

## How to log in to our sites on Firefox browser:

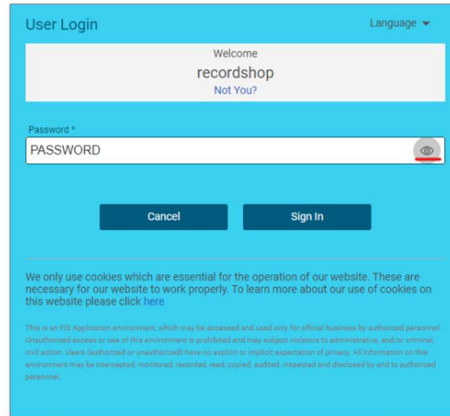
Following recent browser updates, Firefox users may experience issues logging into our transaction sites (Authorisations/Administration/Reports).

- To log in on this browser, you will need to manually type in your password. Please click on the eye symbol at the end of the password field before entering the password, so you can see the details you are entering.

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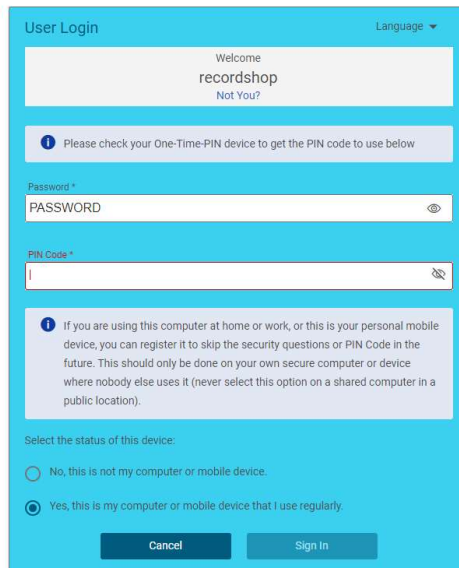
The screenshot shows the 'User Login' page for 'recordshop'. It features a 'Welcome recordshop Not You?' header, a 'Password \*' field containing 'PASSWORD', and a visible eye icon to toggle password visibility. Below the field are 'Cancel' and 'Sign In' buttons. A cookie notice and a disclaimer are also present at the bottom of the form.

- If you are also being asked for a PIN on the password screen, please click into the PIN field after entering the password/before accessing your authenticator app to get the PIN, as otherwise the password will need to be re-entered when you return to the log-in page.
- Please make sure to select the option 'Yes, this is my computer....' and click on 'Sign in'.

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This screenshot shows the 'User Login' page with an additional 'PIN Code \*' field below the password field. A message above the fields asks the user to check their One-Time-PIN device. Below the PIN field, there is a message about registering the device to skip security questions. At the bottom, the user has selected the radio button for 'Yes, this is my computer or mobile device that I use regularly'.