



MarketSpreads

Your Market. Your Money. You Decide.

Troubleshooting Steps for Website Issues

Compatible Browsers

- Google Chrome
- Microsoft Internet Explorer Version 8+
- Safari Version
- Mozilla Firefox

Please note: Microsoft Internet Version 6 is not supported.

Download Chrome: <http://www.google.ie/chrome>

Download Internet Explorer: <http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>

Problems with Website or Platform

Click on your browser below to find some troubleshooting steps

- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Netscape Navigator](#)
- [Google Chrome](#)
- [Safari](#)

Problem viewing charts

Please ensure that your browser has the java plug-in installed and that the pop-up blocker is disabled. Please read instructions below for your browser.

- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Netscape Navigator](#)

- Google Chrome
- Safari

Problems with Website or Platform



Internet Explorer – Website/Platform issues

General

If you are having difficulty with website pages or with any of the functionality on the platform with Internet Explorer try the following suggestions below.

Delete Cookies and Temporary internet files

- Open your browser, go to Tools, Internet Options
- Delete Cookies (and press OK)
- Delete Files
- Select "Delete all offline content"
- Press OK
- Select "Settings"
- Set to "Always get a new page"
- Press OK

Add MarketSpreads.ie to your Trusted sites

- Open your browser, go to Tools, Internet Options
- Click on the Security Tab.
- Click on "Trusted Sites" icon, then click the "Sites" button.
- Enter <https://www.marketspreads.ie> in the text box.
- Click Add and then click OK.

Problem with market screen area frozen on 'Loading'

Ensure that <https://trade.marketspreads.ie> and <https://push.marketspreads.ie> are added to your secure sites.

Instructions for Internet Explorer:

- Click Tools
- Internet Options
- Click on the Security Tab
- Click on Trusted Sites icon
- Click Sites
- Type in <https://trade.marketspreads.ie> into the text box and click the 'Add' button

- Type in <https://push.marketspreads.ie> into the text box and click the 'Add' button.

Mozilla Firefox - Website/Platform issues



If you are having difficulty with website pages or with any of the functionality on the platform with Mozilla Firefox try the following suggestions below.

Display issues with Mozilla Firefox

- In your browser, go to Tools, Options:
- Click on Content Tab
- Click the Allow Sites Button
- Enter www.marketspreads.ie and click Allow
- Click OK

Delete Cache

- In your browser, go to Tools, Options:
- Click on the Advanced Tab
- Click the "Clear Now" Button
- Click OK

Any difficulties with charting, please refer to our charting section

Netscape Navigator – Website/Platform issues



If you are having difficulty with website pages or with any of the functionality on the platform with Netscape Navigator try the following suggestions below.

Display issues with Netscape

- In your browser, go to Tools, Options:
- Click on Site Control
- In the My settings Frame click on Add Site
- Enter www.worldspreads.ie and chose below that I trust this site
- Click Add Site
- Click OK

Deleting Cookies with Netscape

- In your browser, go to Tools, Options:
- Click on Privacy Tab
- Click the Clear Button across from cookies
- Click OK

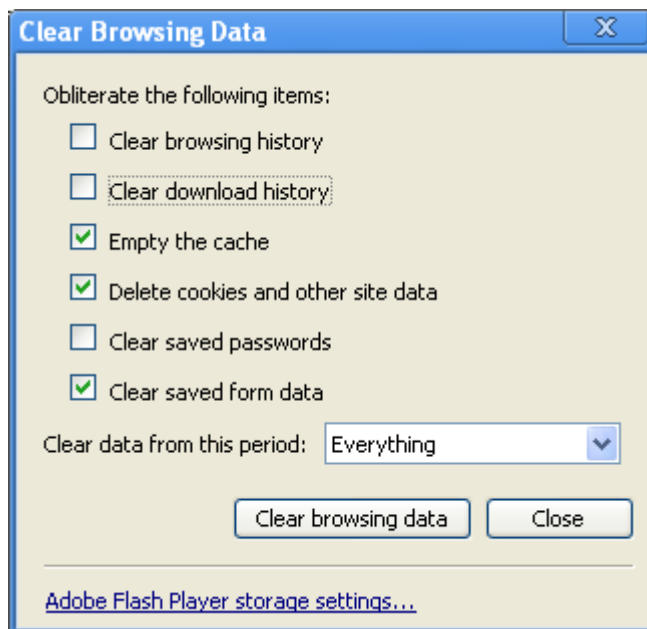
Any difficulties with charting, please refer to our charting section



