

Cannot LogIn – “Must have cookies enabled” error msg or other cookie-related issues

Problems:

1. When accessing a *NewsSite.com* website, If a user doesn't wait until the page is fully loaded and clicks the login link at the top while the page is still loading, it takes them to an incorrect login screen instead of the *jquery* window. If they try to login at that point, the browser will not let them login giving them an error that their "**Cookies need to be enabled**". Most likely, the cookie isn't being deleted or updated when logging out until the page is reloaded in full. Therefore the cookie that remains doesn't match the new login credentials.
2. Session Cookies may have otherwise become corrupted.
3. Third-Party services cookies may not be reset when accounts are activated, and continue to only offer "introductory" access.

Solution:

NOTE: This solution is used whenever session-cookie(s) have become corrupted or otherwise need to be cleared.

Also: For *Obituary* Issues, user **may also need to navigate to www.Legacy.com** website and delete these cookies before all the involved cookies will be "cleared".

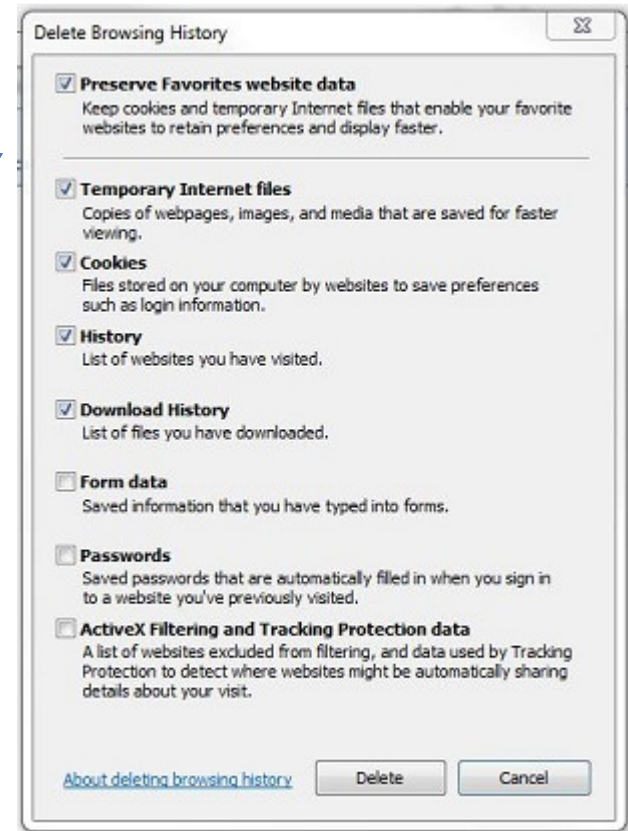


The screenshot shows a login page titled "Log In to Your TCPalm Account". Below the title is a section labeled "Enter Your User Name and Password". A red error message reads: "YOUR WEB BROWSER DOESN'T APPEAR TO HAVE COOKIES ENABLED. COOKIES ARE REQUIRED FOR LOGGING IN." Below the error message are two input fields: "User Name" with the text "eve.samples@scrip" and "Password:" with four black dots. Below the password field is a link that says "Forgotten your password?". At the bottom of the form is a "Log In" button.

Internet Explorer default "**Delete History Options**" shown

NOTE: If the *NewsSite* has been set as a **Favorite** it will **NOT** be deleted by simply deleting cookies. Favorite sites and their cookies are protected unless the first option is unchecked.

* Using the Options for the specific Browser, Delete All Cookies.
Or, look at the single-cookie deletion procedures below.



* Close the Browser (all windows). * Re-Open the Browser. * Navigate to the *NewsSite.com* website, but do not try to login immediately. Be sure the entire page has fully loaded. * Login to the *NewsSite.com* website.

After logging out of the *NewsSite.com* website, be sure the *NewsSite.com* website homepage is fully loaded before closing the window or Browser.

Alternate to Deleting All Cookies

With Firefox

- Select FIREFOX-OPTION-PRIVACY-SHOW COOKIES.
- Find the *NewsSite.com* website cookie-folder in the Site listing.
- Highlight it, then click on "Remove Cookies".
- Then click on "Close".
- In the OPTIONS menu, click on "OK".

