ERROR MESSAGE:

⊗ The application was unable to route the session back to the login page.

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
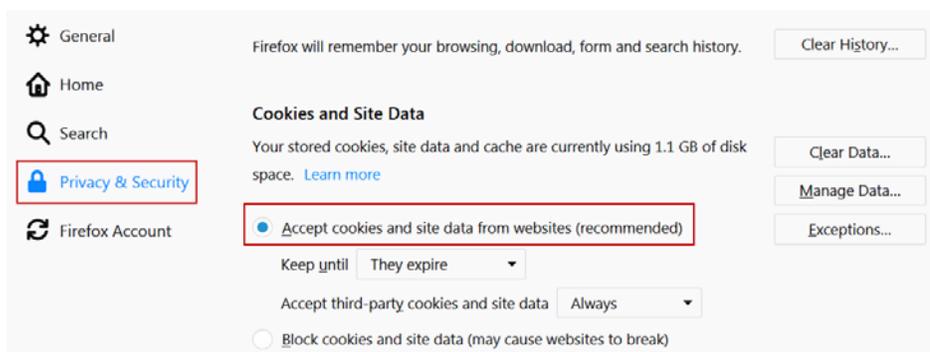
INTERNET EXPLORER:

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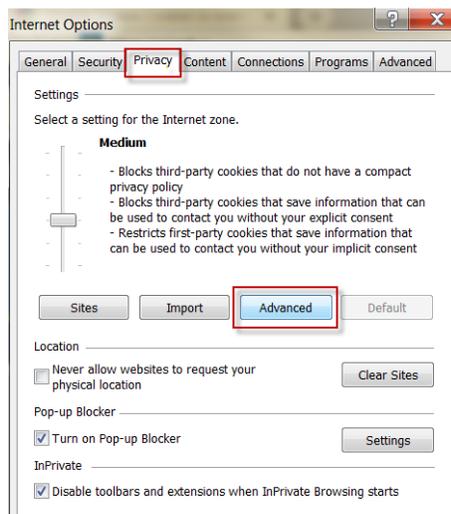
CHROME:

- 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)
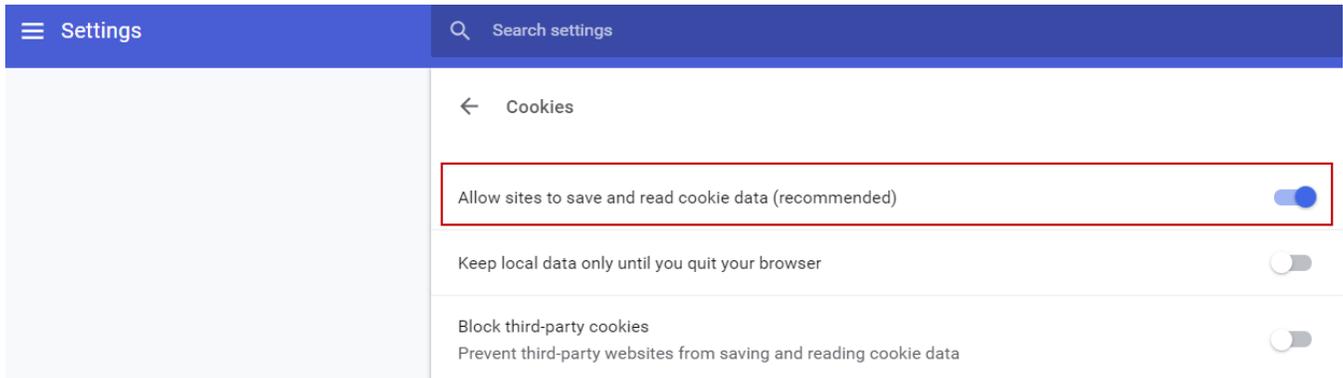
SAFARI:

- 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.