**Use of web browser
cookies in Live Guide**

To optimize the user experience on our websites, Live Guide uses cookies: when you use Live Guide Administration, Operator Console or visit a site that has Live Guide chat buttons or Live Guide proactive chat, we automatically collect some information about your visit. Â Cookies are small text files that are placed on your device; they cannot be used to identify you personally. Â Cookies cannot be programmed, cannot carry viruses, and cannot install malware on your computer. The attached document is a list of cookies that we use directly as well as a list of third-party cookies we use to collect data about our website visitors. **How to manage cookies** Most web browsers automatically accept cookies. Â However, you have the option to delete stored cookies at any time as well as the ability to block or reject future use of cookies. Â For information on how to do this for your individual browser you can find more information at www.allaboutcookies.org. **Note**: if you choose to block or reject future cookies, you will not be able to use netop.com properly. You will lose the ability to download our products, for example, and the user experience will be greatly worsened. Â Below

is a list of cookies that we use directly as well as a list of third-party cookies we use to collect data about our website visitors. **Netop Live Guide Administration & Operator Console** Â

Cookie Type	Cookie Name	Description	More Information
PHP Session	Lge PHPSESSID	This cookie is essential for having persistent information across the site page. If not enabled, you will not be able to login into the Administration Area and the Operator Console.	[Wikipedia: Session ID](#)
NginX	ge_cookie lgeclients_cookie	These cookies allow our servers to optimize load balancing and deliver resources dynamically from our Content Delivery Network (CDN). This essentially gives users a better experience with a faster website.	[Wikipedia: Content Delivery Network](#)

Sites with Live Guide chat buttons or proactive chat

Cookie Type	Cookie Name	Description	More Information
NginX	lgeclients_cookie	Â These cookies allow our servers to optimize load balancing and deliver resources dynamically from our Content Delivery Network (CDN). This essentially gives users a better experience with a faster website. **Note**: For the site, this is a 3rd party cookie.	[Wikipedia: Content Delivery Network](#)
Live Guide	All cookies starting with Live Guide.	Â These cookies are used to collect information about chat sessions performed via our Live Guide product. This allows our operators to see things like identifier for the customer, the user's landing page to the site and the current page the user is on. This data allows us better assist users with their inquiries.	N/A
Live Guide	liveguide	This is a flash cookie used for identifying the customer.	N/A

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