STC Network Systems
Web Site Services & Consulting

Error Messages: Browser's cookie functionality turned off

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If you're seeing a message that your browser's cookie functionality is turned off, it's possible that you don't have cookies enabled in your browser. Also, some vendors (Microsoft) automatically turn cookies off after an update or upgrade to their software.

Below are listed browser-specific instructions on how to enable your cookies.

Microsoft Internet Explorer

To enable cookies in Internet Explorer 7 or 8:

1. Click **Start** > **Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Double-click the **Internet Options** icon.
3. Click the **Privacy** tab.
4. Click the **Advanced** button.
5. Select the option 'Override automatic cookie handling' under the Cookies section in the Advanced Privacy Settings window.
6. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
7. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
8. In the Internet Options window, click **OK** to exit.

To enable cookies in Internet Explorer 6:

1. Click **Start** > **Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Click the **Advanced** button.
3. Select the option 'Override Automatic Cookie Handling.'
4. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
5. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
6. In the Internet Options window, click **OK** to exit.

Mozilla Firefox

To enable cookies in Mozilla Firefox 3.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Set 'Firefox will': to **Use custom settings for history**.
4. Check the box next to **Accept cookies from sites** to enable cookies, or uncheck it to disable them.
5. Click **OK**.

To enable cookies in Mozilla Firefox 2.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Select the checkbox labeled 'Accept cookies from sites.'
4. Click **OK**.

To enable cookies in Mozilla Firefox (Mac):

1. Go to the **Firefox** drop-down menu.
2. Select **Preferences**.
3. Click **Privacy**.
4. Set 'Firefox will': to **Use custom settings for history**.
5. Check the box next to **Accept cookies from sites** to enable, or uncheck to disable.
6. Click **OK**.

Chrome

To enable cookies in Chrome (PC):

1. Click the **Tools** menu.
2. Select **Options**.
3. Click the **Under the Hood** tab.
4. Click **Content settings** in the 'Privacy' section.
5. Make sure **Allow local data to be set** is selected to allow both first-party and third-party cookies. For any given webpage, first-party cookies are cookies that are set by the site domain listed in the address bar. Third-party cookies come from other domain sources that have items, such as ads or images, embedded on the page. If you only want to accept first-party cookies, check the box next to **Block all third-party cookies without exception**.

To enable cookies in Chrome (Mac):

1. Select **Chrome > Preferences** on the menu bar.
2. Click the **Under the Hood** tab.
3. Click **Content settings** in the 'Privacy' section.
4. Make sure **Allow local data to be set** is selected to allow both first-party and third-party cookies. For any given Web page, first-party cookies are cookies that are set by the site domain listed in the address bar. Third-party cookies come from other domain sources that have items, such as ads or images, embedded on the page. If you only want to accept first-party cookies, check the box next to **Block all third-party cookies without exception**.

Opera

To enable cookies in Opera:

1. Click the **Navigation** menu.
2. Select **Settings**
3. Select **Preferences**
4. Click the **Advantage** tab.
5. Select **Cookies** at the left side
6. Select the option "Accept cookies"
7. Optionally you can only Accept the cookies from the current visit site.
8. To save the changes Click the "OK" button.

Safari

To enable cookies in Safari:

1. Go to the **Safari** drop-down menu.

2. Select **Preferences**.

3. Click **Security** in the top panel.

4. Under 'Accept Cookies' select the option 'Only from sites you navigate to.'

If you've already checked that your cookies are enabled and you're still seeing an error message that your browser's cookie functionality is turned off, try opening a new window in your browser. Sometimes using tabs in a single browser instance can cause your cookies to stick.

Still receiving the error message? <u>Clear your cache and delete your cookies</u>**.**