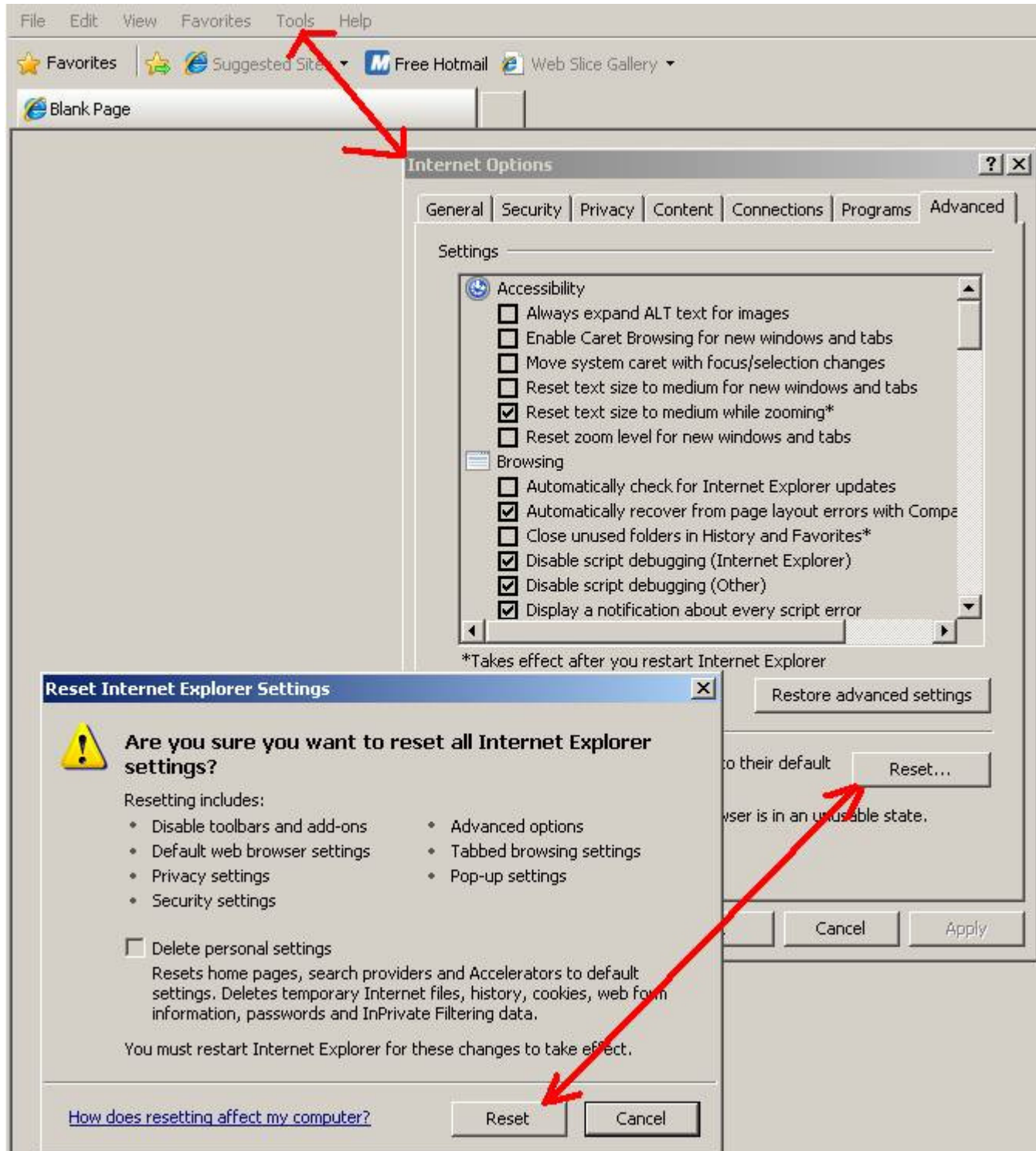


If you have difficulty submit online application, or if you are a nurse of Alpha Services and have problem log in to nurse web site or download newsletter etc, please follow this instruction to fix up your internet explorer setting.

Step 1: Restore internet explorer to default factory setting.

