

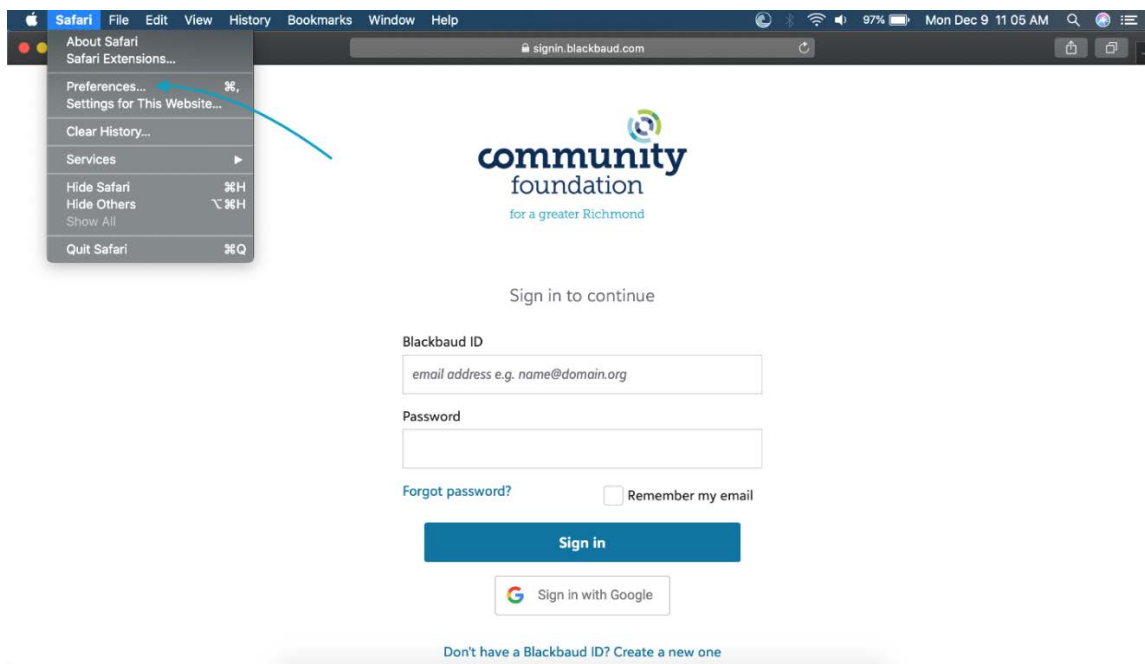
Donor Connect Troubleshoot

Login Page Keeps Looping

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

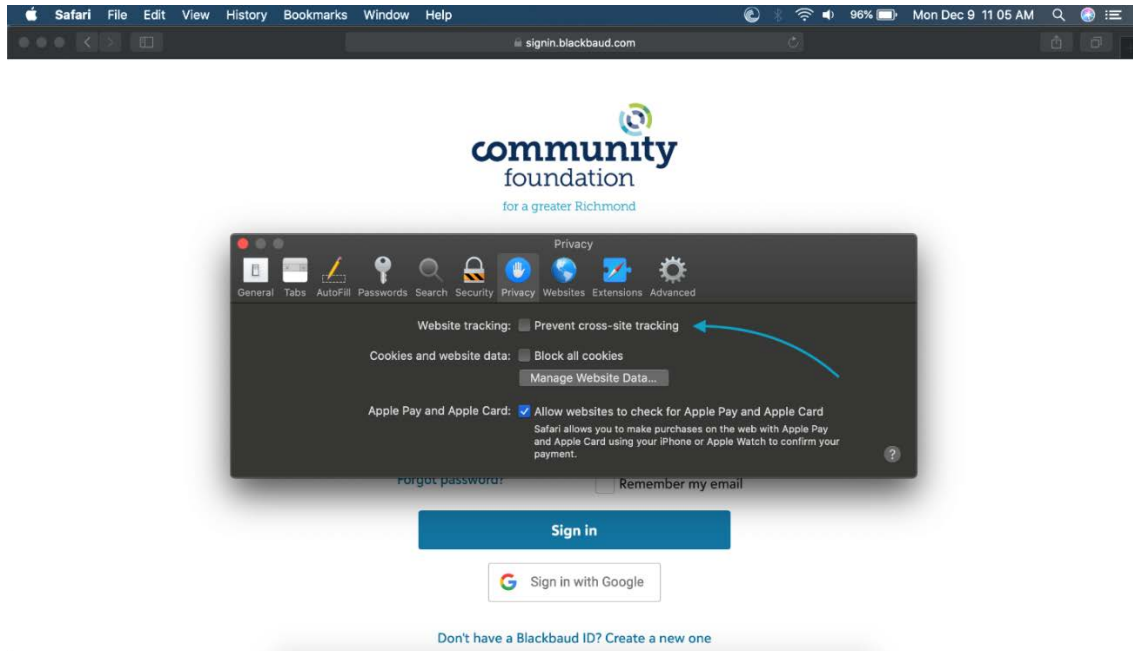
1. Open **Safari**
2. In the top left corner, select **Safari** and choose **Preferences**



