ERROR MESSAGE:



The application was unable to determine your session and your login page. A possible cause could be using a bookmark to access the application. In order to start a new session, return to your organization's main login page.

RESOLUTION:

This Application Message often occurs due to a browser requirement to accept third party cookies. **Third-Party Cookies** are nothing but Cookies from another website requested via an embedded code. These have no real benefit to the user as they are only used for data gathering purposes.

If using a different Browser (**Mozilla Firefox is preferred**), there should be an equivalent '**Options/Tools**' setting available. Follow steps for relevant browser, below. Remember to close browser after changing settings before reopening and logging back into UCIBuy.

MOZILLA FIREFOX:

- Open Menu → Options Gear
- Select Privacy & Security in General Options
- Select Accept cookies and site data from websites (recommended) button
- Close browser to apply settings



INTERNET EXPLORER:

- Select gear in upper right corner of screen \rightarrow Internet Options \rightarrow Privacy
- Select Advanced
- Under Cookies, select Override automatic cookie handling
- Select Accept and OK to apply settings

ternet Options
General Security Privacy Content Connections Programs Advanced
Settings
Select a setting for the Internet zone.
Medium - Blocks third-party cookies that do not have a compact privacy policy - Blocks third-party cookies that save information that can be used to contact you without your explicit consent - Restricts first-party cookies that save information that can be used to contact you without your without your implicit consent Sites Import
Location
Never allow websites to request your Clear Sites
Pop-up Blocker
Turn on Pop-up Blocker Settings
InPrivate
\fbox Disable toolbars and extensions when InPrivate Browsing starts



CHROME:

- Go to Chrome menu > Settings.
- Click Show Advanced Settings
- In 'Privacy & Security'
- section select Content settings
- To enable cookies, select Allow sites to save and read cookie data (recommended)

\equiv Settings	Q Search settings	
	← Cookies	
	Allow sites to save and read cookie data (recommended)	
	Keep local data only until you quit your browser	
	Block third-party cookies Prevent third-party websites from saving and reading cookie data	

SAFARI:

- Go to the Safari drop-down menu.
- Select 'Preferences'
- Click Privacy in the top panel.
- Under 'Cookies and Website Data' select 'Always allow'
- Close the Preferences window and continue using Safari.

