ENABLING COOKIES IN YOUR BROWSER

Viewing of content on the CXC® Learning Hub requires that cookies are enabled in your browser. If you received the below error when trying to view paid content, check your cookie settings to see if they have been disabled.

> "SSO service was unable to verify your identity. Your login credentials appear to be incorrect. Please try again and ensure the 'Caps Lock' is off (bw5)."

Listed below are the instructions on how to enable cookies in some of the commonly used browsers:

INTERNET EXPLORER

1. On your computer, open IE .
2. Click **Tools** ⚙ in the browser toolbar.
3. Choose **Internet Options**.
4. Click the **Privacy tab**, and then, under **Settings**, move the slider to the top to block all cookies or to the bottom to allow all cookies, and then click OK.

For more information on Internet Explorer, please see Microsoft's Help Center on enabling cookies.

SAFARI

1. On your computer, open Safari .
2. Click the **Safari menu** from the top toolbar.
3. Choose **Preferences**.
4. Click the **Privacy tab**.
5. Click the 'Never' checkbox for Block Cookies.

For more information on Safari, please see Apple's Help Center.

GOOGLE CHROME

1. On your computer, open Chrome [Insert chrome icon].

2. At the top right, click **More** ⋮ › then select **Settings**.
3. Under **Privacy and security**, scroll to the bottom of the page then click **Site settings**.
4. Click **Cookies [include "and site data" if applicable here]**.
5. From here, you can:
    - Turn on cookies: Next to "Blocked," turn on the switch.
    - Turn off cookies: Turn off **Allow sites to save and read cookie data**.

Learn how to change more cookie settings in Chrome.

Allow or Block cookies

You can allow or block all cookies by default. You can also allow cookies from a specific site but block third-party cookies in ads or images on that web page.

1. On your computer, open Chrome.
2. At the top right, click **More** ⋮ › then select **Settings** ⚙.
3. Under **Privacy and security**, click **Cookies and other site data**.
4. Select an option:
    - Allow all cookies.
    - Block all cookies (not recommended).
    - Block third party cookies in Incognito.
    - Block third-party cookies.

        Note: If you block third-party cookies, all cookies and site data from other sites will be blocked, even if the site is allowed on your 'exceptions list'.

Allow or block cookies for a specific site

Important: If you're using your Chromebook at work or school, you might not be able to change this setting. For more help, contact your administrator.

If you allow cookies by default, you can still block them for a certain site.

1. On your computer, open Chrome.
2. At the top right, click **More** ⋮ › then select **Settings**.
3. Click **Privacy and security** › then select **Cookies and other site data.**
4. Next to "Sites that can always use cookies," "Always clear cookies when windows are closed," or "Sites that never use cookies," click **Add**.
5. Enter the web address.
    - To create an exception for an entire domain, insert [*.] before the domain name. For example, [*.] google.com will match drive.google.com and calendar.google.com.
    - You can also put an IP address or a web address that doesn't start with http://.
6. Select **Add**.

To remove an exception, you don't want any more, to the right of the website, click **More** ⋮ ⟩ then select **Remove**.

For more information on Google Chrome, please see Google's Help Center.

1. On your computer, open Firefox .
2. Click the **Tools menu** from the top toolbar.
3. Choose **Options**.
4. Click the **Privacy tab**.
5. Under "**History**" select "**Use custom settings for history**" from the drop-down menu beside "Firefox will."
6. Ensure that the checkboxes for "Accept cookies from sites" and "Accept third-party cookies" are both checked.
7. Click OK.

For more information on Mozilla, please see Firefox Help for more instructions on enabling cookies.

EDGE

1. Open Microsoft Edge .
2. From the ⋮ icon in the top right corner, select **Menu** > **Settings** > **Site permissions** > **Cookies and site data**
3. Turn on "Allow sites to save and read cookie data" (recommended) to unblock cookies
4. Turn on "Block third-party cookies" or add desired sites in "Block" section to block the cookies.

Source

https://www.wikihow.com/Enable-Cookies-in-Your-Internet-Web-Browser

https://support.microsoft.com/en-us/windows

https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac

https://support.google.com/chrome/answer/95647