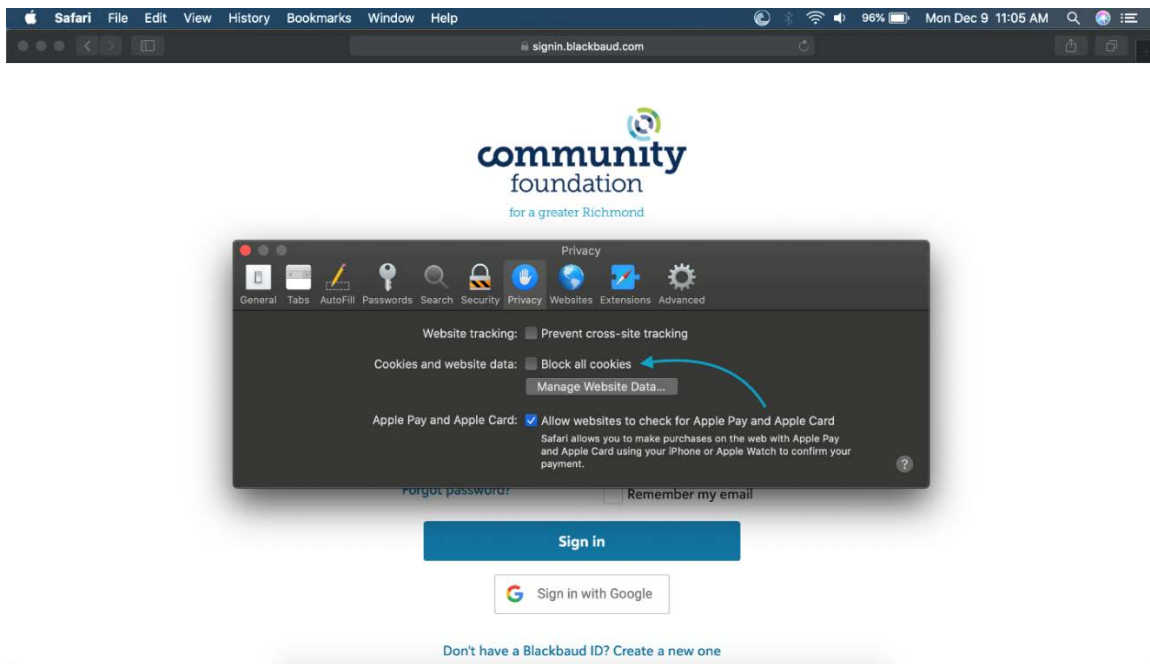
3. Under the **Privacy** tab, un-check **Prevent cross-site tracking**

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4. Ensure **Block all cookies** is disabled

