Learn: Enable Third Party Cookies

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Introduction:

We have noticed that some people get an error message when they go to their Learn / Training page in TEO. This is often due to the cookie settings. Third party cookies may not be blocked. Below you will find a how-to of the most common browsers. If this has not solved the problem, please create a ticket via Service Now. Preferably with a print screen and with which browser the problem arises.
**Microsoft Internet Explorer**

To enable cookies in IE 7:

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.

**Microsoft Edge**

To enable cookies in Microsoft Edge

1. Open the Microsoft **Edge**.
2. Click on the More actions button on the toolbar, and select **Settings**.
3. Search for View advanced settings and click on it.
4. Under **Cookies** section, select to either Don't block **cookies** (default), Block only **third party** cookies.
5. Restart **Edge**.

**Mozilla Firefox**

To enable cookies in Mozilla Firefox (PC):

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

To enable cookies in Mozilla Firefox (Mac):

1. Go to the **Firefox** drop-down menu.
2. Select **Preferences**.
3. Click **Privacy**.
4. Under Cookies, select the option 'Accept cookies from sites.'
Safari
To enable cookies in Safari:

1. Go to the Safari drop-down menu.
2. Select Preferences.
3. Click Privacy in the top panel.
4. Under 'Block cookies' select the option 'Never.'
5. For increased security, once you have finished using the site, please change the Privacy setting back to Always.

Google Chrome
To enable cookies in Google Chrome:

1. Open Chrome preferences click on Settings, then Show Advanced Settings.
2. Under Privacy, click on Content Settings.
3. Make sure "Block third-party cookies and site data" is not checked

You may need to restart your browser to proceed.