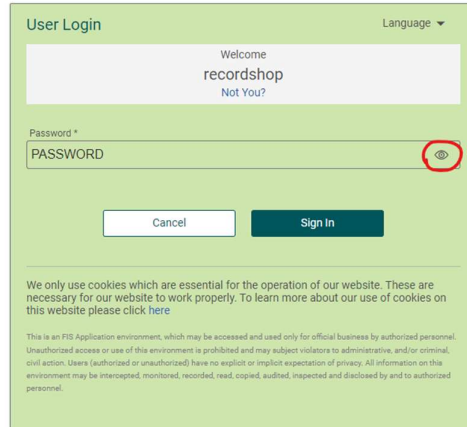


## How to log in to our sites on Edge and Firefox browsers:

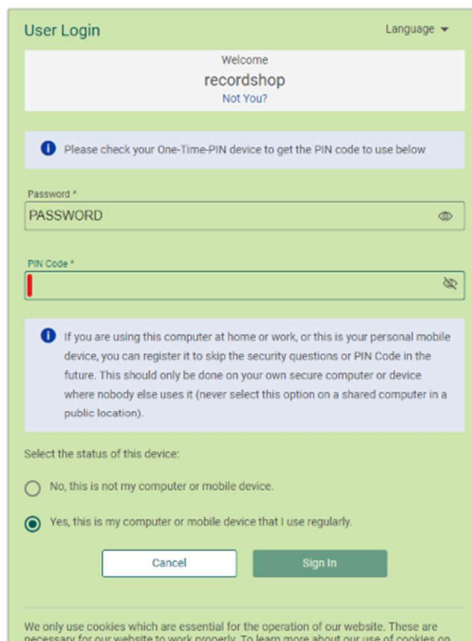
Following recent browser updates, Firefox and Microsoft Edge users may experience issues logging into our transaction sites (Authorisations/Administration/Reports).

- To log in on these browsers, 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 what you are entering.



The screenshot shows the 'User Login' page for 'recordshop'. It features a 'Welcome recordshop Not You?' header, a 'Password \*' field containing 'PASSWORD', and a 'Sign In' button. A red circle highlights the eye icon at the end of the password field. Below the form is a cookie notice and a disclaimer.

- 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'.



The screenshot shows the 'User Login' page with an additional 'PIN Code \*' field. A message above the fields says 'Please check your One-Time-PIN device to get the PIN code to use below'. The 'Yes, this is my computer or mobile device that I use regularly.' option is selected. The 'Sign In' button is visible at the bottom.