

Message: Your browser may not be accepting internet cookies.

Reference Number: **KB-01099**

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The information in this article applies to:



QUESTION

When I try to sign in to my account, I receive the following warning message:

"Notice! Your browser may not be accepting internet cookies. To use this service, please enable cookies."

How can I resolve this and access my account?

ANSWER

The most likely reason for receiving this warning message is that cookies have been disabled or blocked in your web browser. For instructions on allowing or managing cookies, please see the appropriate link for the web browser you're using:

- **Microsoft Edge** - <https://support.microsoft.com/en-us/microsoft-edge/temporarily-allow-cookies-and-site-data-in-microsoft-edge-597f04f2-c0ce-f08c-7c2b->

[541086362bd2 \(https://support.microsoft.com/en-us/microsoft-edge/temporarily-allow-cookies-and-site-data-in-microsoft-edge-597f04f2-c0ce-f08c-7c2b-541086362bd2\)](https://support.microsoft.com/en-us/microsoft-edge/temporarily-allow-cookies-and-site-data-in-microsoft-edge-597f04f2-c0ce-f08c-7c2b-541086362bd2)

- **Mozilla Firefox** - <https://support.mozilla.org/en-US/kb/websites-say-cookies-are-blocked-unblock-them> (<https://support.mozilla.org/en-US/kb/websites-say-cookies-are-blocked-unblock-them>)
- **Google Chrome** - <https://support.google.com/chrome/answer/95647> (<https://support.google.com/chrome/answer/95647>)
- **Apple Safari** - <https://support.apple.com/guide/safari/manage-cookies-sfri11471/16.0/mac/12.0> (<https://support.apple.com/guide/safari/manage-cookies-sfri11471/16.0/mac/12.0>)

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In some cases, if you have already set your web browser to have cookies enabled, it is possible that your security software may have its own independent cookie blocking function, or that you have installed a third party add-on to your web browser which is disabling cookies.

If this occurs, then please check with your security software's documentation for additional information on allowing the Chief Architect website to save cookies.



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