Google Chrome – Website/Platform issues

Display issues with Google Chrome

- In your browser, click on the spanner icon on the top right hand side of the browser.
- Click on Options
- Click on “Under the Hood” tab.
- Tick the following options – Empty the cache, delete cookies and other site data, clear saved form data (see image below)
- Click clear browsing data

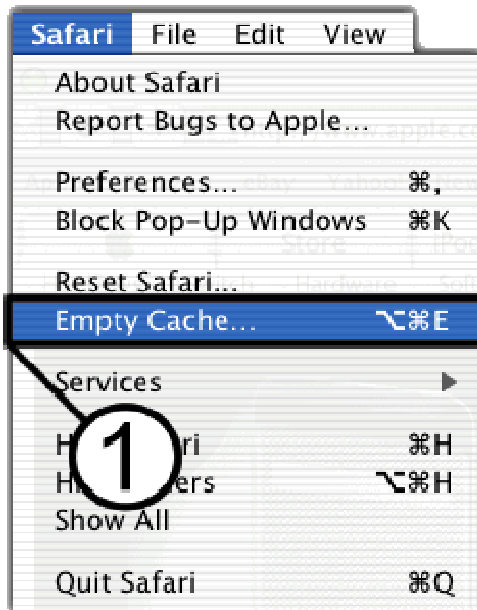


Safari – Website/Platform issues



Clear Safari Cache

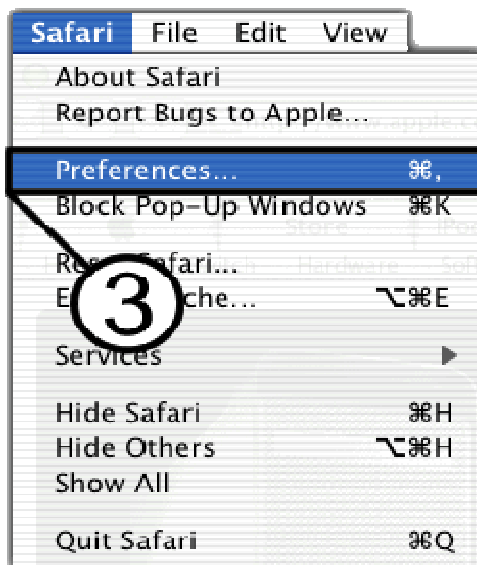
- To clear your cache and cookies in Safari, perform the following steps:
- From the Safari menu, click Empty Cache.



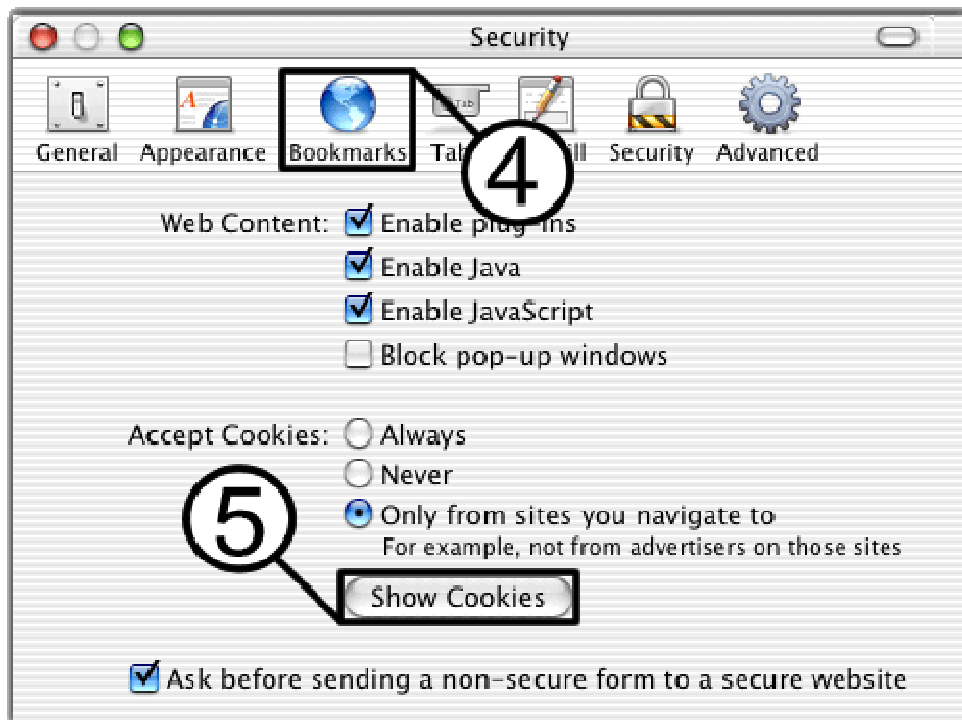
- When asked Are you sure you want to empty the cache? Click Empty.