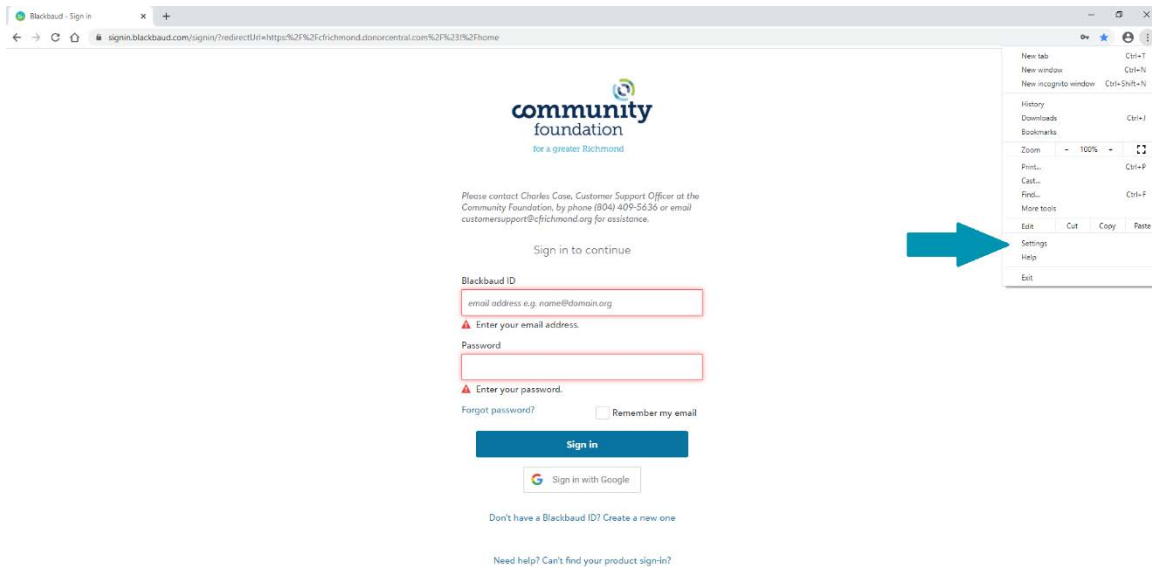


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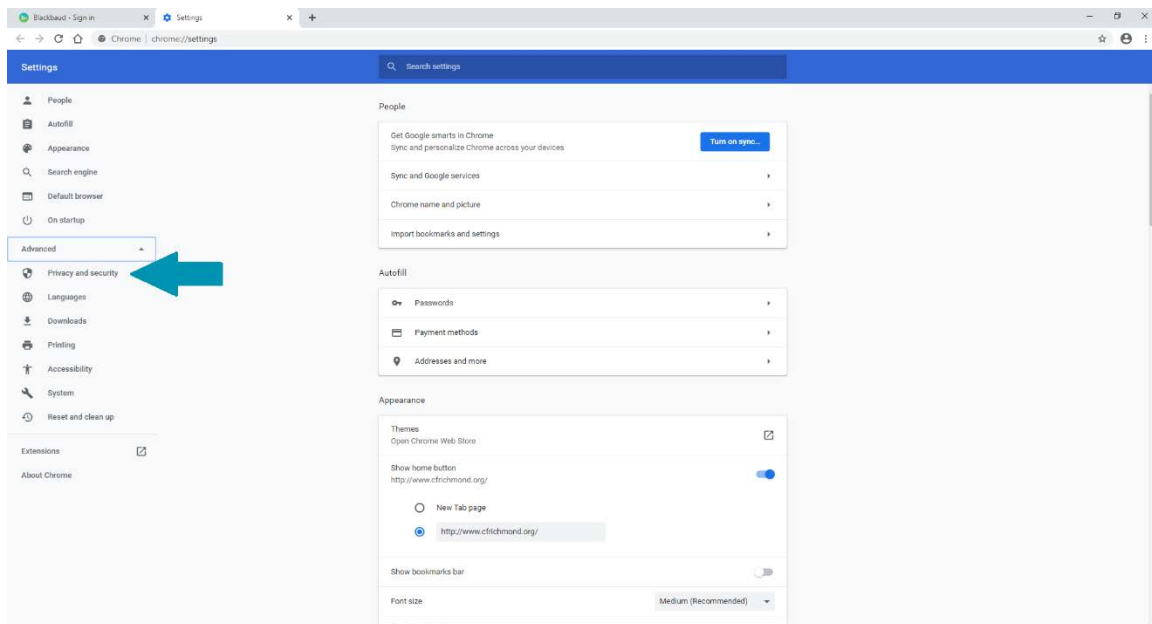
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For Chrome Users