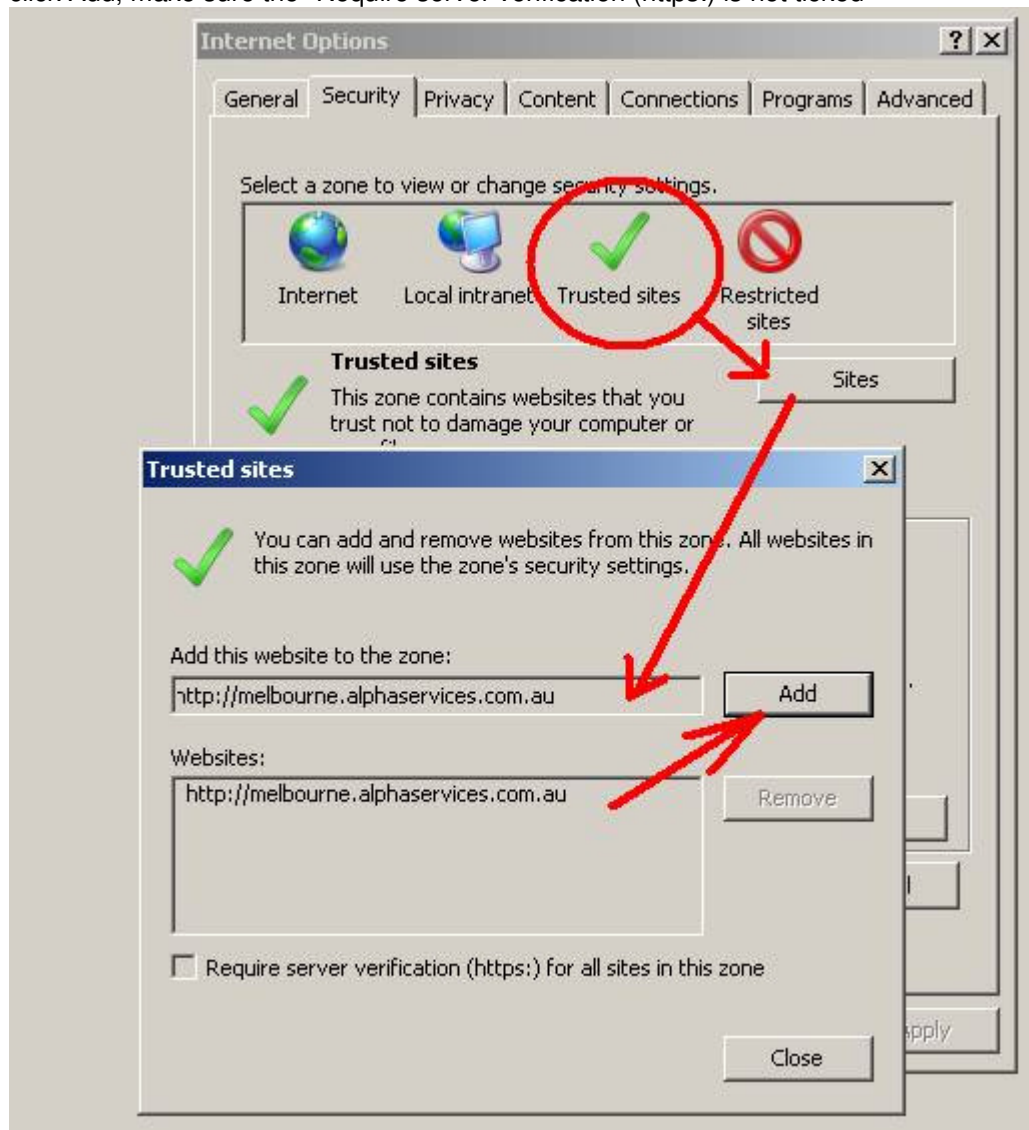
Click option -> Internet Options -> Click Reset button -> click reset on pop up confirmation box (see picture below)



Step 2: Make alpha services a trusted web site

Close all internet explorer windows and reopen again and go back to Tool -> Internet Option -> Trusted Sites -> click "Sites" button

