

Windows Vista and Windows 7 - Resolving display issues

Overview

The information below should help resolve a wide range of display issues that can occur on our website when using Windows Vista or Windows 7.

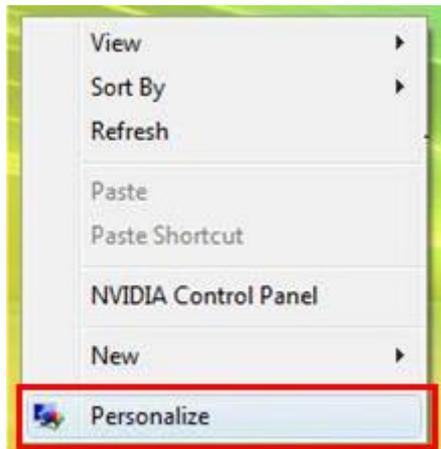
The website has been designed to work with a screen resolution of 1024 by 768 as this allows the available content to be displayed correctly. If a lower screen resolution is used such as 800 by 600, various aspects of the site may display incorrectly.

If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information on our website by selecting the 'Contact Us' button.

Alternatively, you can email support-eng@customerservices365.com.

Changing the Windows Vista Screen Resolution

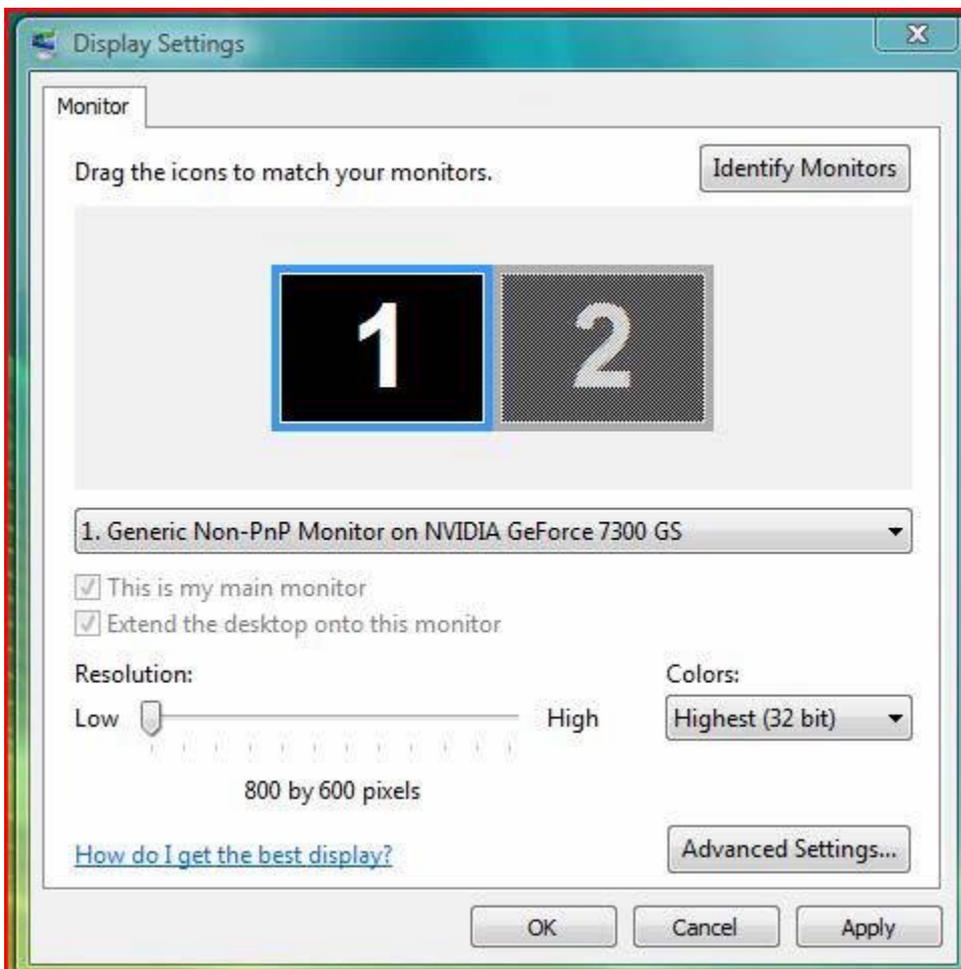
- 1) Please right-click on your desktop and select 'Personalize' from the menu.