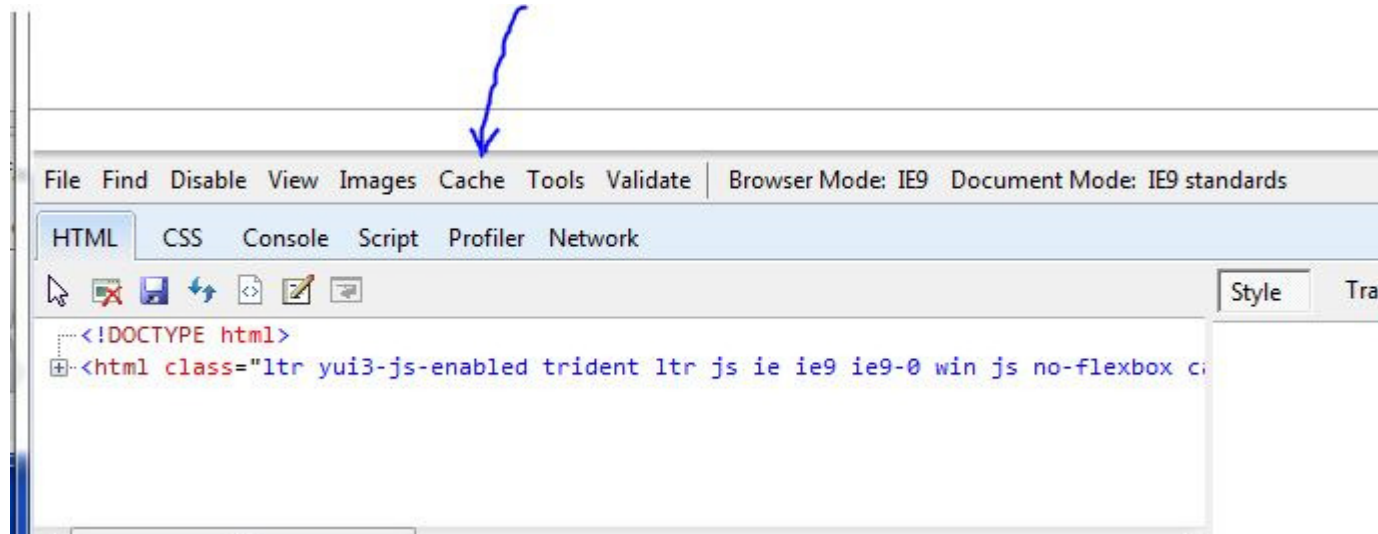
With Chrome

- Open the Toolbar and Select SETTINGS.
- Then SHOW ADVANCED SETTINGS at the bottom of page.
- Select PRIVACY-CONTENT SETTINGS-ALL COOKIES AND SITE DATA.
- Using the "Search cookies" field, type in *NewsSite.com* website.
- As you hover the mouse over each cookie site, the line will be highlighted and an "X" will appear to the right.
- Move the cursor horizontally and click on the "X" to delete the cookie/group.
- Click on "Done" when finished.

With Internet Explorer (v9.0 & 10)

- Navigate to the *NewsSite.com* website you want to clear cookies for.
- Press the F12 Key, opening IE9's web development tools.

*Select the **Cache** tab.



- Select **Clear cookies for domain**.
- Pressing **Ctrl + "D"** will clear the cache for the website.

With Internet Explorer (v11)

- Navigate to the *NewsSite.com* website you want to clear cookies for.
- From the Settings/Tools Menu, select "F12 Development Tools", or press F12 key if available.
- Select the **Network** tab.
- Select **Clear cookies for domain**.

With Safari - 5.1 (iOS X Lion)

- Open Safari if it is not already open.
- Choose Safari > Preferences, and then click Privacy.
- Click Details.
- Select one or more website that stores cookies, and then click Remove or Remove All.
- When you finish removing websites, click Done.

With Safari 6 (iOS X Mountain Lion)

- Open Safari if it is not already open.
- Choose Safari > Preferences, and then click Privacy.
- Click Details.
- Select one or more websites that stores cookies, and then click Remove or Remove All.
- When you finish removing websites, click Done.

Safari - Reset

- To clear cache and cookies:
From the Safari menu, select Reset Safari.
- From the menu, select the items you want to reset.
- Click Reset. (As of Safari 5.1, Remove all website data covers both cookies and cache.)

Mobile Safari for iOS (iPhone, iPod touch, iPad)

- To clear cache and cookies:
 - From the home screen, tap Settings, and then tap Safari.
 - At the bottom of Safari's settings screen, tap Clear cookies and data, or Clear Cookies and Clear Cache.
 - Confirm when prompted.
- To clear history:
 - From the home screen, tap Safari.
 - At the bottom of the screen, tap the Bookmarks icon.
 - In the lower left, tap Clear.
 - Tap Clear History.