

Troubleshooting SafeAssign Issues

If you encounter a blank white screen when trying to submit a SafeAssignment or get the message “Resource Not Found”, you may need to override some web browser settings to allow for “third-party cookies”. The chart below contains the instructions needed for this task.

Allowing third-party cookies

Browser	Windows	MAC OSX
Internet Explorer	<ol style="list-style-type: none"> Go to Internet Options, either through Internet Explorer or the Windows Control Panel. Go to the Privacy panel. Press the Advanced button. Check the box for “Override automatic cookie handling”. Select “Accept” for Third-party cookies. Press OK. Press OK to close the Internet Options window. 	N/A
Safari	<ol style="list-style-type: none"> Go to Safari Preferences Go to the Privacy panel. In “Block Cookies” select Never. Close the Preferences window. 	<ol style="list-style-type: none"> Go to Safari Preferences Hold down command and comma keys [⌘ ,] simultaneously Go to the Privacy panel. In “Block cookies and other website data”, select Never. Close the Preferences window.
Firefox	<ol style="list-style-type: none"> At the top of the Firefox window, click on the Firefox button and then select Options. Go to the Privacy panel. Select Firefox will: to Use custom settings for history Check the box for Accept cookies from sites Check “Always” for Accept third-party cookies. Press OK to close the Options window. 	<ol style="list-style-type: none"> Go to Firefox Preferences Hold down command and comma keys [⌘ ,] simultaneously Go to the Privacy panel. Select Firefox will: to Use custom settings for history Check the box for Accept cookies from sites And Always for Accept third-party cookies. Close the Preferences window.
Chrome	<ol style="list-style-type: none"> Go to Chrome Settings in the Customize and control Google Chrome menu Click “Show advanced settings...” Scroll down to the Privacy section Press “Content Settings” UNCHECK “Block third-party cookies and site data”. Press Done. Close the Settings tab. 	<ol style="list-style-type: none"> Go to Chrome Preferences Hold down command and comma keys [⌘ ,] simultaneously Scroll down to the Privacy section Press “Content Settings” UNCHECK “Block third-party cookies and site data”. Press Done. Close the Settings tab.