<u>**Online Puzzles Help**</u>

Do I Have to Subscribe to Your Puzzles?
There is no requirement to register with the site, or pay a fee, to gain access to our online puzzles, which are made available to our website visitors free of charge for the sole purpose of allowing players a teaser of some of our digital apps. We cannot therefore guarantee that all puzzles will work on all devices, desktop systems, computers or operating systems.

Supported Operating Systems/Platforms/Devices
The majority of new operating systems are supported, including iOS and Android. However, due to the number of versions available, it is not possible for us to support all low-end devices, or older operating systems. Therefore it is possible that you may encounter problems that result in you not being able to play our online puzzles.

Browsers Supported
The range of browsers that we currently support is as follows, and whilst these have been extensively tested, there may be specific low-spec devices and/or operating systems and/or processors that have an impact on a browser functioning properly that can have an impact on our site/interactive puzzles:
1. IE10
2. IE11
3. Chrome
4. Safari
5. Opera
6. Firefox PC
7. Firefox MAC

Preferred Browser
Due to the nature of browser developments, and the way in which they support different code, the most stable browser for playing our interactive puzzles is Chrome, with zoom set at 100%.

Internet Explorer 10 and 11 (Desktop)
If your browser window is zoomed to more than 100%, or less than 100%, this will affect the layout of our puzzles and you will see various assets overlaid with other assets on screen. This can easily be fixed by changing your browser zoom to the default setting of 100%. Follow the below instructions:
1. Open browser.
2. Select 'VIEW' option at top of screen tool bar.
3. Select 'ZOOM' option.
4. Amend Zoom to 100%.

A fix for IE browsers will be released in a future update as this is currently an oddity with IE browsers where zoom is more or less than 100%. In addition, clarity of puzzle is clearer at 100%.

Cookies

Some browsers, due to the way that they work with cookies, can sometimes become corrupted; therefore we suggest that you clear your cache and browsing history via internet settings first should you experience any issues. However, please remember that clearing your cache may also result in state of play being lost.

Blank Screen – iOS Devices (iPad/iPhone)

In order for our code to load and save state of play, it uses device cookies and memory; therefore if device browser is set to 'PRIVATE' our interactive puzzles cannot load. To rectify, simply check the following settings:

1. Launch Safari browser via device icon.
2. Select double window icon at top right of device in browser window.
3. Disable highlighted 'PRIVATE' option at top right of window. (Highlighted means 'PRIVATE' browsing is enabled, which means that many interactive games cannot load where they require ability to save state of play.)

If the above does not work, then it may be that your main device settings have restricted access to our site, therefore please follow the below instructions:

1. Select device 'SETTINGS' icon.
2. Scroll down left-hand side menu.
3. Select 'SAFARI'.
4. Select 'BLOCK COOKIES' under Privacy & Security settings on right side menu options.
5. Select 'ALLOW FROM WEBSITES I VISIT' option.

Loading Speed Issues

Due to the reliance on connectivity speed, it is possible that our interactive puzzles can take longer to load than normal, and that you are presented with a white screen, with a 'Loading…' message bottom right of screen. Please check your WiFi connection strength and speed; however, in most cases, our interactive puzzles should load within 4-12 seconds depending on connection speed, but please wait for interactive menu screen to load once you see the 'Loading…' message.

Desktop Local Storage Issues

If you have been a long-term and high consumer of our online puzzles and are suddenly experiencing issues, it may be related to your local storage. For certain browsers there is a hard limit of 5MB per website which cannot be modified. Please try the following solution, which has worked for a number of our long-term loyal players:

1. Load Safari.
2. Choose the 'Safari' option in the top menu bar.
3. Choose the 'Preferences' option.
4. When the new window appears, select the 'Privacy' tab.
5. Make sure the 'Block cookies and other website data' option is set to anything other than 'always'.
6. Choose the 'Details' button under the 'Cookies and other website data' item.
7. Use the search dialogue to search for 'puzzler'.
8. Once the search is complete, choose the 'puzzler.com' item and select the 'Remove' button.

9. Choose the 'Done' button.
10. Close the window.

Duplicated Puzzles

Whilst we take every care to ensure a puzzle is not duplicated, sometimes it is possible that our systems have allowed a puzzle to appear on two consecutive days from an archived range of puzzle data. This will normally correct itself on the following day's puzzle uploads.

