



Troubleshooting Login Issues on Unite

If you are experiencing difficulties when trying to log into Unite, some of the steps outlined below may resolve problems.

We recommend you try to practice the following routinely:

- Log off Unite at the end of each day, and log back in the next time you need to use Unite. Be sure to follow the on-screen prompts and make sure you have finished signing out.
- Bookmark the address, or mark it as a favorite; don't use a shortcut from your desktop.

If problems continue, check the web address. Correct addresses are listed below.

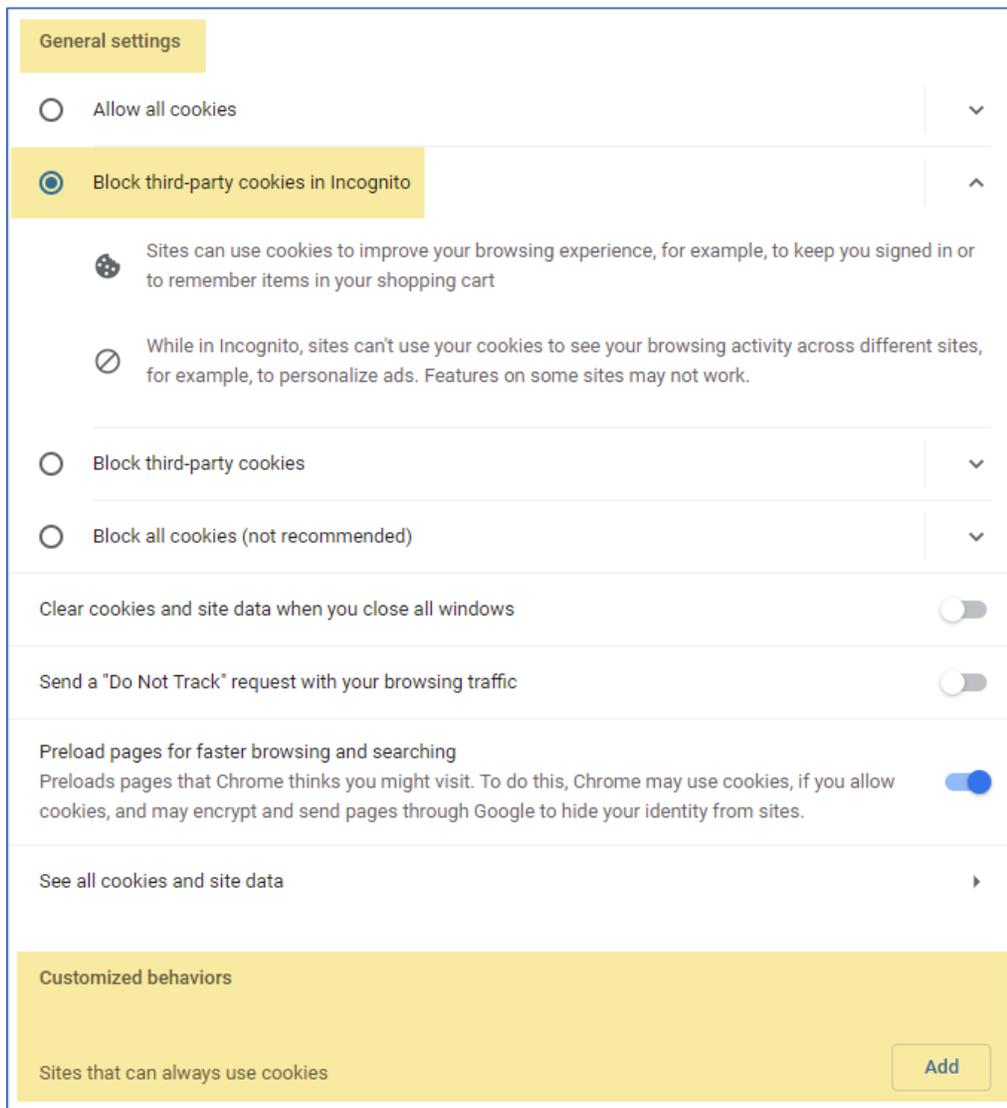
- <https://lsac-unite.org/> is your live, production database.
- <https://train.lsac-unite.org/> is your training database.

If you are not able to log in successfully, please keep detailed records of steps you took to log in, and what's happening on your computer screen, so you have information at hand when reporting the problem to us:

- How long/how often has this been happening?
- What kind of computer are you using? Mac? PC?
- What browser are you using? Version number? Version numbers can be found for any browser by selecting **Help**, then selecting **About**...
- What operating system are you using? Windows 10? iOS?
- Is there a spinning circle?
- Is there an error message? Please accurately note what it says or take a screen capture.
- Is the screen blank?
- Any other information you can provide.

Updating and verifying your Privacy Settings in Chrome:

1. With your Chrome browser open, select the three vertical ellipses at the top right.
2. From the menu, select **Settings**, then select **Privacy and security** from the menu on the left.
3. Select **Cookies and other site data**.
4. In the General settings section, select **Block third-party cookies in Incognito**. If any other option is selected, it will prevent you from logging in to Unite.
5. Scroll to the section labeled **Customized behaviors** and select **Add** next to **Sites that can always use cookies** and add [\[*\].lsac-unite.org](https://*.lsac-unite.org).
6. Log into Unite.

A screenshot of the Chrome Privacy and Security settings page. The "General settings" section is highlighted in yellow. The "Block third-party cookies in Incognito" option is selected with a radio button. Below this, there are two explanatory icons: a cookie icon and a crossed-out circle icon. Further down, there are three more radio button options: "Block third-party cookies", "Block all cookies (not recommended)", and "Clear cookies and site data when you close all windows". There are also two toggle switches: "Send a 'Do Not Track' request with your browsing traffic" and "Preload pages for faster browsing and searching". At the bottom, there is a "See all cookies and site data" link and a "Customized behaviors" section with an "Add" button next to "Sites that can always use cookies".

General settings

Allow all cookies

Block third-party cookies in Incognito

Block third-party cookies

Block all cookies (not recommended)

Clear cookies and site data when you close all windows

Send a "Do Not Track" request with your browsing traffic

Preload pages for faster browsing and searching

Preloads pages that Chrome thinks you might visit. To do this, Chrome may use cookies, if you allow cookies, and may encrypt and send pages through Google to hide your identity from sites.

See all cookies and site data

Customized behaviors

Sites that can always use cookies Add



Updating and verifying your Privacy Settings in Safari:

1. With your Safari browser open, select **Preferences**, then select **Privacy**.
2. Deselect **Prevent cross-site tracking**.
3. Log into Unite.

As a temporary solution, you may also need to clear your cache and cookies.

In Chrome:

1. With your Chrome browser open, select the three vertical ellipses at the top right.
2. Select **More tools**, then select **Clear Browsing data...**
3. Select all three options – **Browsing History**, **Cookies and other site data** and **Cached images and files**.

In Firefox:

1. With your Firefox browser open, select the three horizontal lines at the top right.
2. Select **History** then select **Clear Recent History...**
3. From the History section, select **Active logins**, **Cookies** and **Cache**. From the Data section, select **Site settings**.
4. Select **OK**.

In Edge:

1. With your Edge browser open, select the horizontal ellipses at the top right.
2. Select **Settings**.
3. From the menu on the left, select **Privacy, search, and services**.
4. From the section labeled **Clear browsing data**, select **choose what to clear**.
5. Select **Cookies and other site data**, and **Cached images and files**, then select **Clear now**.