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



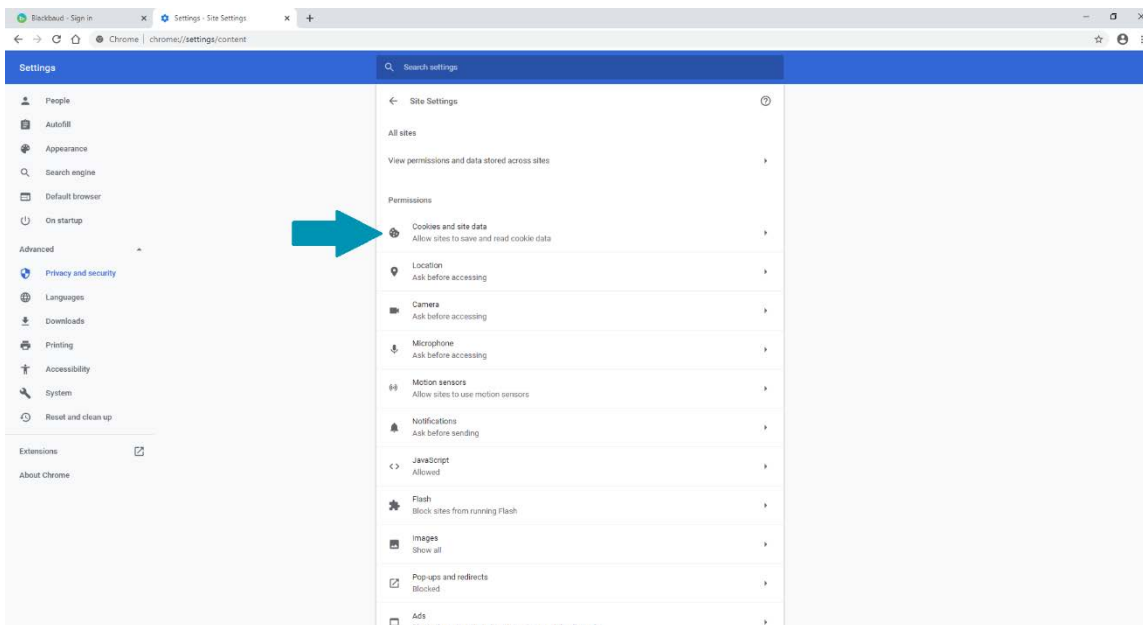
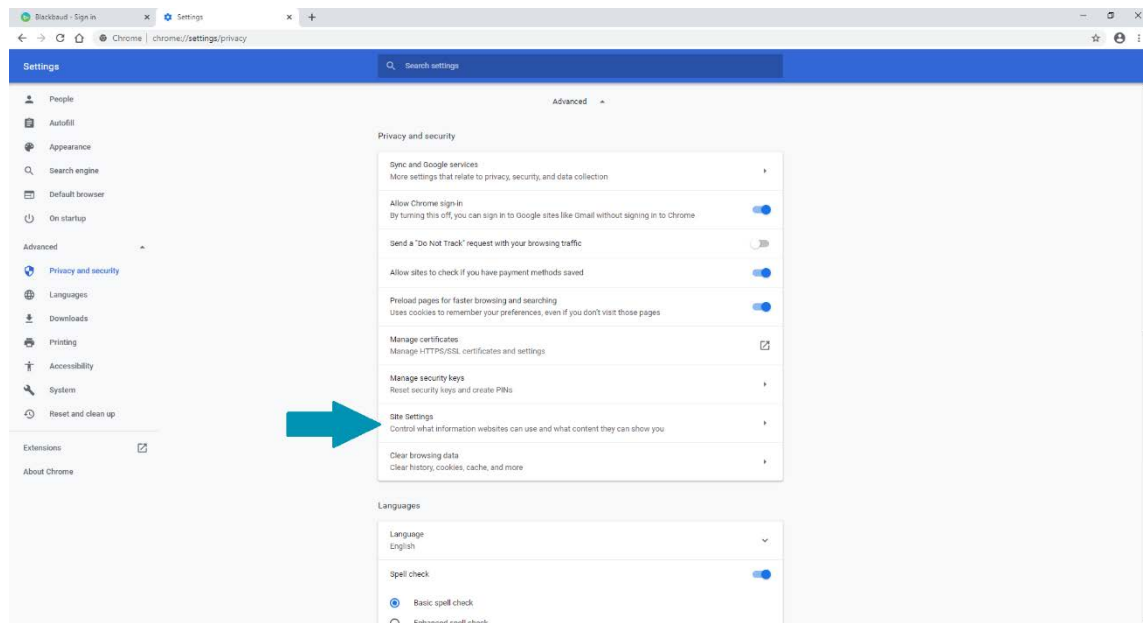
7. On the left side of the page, expand the **Advanced** panel and select **Privacy and security**



