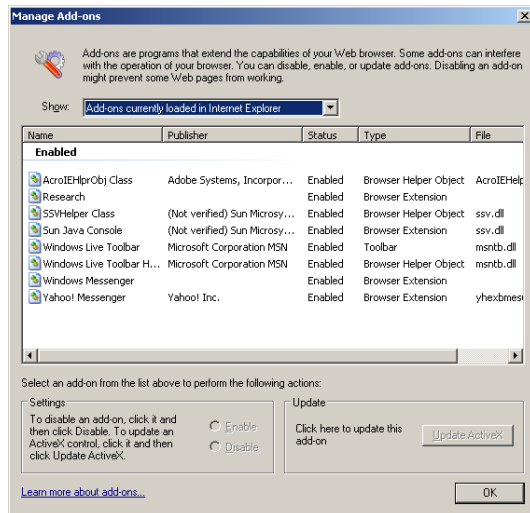
Go To Tools – Then Internet Options.



Click on the programs tab – Then Go To manage add ons.



You will see the screen below:



You then need to highlight the line that says: "CBrowserHelperObject" with the file name BAE.dll.

Then click on "disable" and then "OK" when the pop-up box appears, then OK to close the "Manage Add-ons" box.

Close the browser and re-open. This should prevent you from being redirected.