Order Processing: I am having difficulty completing my order, Is there anything I can do?

The symptoms of not being able to complete an order; or feel that you cannot progress through to checkout; that you are going round in circles at the check out and not getting anywhere can happen if your computer has high security settings. Which to all intent and purpose your computer is doing what you have asked it to do.

The status of an order, and all you have ordered etc, is kept in cookies stored on your computer. If the security settings are too high then these status cookies cannot be set, and the system thinks that it needs more information before checkout can be completed.

This can be overcome   by either lowering the security setting in your browser controls. For example in Internet Explorer :-

- Ensure cookies are enabled, they are used to track your order progress on your computer. Your browser help file will provide detail on how to do this.

To review or change security setting in Internet Explorer (Other browsers have similar controls).

- From the Tools menus, choose Internet Options.
- Click the Security tab.
- If you see the slider control, move it to Medium. If you don't see the slider, click Default Level and then, move the slider to Medium.
- and/or set Trusted sites **https://www.paypal.com/** and **https://note-perfect.com/**

Other external references may be of help on these links.

[You cannot log in to or connect to secured Web sites in Internet Explorer](#)

[Enable SSL to fix the Firefox cannot connect securely error message](#)

[How to Fix if You Can't Access a Particular Website](#)

Please note that all advice is offered as suggestions, we cannot be responsible for changes that you make on your computer.

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