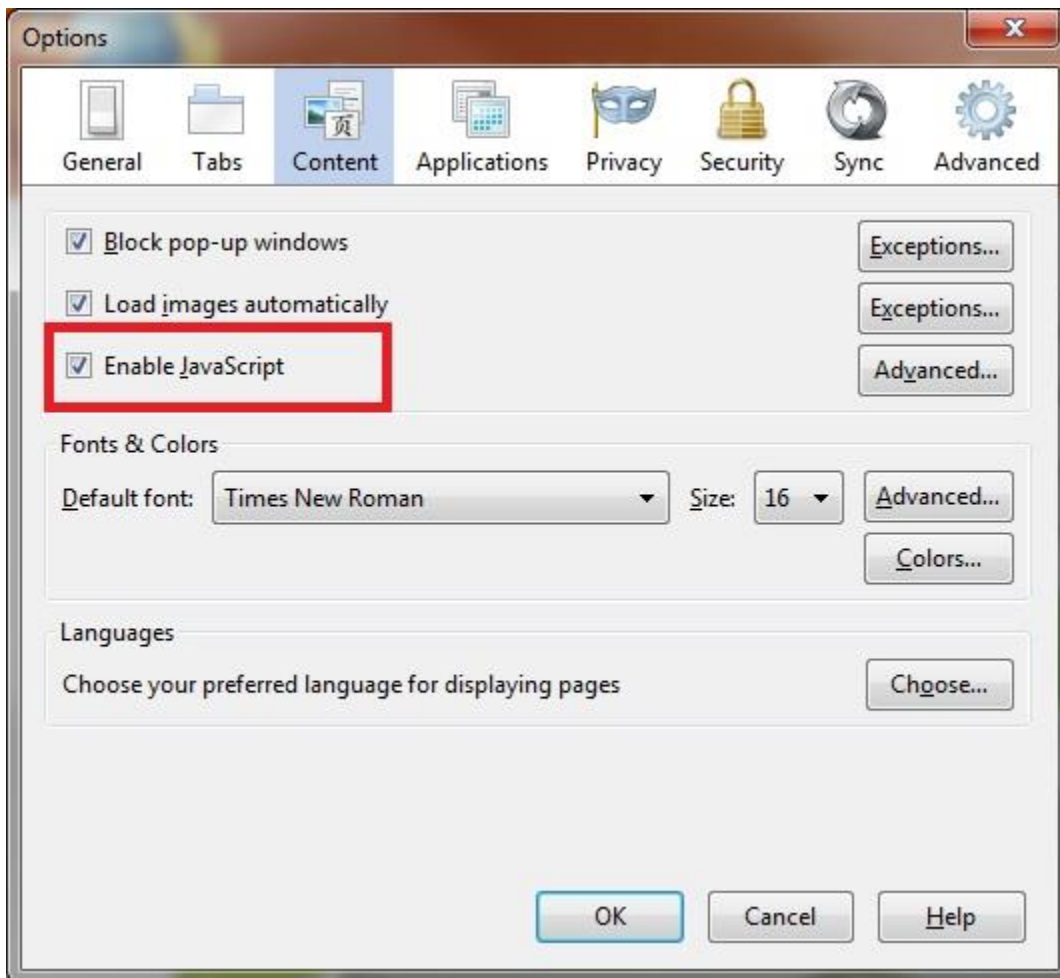


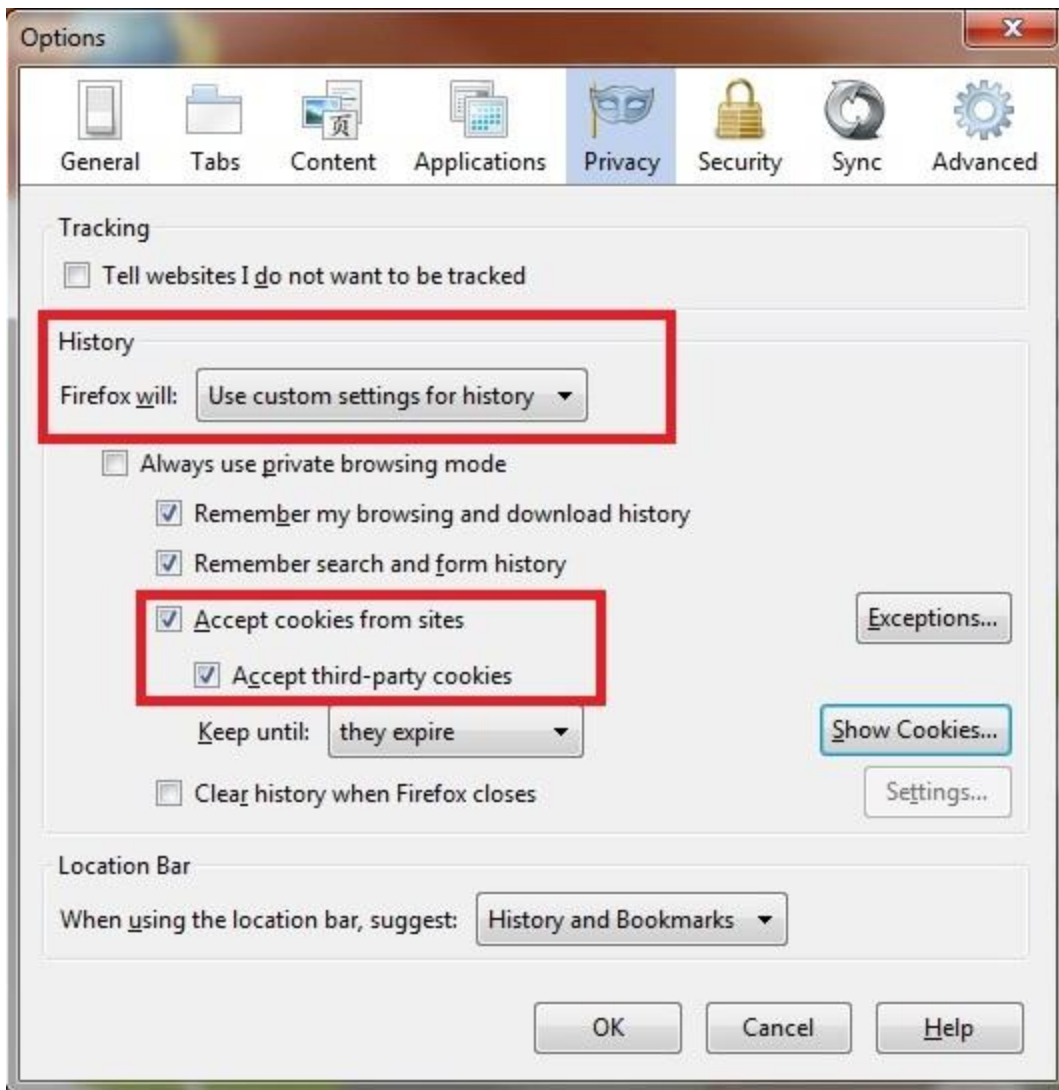
## Firefox Users

Certain browser settings in Firefox can prevent a user from successfully logging in to the chapter site through single sign on. To ensure the appropriate settings for third party cookies and Javascript are set for your browser, please follow the steps below:

1. At the top of the browser, select the Tools menu (Windows XP) or the Firefox button (Mac OS). Select **Options**.
2. In the Options window, select the **Content** panel.
3. Make sure the option to **Enable JavaScript** is checked.