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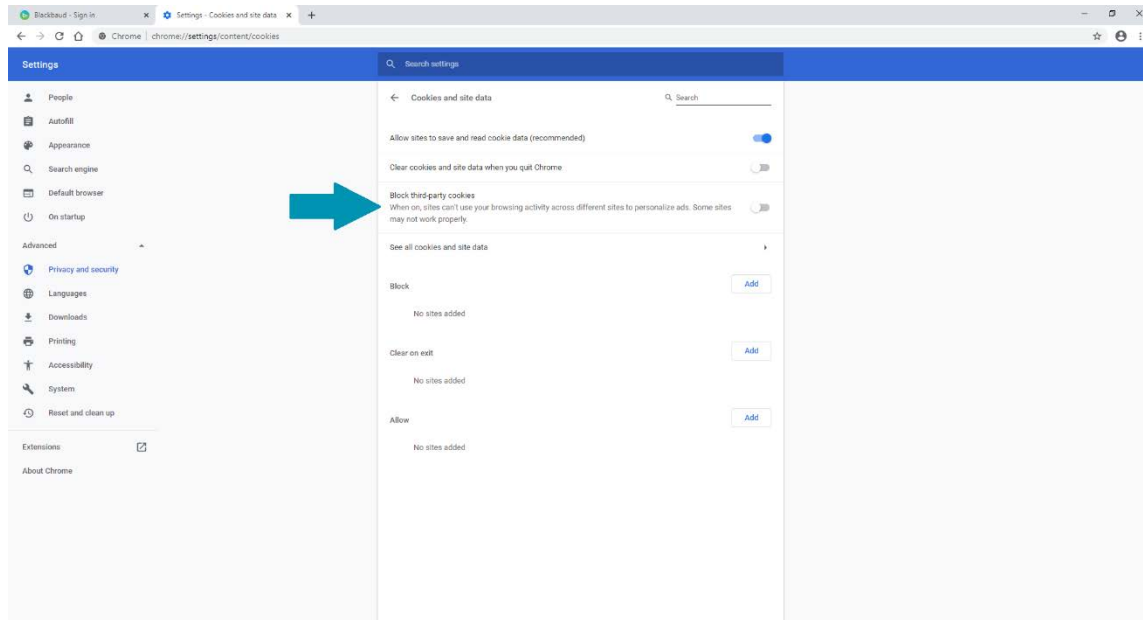
8. Select **Site Settings** and then select **Cookies and site data**