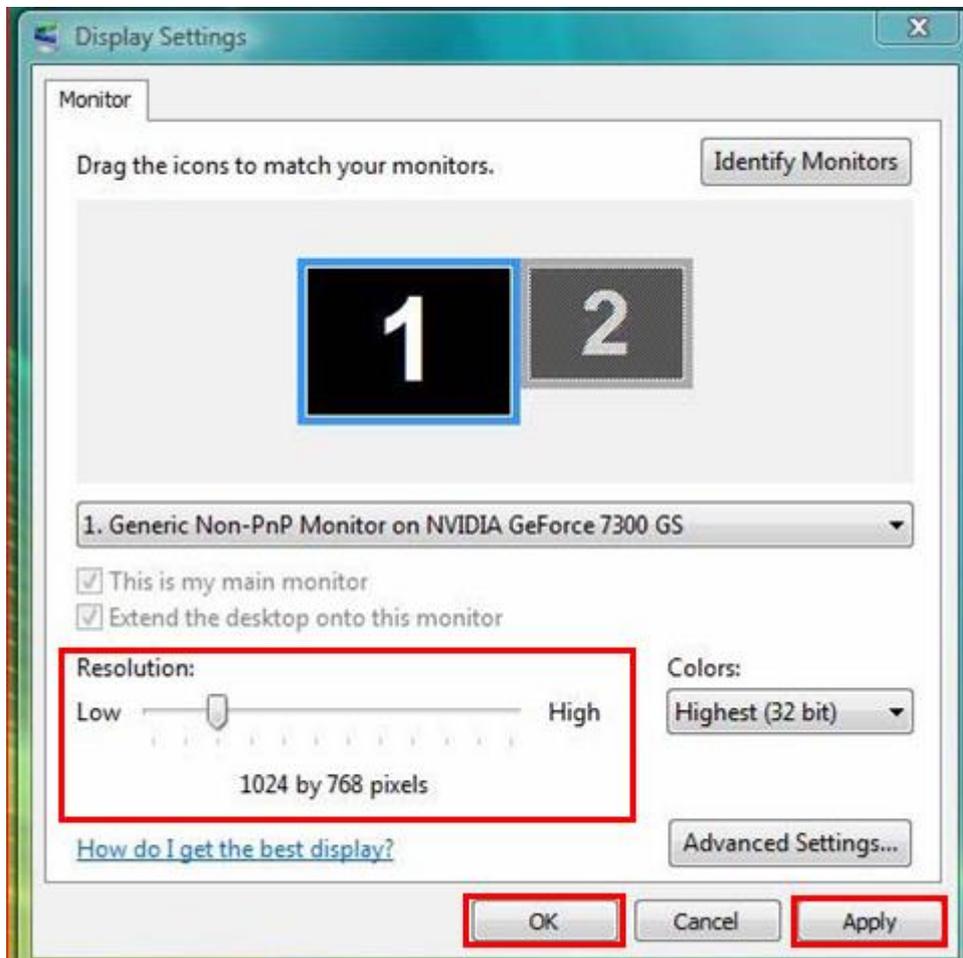
- 2) This will open the 'Personalization' Menu, select 'Display Settings', which appears at the bottom of the list.



3) The 'Display Settings' windows should appear, showing the current screen resolution:



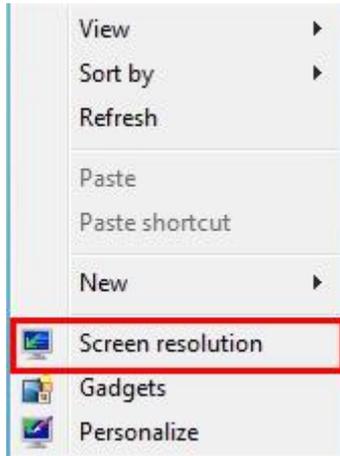
- 4) Using the Slide Bar, change the setting to a minimum 1024 x 768. You will need to ensure that you 'Apply' the changes and then click 'OK'.



- 5) After clicking 'Apply', an additional prompt may be received asking you to confirm that the settings are correct. Provided you are happy, click 'Yes' to accept the settings.

Changing the Windows 7 Screen Resolution

1) Please right-click on your desktop and select 'Screen resolution' from the menu.



2) The 'Screen Resolution' window should appear, showing the current screen resolution:



- 3) Using the Drop Down Box, change the setting to a minimum 1024 x 768. You will need to ensure that you 'Apply' the changes and then click 'OK'.

Change the appearance of your display



Display: 1. Color LCD ▾

Resolution: 1024 × 768 ▾

Orientation: Landscape ▾

[Advanced settings](#)

[Make text and other items larger or smaller](#)

[What display settings should I choose?](#)

OK Cancel Apply

- 4) After clicking 'Apply', an additional prompt may be received asking you to confirm that the settings are correct. Provided you are happy, click 'Yes' to accept the settings.

If you continue to experience problems, please contact one of our Customer Service Advisors to assist you. Refer to the Contact Us information on page 1 of this document.