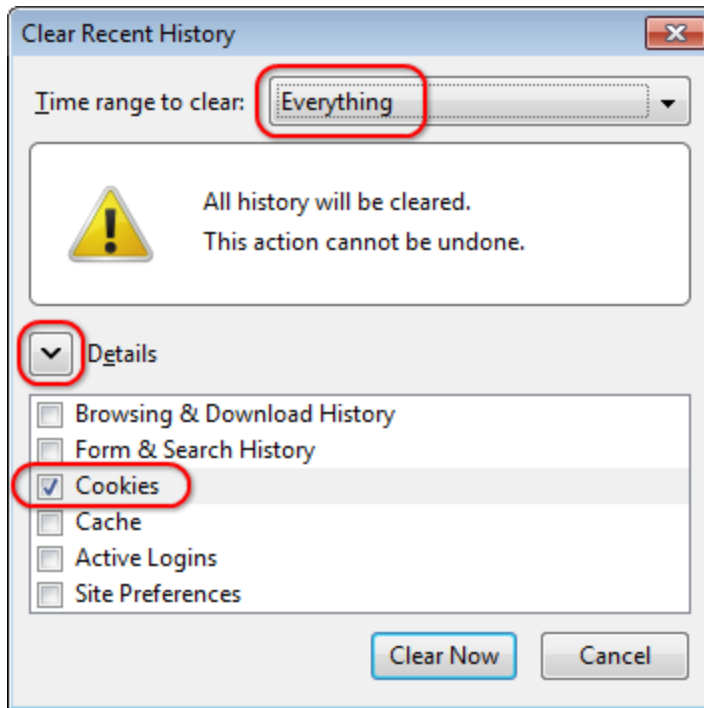


4. Select the **Privacy** panel.
5. In the History section, set "Firefox will" to **Use Custom Settings for History**.
6. Make sure the options to **Accept cookies from sites** and **Accept third-party cookies** are both checked.

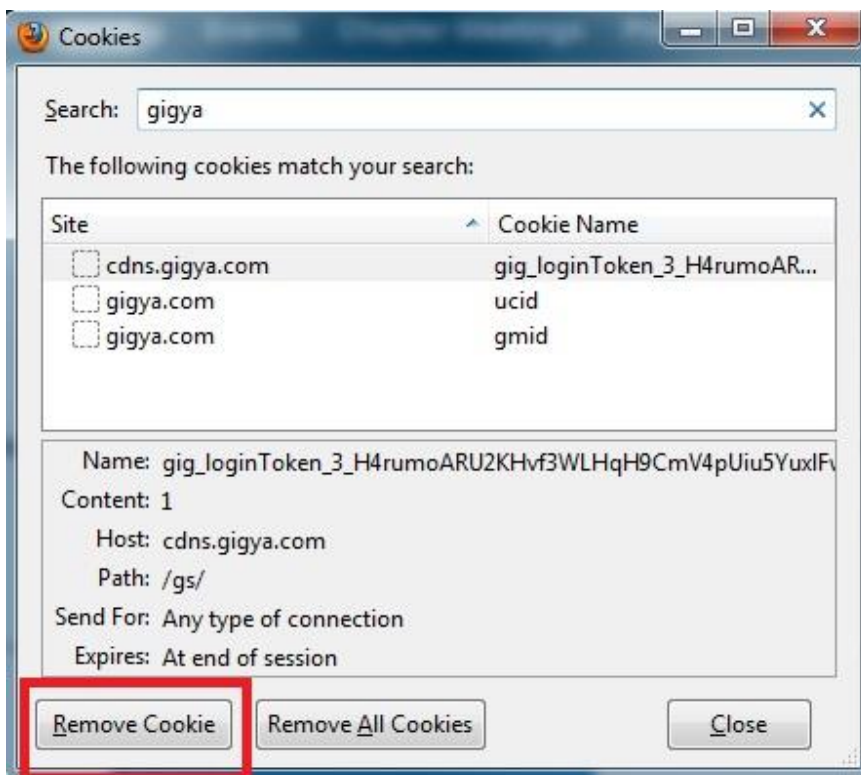


If the settings above are correct and you are unable to login, please try the following steps to delete cookies. You can delete all cookies stored on your browser with Step 1. **If you do not want to remove all cookies, you can delete the specific cookies associated with single sign on in Step 2.**

1. To delete all cookies, in the History section, click on the link "Clear Your Recent History"
  - o Set time range to clear to **Everything**
  - o Click on the arrow next to **Details** to expand the list of history items.
  - o Select **Cookies** and make sure that other items you want to keep are not selected.
  - o Next click the **Clear Now** button.



2. If you do not want to remove all cookies, you can follow the steps below to delete the following three cookies: **gigya.com**, **pmi.org**, and the one associated with your **chapter's site**.
  - In the History section, set "Firefox will" to **Use Custom Settings for History**.
  - Click **Show Cookies**. The cookies window will appear.
  - In the Search field, type **gigya.com**. Results containing this term will show up in the window below the Search field.
  - Select the cookie(s) in the list and click **Remove Cookie**.
  - Next, search on **pmi.org** and repeat the same steps for removing the cookie.
  - Then do the same for the cookie associated with your chapter's site.



3. Click **Close** to close the Cookies window.
4. Close the browser and any other browser window that may be open.
5. Open a new browser session and attempt to login to the chapter site.