Puzzle Type Rotation

Sometimes you will see certain puzzle types disappear. This is not an error and is simply to ensure we deliver a cross-mixture of family favourites alongside a range of puzzles that are not so well known or popular. If you like a particular puzzle that is not a regular on our site, please simply let us know what your favourite puzzle is, and should we get sufficient likes for that puzzle, we will increase the frequency.

Grid Input or Window Freezing Issues

If you experience issues inputting data into grids, or the grid becomes corrupted, or the window keeps freezing, please shut down the window, and then clear your cache and browsing history, which should reset the puzzle code, and allow you to reload. However, please note that clearing of the cache will wipe any saved data.

Puzzles Loading

If the screen continues to display the 'Loading…' window, it is possible that you have a poor connection, or your device's local memory is full, or your operating system does not support our puzzle code.

Features

Our interactive puzzles are designed to be playable across multi-platform browsers, including desktop PCs and mobile devices so that you can enjoy our puzzles anywhere. However, we recognise that certain features may be new to our existing audience; therefore here are a few details to help you:

1. Menu
   a. This takes you straight back to chooser screen to select other puzzle types.
   b. Using the SORT button, you can sort puzzles into:
      i. Puzzle type
      ii. Newest puzzles
      iii. Incomplete puzzles
      iv. Completed
      v. Or reset back to default, which shows puzzles in date order.
   c. Scroll and select a puzzle to play, or simply view which have been completed, or paused, or incorrectly completed, with ability to resume part completed/started puzzles, or reset a puzzle.
2. '?'
   a. This brings up the Hint options for when you need a little help with a clue.
3. Backwords
   a. Use the mono ICON to toggle the grid between a white background with black shading of cells, and black background with white shading of cells.

4. Sudoku
    a. Use the cross-hair ICON to toggle highlighted row/column on/off.
    b. Pencil mode allows you to place up to nine numbers in a single cell.
5. Crosswords/Cryptic Crosswords
    a. A/D ICON allows you to skip to the next available Across or Down, uncompleted clue rather than having to toggle through each and every clue, as a quick way to work through the completion of the grid.
    b. ABC ICON allows you to toggle on/off the ability to skip intersecting cells where you have previously entered a letter.
    c. Up/Down arrows allow you to work through each and every Across/Down clue sequentially.
    d. Selection of a cell within the grid will bring up and highlight the associated clue, or selection of a clue will highlight the associated cell range within the grid.
    e. Smartphone users are also able to populate the keyboard on/off from view, and depending on orientation, also populate the clue list from view on/off.
6. Codewords
    a. To enter a letter into a cell, or series of cells, either select a cell, or a keypad number, and enter your chosen letter, which will then automatically fill the linked cells with the same number.
7. Wordsearch
    a. There are a number of ways to identify a found word: either select first letter and last to join them to reveal a word, or select first letter and drag to last letter to reveal, or last letter and then first letter.
    b. Scroll the word list by using the mouse; or on smartphone or tablet, swipe the word list up/down to reveal words.
    c. Smartphone users are also able to view the word list via selection of the word list ICON.
8. Kriss Kross & Number Jig
    a. Our format has a jeopardy element, whereby newly placed words that are dropped into the grid that do not intersect with previously entered words, will remove the previously entered words and place them back into the word list – this keeps us concentrating on where and what we are placing into the grid.
    b. To place a word into the grid:
        i. Select a word from the word list.
        ii. Drag across to the grid.
        iii. Hover over a cell range, and when the picked-up word changes colour, it's ready to be released and dropped into the highlighted cell range.
        iv. To remove a word, simply select and drag from the grid back to the word list.
        v. To change word to Across or Down, simply hover over an intersection cell to change orientation of dragged word.
    c. Smartphone users can reveal word list and drag from revealed word list across to grid.

Mouse/Keyboard Users vs Mobile Devices

Our interactive puzzles recognise if you are playing from a desktop PC or within a mobile device browser, therefore a desktop user can move around puzzles using their mouse, and on some puzzles, can move around a grid using their keyboard arrows, or input letters/numbers using their keyboard rather than a displayed letter/number pad.

However, we recognise that certain puzzles do not allow you to use your keyboard arrows, which we will address as soon as possible. Sudoku currently does not allow entry of numbers via the numerical area of a keyboard, just the QWERTY numerical area, which we will fix as soon as possible.

In the meantime, if you have issues or concerns over the way a puzzle works, or would like us to consider a new enhancement to make the interactive puzzle more fun, please do not hesitate to contact us.

Helpdesk

Due to our service being free, our support of these online puzzles is limited so we hope the above helps you to resolve any issues you are experiencing.

Version 2