9. Ensure that **Block third-party cookies** is disabled

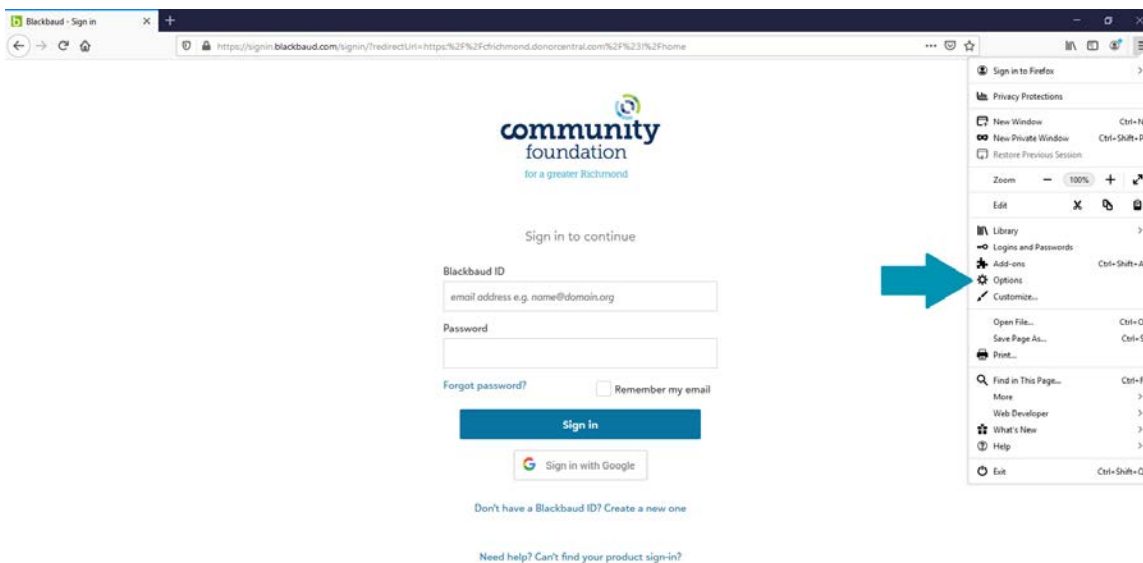
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For Firefox Users

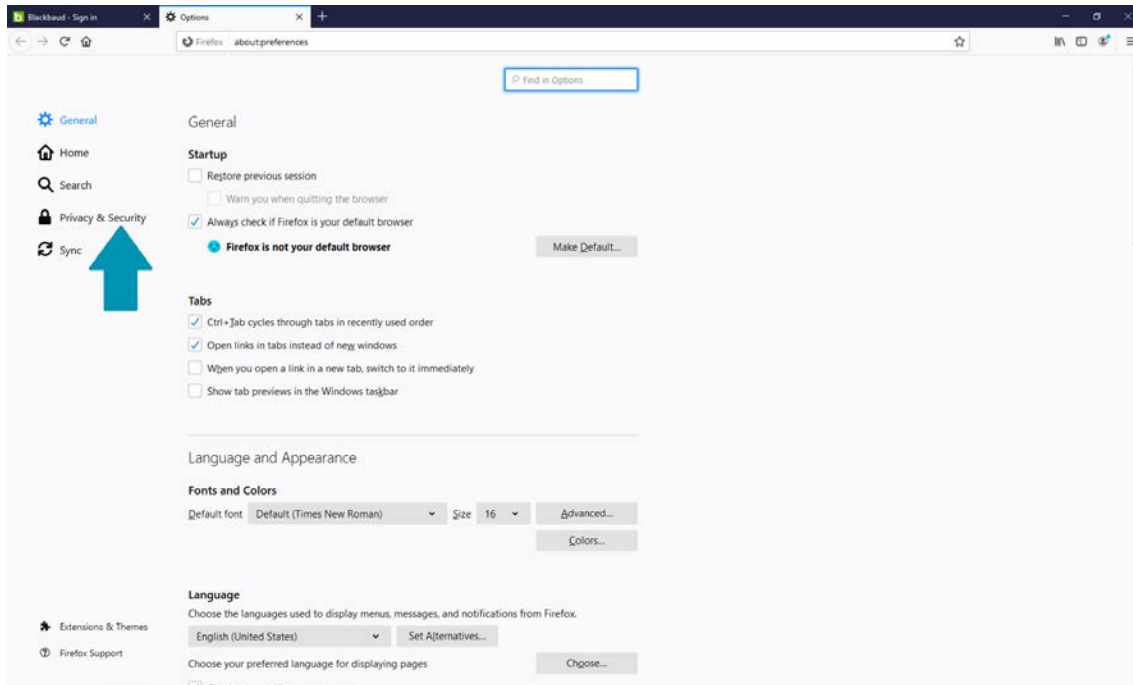
1. Open **Firefox**
2. In the top right corner, click the  icon and then select **Options**



