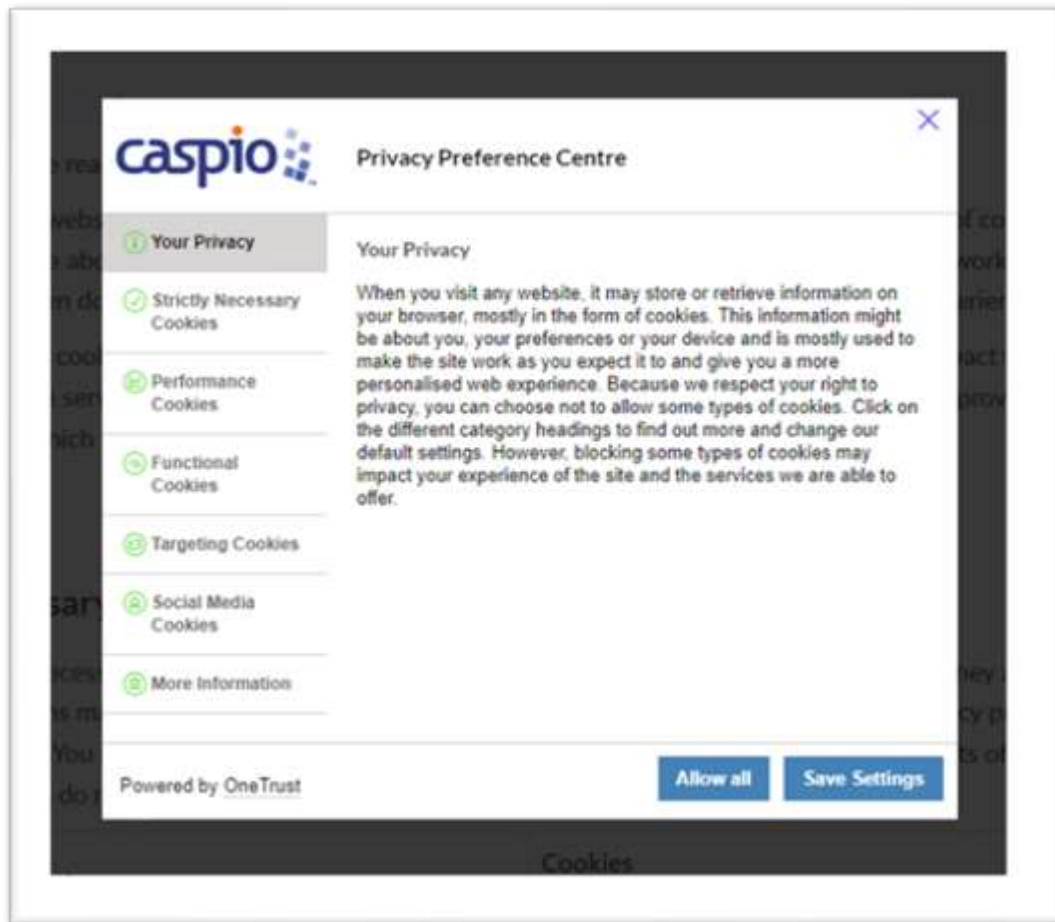# Setup and Login Issues

**This help file is designed to address issues logging into the system.** If you enter the correct username and password but still come back to the logins screen, it could be your Cookie Settings. We have noticed repeated successful logins, but people not actually getting into the system. Hopefully this will help.

**Note:** If when you enter your username and password and the system loops back to the login page without an error message or a login prompt on a blank page appears this means you have a issue with browser setup either cookies or cross site scripting.

1. **Before you begin: This system displays information on** https://ofsusadb.org **and on** https://c7cre397.caspio.com**.** When you first use the system, you need to ensure the program you use on your computer is setup to accept the information.
2. First, make sure you follow the instructions outlined in CASPIO's system requirements here: https://howto.caspio.com/system-requirements/.
3. Second, you need to allow caspio.com to set certain kinds of 'cookies'. To do this go to https://www.caspio.com/cookie-policy/. On this page, click on the **Cookie Settings** and a popup will open. In order for Caspio to function correctly, you must allow "Strictly Necessary Cookies", "Performance Cookies", and "Functional Cookies". You can disable "Targeting Cookies", and "Social Media Cookies". To do this, click on



each of the kinds of cookies and then Allow or Disallow each one, and then click on the Save Setting Button. If you use more than one browser, you will need to do this for each of the browsers.

4. Next you need to enable your browser (the app/program you use to actually view things on the Internet/Web)

a.  If you use Chrome,  after you open the website at **https://ofsusadb.org,** you need to the top right end of top bar and click on the ⋮ which will open a menu.  Click on the Settings link.

Then select Privacy and security.  Click on Cookies and other site data. Select the Allow All Cookies radio button and you are done.

b.  If you use Edge, after you open the website at **https://ofsusadb.org**, you need go to the top Right end of top bar and click on the ⋮ which will open a menu.  Click on the Settings link.  Then select Site Permissions -> Cookies and site data. Set the following options:  Enable Allow sites to save and read cookie data (recommended).  Disable Block third party cookies.

c.  If you use Firefox , after you open the website at **https://ofsusadb.org**, you need to click on ≡ at the top Right end of the top bar. This will open a menu.  Click on Privacy & Security.  Select the Custom option, select Cross-Site tracking cookies and isolate other cross-site cookies as a preference for cookies and add an exception to allow cookies from **https://c7cre397.caspio.com**.

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