Due to updates from Donor Connect, some donors may experience a never-ending loop while attempting to log into their account. This guide will walk users through changing their browser’s settings.

For Safari Users

1. Open Safari
2. In the top left corner, select Safari and choose Preferences
3. Under the Privacy tab, un-check Prevent cross-site tracking
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4. **Ensure Block all cookies is disabled**
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For Chrome Users

5. Open Chrome
6. In the top right corner, select the icon, and then select Settings

7. On the left side of the page, expand the Advanced panel and select Privacy and security
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8. Select Site Settings and then select Cookies and site data

9. Ensure that Block third-party cookies is disabled
For Firefox Users

1. Open Firefox
2. In the top right corner, click the ☰ icon and then select Options
3. On the left side of the page, select Privacy & Security
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4. Ensure the **Standard** browser protection is selected. If you are using **Custom** settings, make sure that you do **not** choose to block **All third-party cookies**

For further questions, please contact Charles Case, Customer Support Officer, at the Community Foundation for a greater Richmond at (804)-409-5636 or customersupport@cfrichmond.org. Thank you!