Delete Safari Cookies

- From the Safari menu, click Preferences.



- From the Security dialog box, click Bookmarks.



- Click Show Cookies.
- From the Cookie dialog box, click to choose a cookie, and click Remove or to remove all, click "Remove All"
- Click Done.

Problems with Displaying Charts

Our charts need Java to be installed to view. They also open up in a pop up window. Please read the instructions below to enable java on your browser and allow the pop up window to appear.



Internet Explorer – Chart Problems

JAVA Installation

- Go to Tools > Internet Options > Advance Tab. Then if the Java (Sun) is clicked then Java is already installed.
- If it is not installed go to <http://www.java.com/en/download/index.jsp>. Click the download button and follow the installation instructions on the Java website.

IE Pop Up Blockers

- If the chart is being blocked by a pop up blocker, you will see a banner at the top of your internet browser page which says, “Pop up Blocked. To see this pop-up or additional options click here”
- You need to right click on this banner and choose the “Always allow pop ups from this site” option

Pop-up blocked. To see this pop-up or additional options click here...

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Market Name

Market	Quote	DailyChange
DAX - DAILY ROLLING FUTURE	6292.5 - 6294.5	↑+88.7
WALL STREET - DAILY ROLLING FUTURE	10490 - 10492	↓-3
S&P 500 - DAILY ROLLING FUTURE (per 0.1)	1122.2 - 1122.6	↑+2.2
UK 100 - DAILY ROLLING FUTURE	5261.8 - 5265.8	↑+43.5
EURUSD - ROLLING SPOT	1.2392 - 1.2393	↑+0.0024
GBPUSD - ROLLING SPOT	1.4819 - 1.4824	↑+0.0016
CRH PLC - ROLLING	1947.1 - 1953.0	↓-6.1
RYANAIR HOLDINGS - ROLLING	365.5 - 367.5	↓-9.1
GOLD ROLLING SPOT (per 0.1)	1253.9 - 1254.3	↓-5.9
BRENT CRUDE - AUG	7946 - 7950	↓-25
WTILIGHT CRUDE - AUG	7951 - 7959	↓-35

Account 204322 Account Balance EUR 379.03 Initial Margin EUR 300.00 Open Position P/L EUR 3.80 Trading Resources EUR 10082.83



Mozilla Firefox – Chart Problems

- Go to Tools, Options, Web Features Then if 'Enable Java' is clicked then Java is already installed.
- If it is not installed go to <http://www.java.com/en/download/index.jsp>
- Click the download button and follow the installation instructions on the java website.



Netscape Navigator – Chart Problems

- Go to Tools, Options, Site Controls Web Features Then if 'Enable Java' is clicked then Java is already installed
- If it is not installed go to <http://www.java.com/en/download/index.jsp>
- Click the download button and follow the installation instructions on the Java website.



Google Chrome – Chart Problems

- After you have clicked on the chart, you may see a red X on the right hand side of the URL bar.



- Click on this and it choose “Always allow pop ups from www.marketspreads.ie”



Safari – Chart Problems

In order to view the charts, the machine should have a Java plug-in installed on your browser. Apple computer supplies their own version of Java. You can use the software update function on the Apple menu to ensure you have the most up to date version installed. Below is a link with an explanation of how to update your software.

http://support.apple.com/kb/HT1338?viewlocale=en_US.

Disable Safari Pop-up blocker

1. Click on the Cog icon on the top right hand side of the page.
3. Uncheck the “Block pop-up windows” to disable this feature.