

SYSTEM REQUIREMENTS

Web browsers must be configured to permit [session-based cookies](#) and allow pop-ups in order to use the website correctly and access all content. Some web pages hosted by Jet Set Sports require the web browser to support [JavaScript](#). For an optimal browsing experience, we recommend the following:

General

- Internet connection
- Browser that supports 128-bit encryption e.g., Microsoft IE, Chrome, or Mozilla Firefox
- Not behind a firewall that blocks cookies, JavaScript, or access to a secure server
- Pop-up blocking disabled
- Adobe [Acrobat Reader 7.0](#) or higher

Windows Operating System (XP, Vista, 7)

- Microsoft [Internet Explorer](#) 7 or higher
- [Chrome 12](#) or higher (recommended)
- [Firefox 3.6](#) or higher

Macintosh Operating System (Tiger, Leopard, Snow Leopard)

- [Safari 4.0](#) or higher
- Chrome 12 or higher
- Firefox 3.6 or higher

TIPS

Why can't I connect to www.jetsetsports.com / www.cosport.com at work?

Verify that you have connectivity to the internet by checking your network connection or visiting another website. If the problem is not your connectivity, it is likely due to your company's Internet firewall settings. Many employers restrict access to non-work related sites to protect their networks. Contact your tech support or system administrator for assistance.

Why can't I connect to www.jetsetsports.com / www.cosport.com at home?

Home or personal firewalls may also prevent you from accessing our sites. You may want to consider disabling your firewall temporarily. If you access our website through a bookmark or search engine, the link may no longer be valid. Try typing in the full web address again.

What if my antivirus software warns me that the Jet Set Sports or CoSport website may not be trustworthy?

If you receive this warning, you may want to add www.jetsetsports.com or www.cosport.com to your list of trusted websites to avoid future warnings.

How can find out which browser version I'm using?

Windows users

- *If you double-click a blue "e," icon to browse the internet, you are using Microsoft Internet Explorer. Click "help" in the toolbar and select "About Internet Explorer" to find out the version you are using.*
- *If you double-click an icon that looks like a blue ball surrounded by, yellow, green, and red colors, you are using Google Chrome. Click the wrench icon and select "About Google Chrome" to find out which version you're using.*
- *If you double-click an icon that looks like a blue globe with an orange fox wrapped around it, you are Mozilla Firefox. Click "help" in the toolbar and select "About Mozilla Firefox" to find out which version you're using.*

Macintosh users

- *If you double-click an icon that looks like a compass, you are using Apple Safari. Click the Safari menu and select "about Safari" to find out which version you are using*
- *If you double-click an icon that looks like a blue globe with an orange fox wrapped around it, you are Mozilla Firefox. Click "help" in the toolbar and select "About Mozilla Firefox" to find out which version you're using.*

I can't see the entire login box; it appears cut-off on the bottom of the page.

Click and hold anywhere on the box outside of a field or button and drag it up until you can see the entire box.

Alternatively, you can increase the resolution on your display. Recommended resolution: 1024x768 pixels

I tried to use the password recovery feature, but did not receive email.

Check any spam or junk folder. If you are on your workplace network, check with tech support or your system administrator to ensure the email has not been blocked or filtered.

Nothing happens when I click on a link.

This may occur when your Web browser has ad-blocking / popup-blocking software enabled. These programs can prevent legitimate requests from opening and occasionally blocks JavaScripts on our site.

Alternatively, your Web browser settings could be preventing our links from working. Our site is designed to work with the default settings on most Web browsers. If you have modified your browser's default security settings to high, blocked cookies, JavaScript, or added one of our sites to the restricted sites list, you may experience functionality issues on our site.

I received the warning: "The page cannot be displayed" when I try to access the logon page.

If you're using Windows, you may receive this error because your Secure Sockets Layer (SSL) security check boxes are not selected. To correct this:

- *Click "Start"*
- *Navigate to "Settings and then "Control Panel."*
- *Double-click "Internet Options."*
- *Under the Advanced tab, look for the security category. Check one or more of the following boxes: SSL 2.0, or SSL 3.0*

If you are experiencing this issue on multiple sites, please contact your tech support or service provider for assistance.

Why do I get the message "Warning: Page Has Expired"?

You will likely receive this message if you attempt to browse a secure page after your session has ended. (For security reasons, we end your session automatically after no activity for a few minutes)

How do I disable my popup blocker?

Note: Some popup blockers installed on Windows computers can be temporarily disabled by holding down the Control (Ctrl) key on your keyboard while clicking a link.

There are three major types of popup blockers that may be installed on your system:

1. **Stand-alone blockers:** *You should check the developer's website for instructions for disabling the popup blocker.*
2. **Blockers built into your web browser.** *See below for instructions for specific web browsers.*
3. **Blockers you add through a toolbar.** *You should check the toolbar's developer website for instructions for disabling the popup blocker.*

To disable a popup blocker on your web browser, locate your web browser below and follow the instructions:

Windows users:

Microsoft Internet Explorer 7 or higher

- Click the "Tools" menu.
- Click "Popup blocker."
- Click "Turn off popup blocker."

Mozilla Firefox 3.6 or higher

- Click the "Tools" menu, and then select "Options."
- Click the "Content" icon at the top of the Options window.
- Uncheck the "Block popup windows" option.