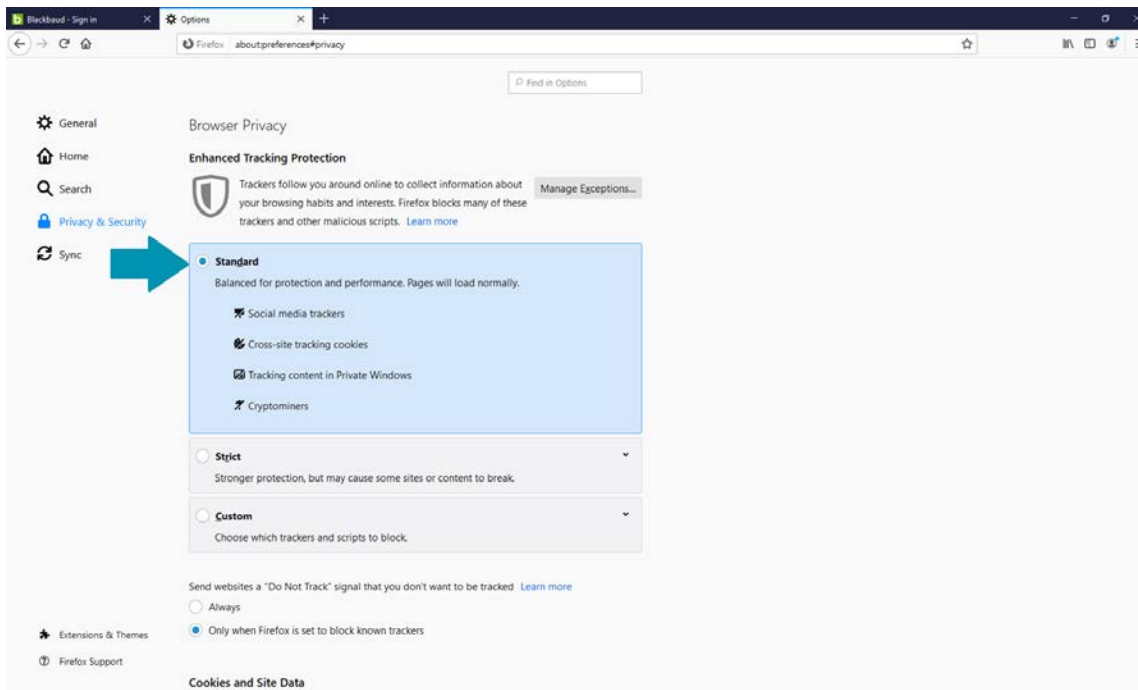
3. On the left side of the page, select **Privacy & Security**

Donor Connect Troubleshoot

Login Page Keeps Looping



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!