

# Puzzler

Dear **Puzzler**

Here are answers to the three most common queries about [www.puzzler.com](http://www.puzzler.com).

## **I have forgotten my puzzler.com log-in details**

Click on the 'Login' link, then choose the 'Forget your details?' option. Enter your details and click 'Submit'. If you do not subsequently receive an email with your log-in details, it may be because you are using a different email address to that with which you registered. For us to look up your log-in details, we will need to know your full name and postcode when you email us at [help@puzzler.com](mailto:help@puzzler.com).

## **How do I enter magazine competition answers online?**

To enter your answers online, you will need to be registered with the site so we know who you are if you're a winner.

Log-in, and choose the green Magazines channel from the left-hand navigation. Select 'A to Z index' from the list of categories that appears below. Find your magazine title in the list to the right, and click on it. Choose the second tab in above the magazine image ('Competitions', which will appear grey until you click on it, when it becomes red).

Choose the appropriate issue number. You will see the competitions in that issue. Enter your solution(s) in the answer box(es) and click on the blue 'Submit' that will appear. When you have submitted an entry, a tick will appear against the competition ID, as will the date and time of your entry.

## **The puzzler.com site is not working properly for me**

There are a number of things you can try to ensure our site works on your computer.

### **Compatible browsers**

Make sure you are working on an **up-to-date browser**. Our website works on Internet Explorer 7.0 and above, Firefox 3.0 and above, Safari 3.0 and above, and Google Chrome 2.0 and above.

### **Enable pop-ups**

The website uses pop-up windows, but your browser may be set to disallow pop-ups. To **enable pop-up windows for [www.puzzler.com](http://www.puzzler.com)** in Internet Explorer: Tools menu, Pop-up blocker, Pop-up blocker settings. Type [www.puzzler.com](http://www.puzzler.com) in the Address of Web site to allow box, then click Add.

### **Add-ons**

The website may not work with certain Add-ons, in particular, Google Toolbar, unless the Toolbar is tuned accordingly. It is possible to disable specific Add-ons. To **disable add-ons** in Internet Explorer, Tools > Manage Addons - Enable or disable addons

Empty your browser's cache. Close your browser and restart. If you still have trouble, please advise us of your browser and version, operating system and details of any firewall/security programs installed.

Kind regards,

**The Puzzler Team**