Google Chrome 12 or higher

- Click the wrench icon in the upper right-hand corner.
- Select "Options."
- Click the "Under the Hood tab."
- Click the "Content settings button."
- Click the "Pop-ups tab."
- Click "Allow all sites to show pop-ups."

Macintosh users:

Safari 4.0 or higher

- Click the "Safari" menu.
- If the menu has a checkmark to the left of the "Block popup windows" option, the popup blocker is enabled. Select "Block popup windows" to clear the check mark.

Mozilla Firefox 3.6 or higher

- Click the "Firefox" menu, and then select "Preferences."
- Click the "Content" icon at the top of the "Options" window.
- Uncheck the "Block popup windows" option.

How do I set my browser to accept cookies?

To check your browser's cookie configuration, locate your browser below and follow the instructions:

Windows users:

Microsoft Internet Explorer 7 or higher

- Click "Tools" from the Internet Explorer menu, and select "Internet Options."
- Click the "Privacy" tab.
- Make sure you're not set to "Block all cookies."
- Click the "Edit" button at the bottom of the window. (If you're using Windows XP Service Pack 3, click the "Sites" button instead.)

Google Chrome 12 or higher

- Click the wrench icon in the upper right-hand corner.
- Select "Options."
- Click the "Under the Hood" tab.
- Click the "Content settings" button.
- Choose the option for "Allow local data to be set." Also make sure the option for "Block all third-party cookies without exception" is not checked.

Firefox 3.6 or higher

- Click the "Tools" menu and select "Options."
- Click the "Privacy" icon.
- In the "History" section, set the "Firefox will" dropdown menu to "Use custom settings for history."
- Make sure that both "Accept cookies from sites" and "Accept third-party cookies" are checked, and that the "Keep until" dropdown menu is set to "they expire."

Macintosh users:

Safari 4.0 or higher

- Click the "Safari" menu, and then choose "Preferences."
- Click the "Security" tab.
- Make sure "Accept cookies" is set to "Always."

Firefox 3.6 or higher

- Click the "Firefox" menu and select "Preferences."

- Click the "Privacy" icon.
- In the "History" section, set the "Firefox will:" dropdown menu to "Use custom settings for history."
- Make sure that both "Accept cookies from sites" and "Accept third-party cookies" are checked, and that the "Keep until" dropdown menu is set to "they expire."

I can't find my flight on the Flight Details screen.

Verify that your flight has not changed since you booked it. Flight information is updated several times a week from the FAA and your flight information may have not been updated on our system, especially if you're several months out from your arrival date.

How can I clear my browser's cache and cookies?

To clear your browser's cache, follow the instructions:

Microsoft Internet Explorer 7 or higher

- Click "Tools" in the browser toolbar and select "Internet Options."
- In the "Browsing History" section, click "Delete."
- Click "Delete Files" in the Temporary Internet Files section of the "Delete Browsing History" window.
- Click "Yes" in the Delete Files window and click "Close."

Google Chrome 12 and higher

- Click the wrench icon in the upper right-hand corner.
- Select "Options."
- Click "Under the Hood."
- Under "Privacy," click the "Clear browsing data."
- Uncheck all options except "Empty the cache," set the "Clear data from the period" drop-down menu to "Everything," and click "Clear browsing data."

Firefox 3.6 and higher

- Click the "Tools" menu and select "Clear recent history."
- Set the "Time range to clear" dropdown menu to "Everything."
- Uncheck all options except "Cache."
- Click "Clear now."

Safari 4.0 or higher

- Click the "Safari" menu, and then choose "Empty Cache."
- Click "Empty" to confirm.

To clear your browser's cookies, locate your browser below and follow the instructions:

Internet Explorer 7 or higher

- Under the "Tools" menu, select "Internet Options."
- On the "General" tab, under "Browsing history," click "Settings."
- Select "View files."

- *Hold down the Control key (Ctrl) and select the cookies you want to delete. Click the "Delete" key, or select "Delete" under the "File" menu.*

Google Chrome 12 or higher

- *Click the wrench icon in the upper right-hand corner.*
- *Click the "Under the Hood" tab.*
- *Under the "Privacy" heading, click the "Content settings" button.*
- *On the "Cookies" tab, click the "Show cookies and other site data" button.*
- *Select the cookies you want to remove and click "Remove."*

Firefox 3.6 or higher (Windows)

- *Click the "Tools" menu and select "Options."*
- *Click the "Privacy" icon.*
- *Click "Remove individual cookies."*
- *Select the cookie you want to remove and click "Remove Cookie." To remove multiple cookies, hold down the Control (Ctrl) key on your keyboard while selecting the cookies you want to remove. Then select "Remove Cookie."*

Firefox 3.6 or higher—Macintosh

- *Click the Firefox menu and select "Preferences."*
- *Click the "Privacy" icon.*
- *Click "remove individual cookies".*
- *Select the cookie you want to remove and click "Remove Cookie." To remove multiple cookies, hold down the Command/Apple key on your keyboard while selecting the cookies you want to remove. Then select Remove Cookie.*

Safari 4.0 or higher

- *Click the "Safari" menu, and then choose "Preferences."*
- *On the "Security" tab, select "Show Cookies"*
- *Select "Remove."*