



About missing donations

Fortunately, this is a very rare occurrence, but if transactions have been missed, it could be due to a few small technical reasons, including:

1. Your computer may not have allowed a cookie from TheGivingMachine. This may be because the security settings on your computer are preventing cookies from TheGivingMachine.
2. The Cookie was deleted prior to the transaction being completed, i.e. You may have cleared your Computer's cache and cookies as a part of a disk cleanup operation.
3. The confirmation page on the advertiser's page timed out and this prevented our tracking from picking up the transaction. i.e. The transaction went through and you received your goods from the operating retailer, but the retailer website did not close their records properly therefore the donation is not tracked.

These are all rare and are beyond the control of TheGivingMachine. Below is some specific advice about common browser and security software settings which can result in untracked orders.

Fixing common faults

Some settings on your computer can affect our ability to track your donations,

Internet Browser & Firewall Settings

- Microsoft Internet Explorer (IE)
- AOL
- Firefox
- Netscape
- Zone Alarm Pro
- General

Please check that your Internet Browser and/or Firewall settings are correctly set-up by following the instructions below. These changes are recommended for use with TheGivingMachine, you may wish to return to your preferred settings for other web use.

To establish which software version you are using, refer to 'Help' in the top menu bar, then click "About ... (program name)

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What you need to do

Microsoft Internet Explorer 7

Tools ... Internet options ... Security ...
select the Internet icon then move the slider to "Medium"

Microsoft Internet Explorer 5 & 6

As above, select the Internet icon then move the slider to "Medium" or "Lower"

Firefox 2 & 3

Tools ... Options ... Privacy ... Cookies ... tick the box "Accept Cookies from sites" ...
Select "Keep until: they expire"

Netscape 6

Edit ... Preferences ... Category ... Privacy and Security ... Cookies ...
tick the box "Enable all cookies"

AOL 7.0 and AOL 8.0

Settings ... Preferences ... Internet Properties (www) ... Privacy (TAB) ... Advanced ...
deselect "Override auto cookie handling" button

AOL 6.0

Settings ... Preferences ... Internet Properties (www) ... Security ... Customer level ...
under "Allow cookies that are stored on your computer" click "Enable" ...
under "Allow per-session cookie (not stored)" click "Enable"

Norton Internet Security (NIS) Users

Norton includes a powerful advert blocking system, but it can also affect the tracking of your donations. In order for TheGivingMachine record your donations, we suggest you turn off the "Ad-blocking" feature when you shop via our website.

Open Norton ... click on "Ad Blocking" and from the right-hand menu,
choose: "Turn Off"

Zone Alarm Pro User

Zone Alarm interprets TheGivingMachine as advertising. You will need to turn off
"Cookie control" and "Ad blocking"
Start "Zone alarm pro" ... Privacy .. Move the slider to "Off"

General Ad Blocking software

If you use any advert or pop-up blocking software this may also affect the tracking of donations relating to your orders, which may prevent us from proving a donation. Please also ensure this is disabled when you shop using our website.