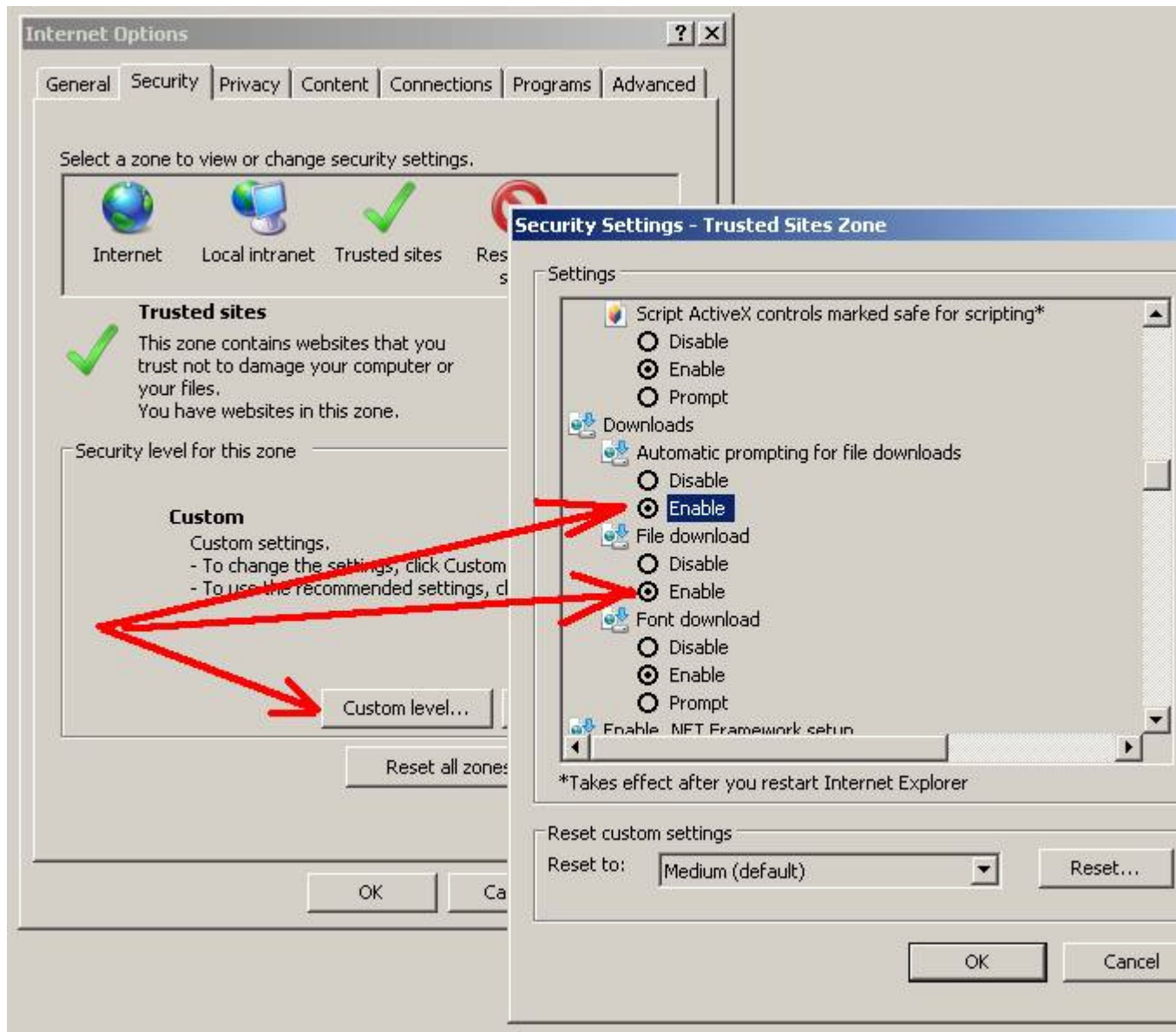
Type in <http://melbourne.alphaservices.com.au> under "Add this website to the zone:" then click Add, make sure the "Require server verification (https:)" is not ticked



Step 3: Download problem

this is for Nurse online log in to download payslip only – if nurse has trouble download payslip, do this:

In the security tab, click Trusted Sites, Custom Level, tick "Enable" under Automatic prompting for file downloads and File download



Step 4: Cookie problem:

If you have problem log in or submit application form.

Tool -> Internet Option, click Privacy, then click Sites, enter alphaservices.com.au in the "Address of website" box, click "Allow" button and make sure the setting is now showing "Always Allow" (see picture below)

