



Login Problem

This is a rare occurrence which is usually due to the web browser's internet security settings:

Symptoms:

'Giver' Login

- When I click on a retailer, I am asked to Login (or create account ... etc), I enter my login details, I am returned to the login screen and cannot go any further.
- When I click on the 'Login' link at the top of the screen, I am taken to the Shopping page, but I am still asked to login once I select a retailer (resulting in situation 1, above). The links at the top of the screen still (incorrectly) show 'Login' and 'Create Account'.

'Charity' or 'School/PTA' Account Login

- When I Login to my School/PTA or Charity account I am returned to the Login screen and cannot go any further.

Solution:

Your browser settings are blocking 'Cookies'. Cookies are very small files saved on your computer's hard disk which help us identify you for the purposes of tracking your order commission (which we convert into a donation). Cookies are essential for many websites, including TheGivingMachine, to work properly. For most people, the default settings enable their computer to work fine with our systems. As mentioned above, in the rare case where the standard settings have been changed, you will need to enable our website to place a cookie on your computer.

Internet Explorer for Windows Users (Version 7)

Your browser must allow cookies from TheGivingMachine.

1. Please choose the following menus: Tools >>> Internet Options >>> Privacy Tab
2. If the slider is at the very top; 'Block all Cookies', move it to the second position down; 'High'. If the slider is in any other position, you can skip this stage.
3. Click on the 'Sites' button
4. In the topmost box of the 'Per Site Privacy Actions' window, titled 'Address of website:' type in <http://www.thegivingmachine.co.uk>
5. Click on the 'Allow' button
6. Click on 'OK' to close the 'Per Site Privacy Actions' window
7. Click on 'OK' again to close the 'Internet Options' window

Your browser now allows cookies from TheGivingMachine.



Firefox for Windows Users (Version 2)

Your browser must allow cookies from TheGivingMachine.

1. Please choose the following menus: Tools >>> Options >>> Privacy Tab
2. In the 'Cookies' section, if the 'Accept all Cookies from sites' checkbox is unchecked, then click on the 'Sites' button
3. In the topmost box of the 'Exceptions - Cookies' window, titled 'Address of website:' type in <http://www.thegivingmachine.co.uk>
4. Click on the 'Allow' button
5. Click on 'Close' to close the 'Exceptions - Cookies' window
6. Click on 'OK' again to close the 'Options' window

Your browser now allows cookies from TheGivingMachine.