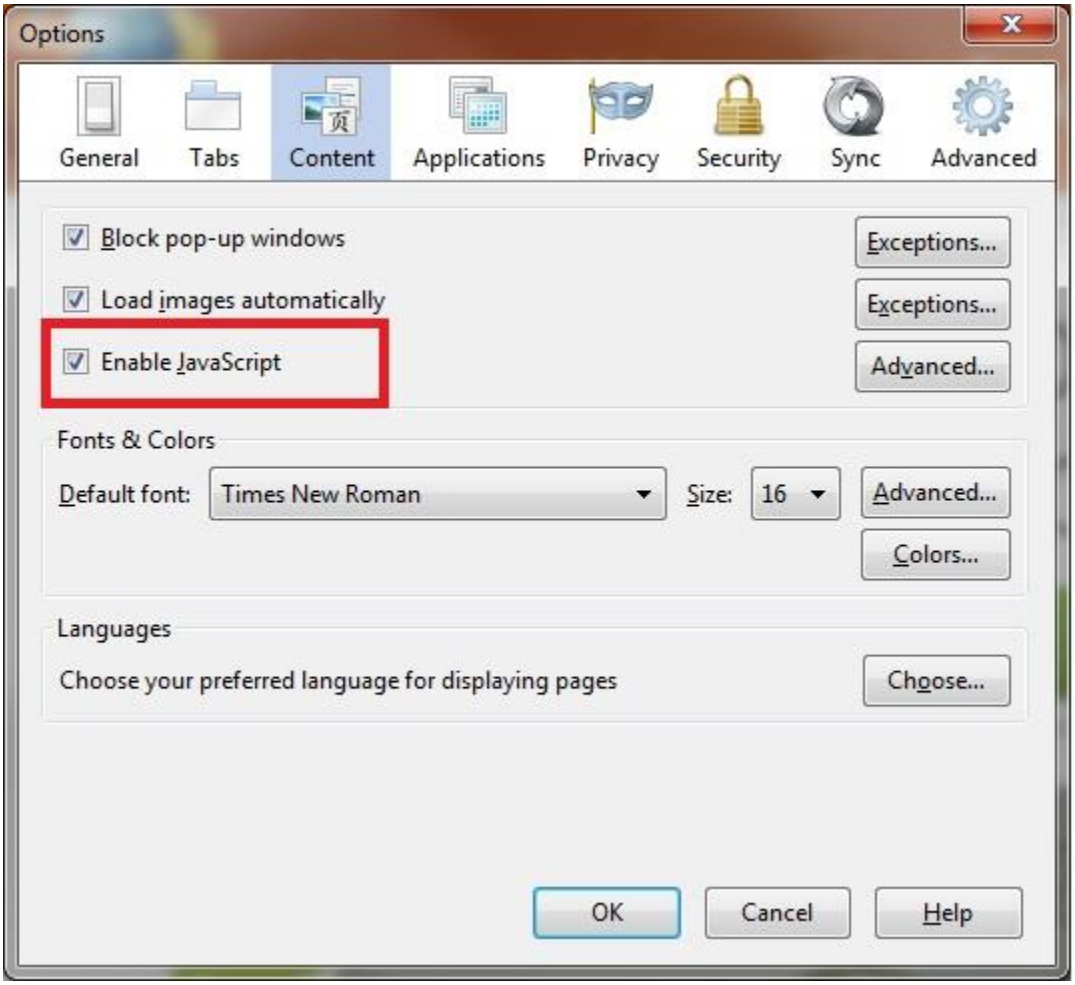
Firefox Users

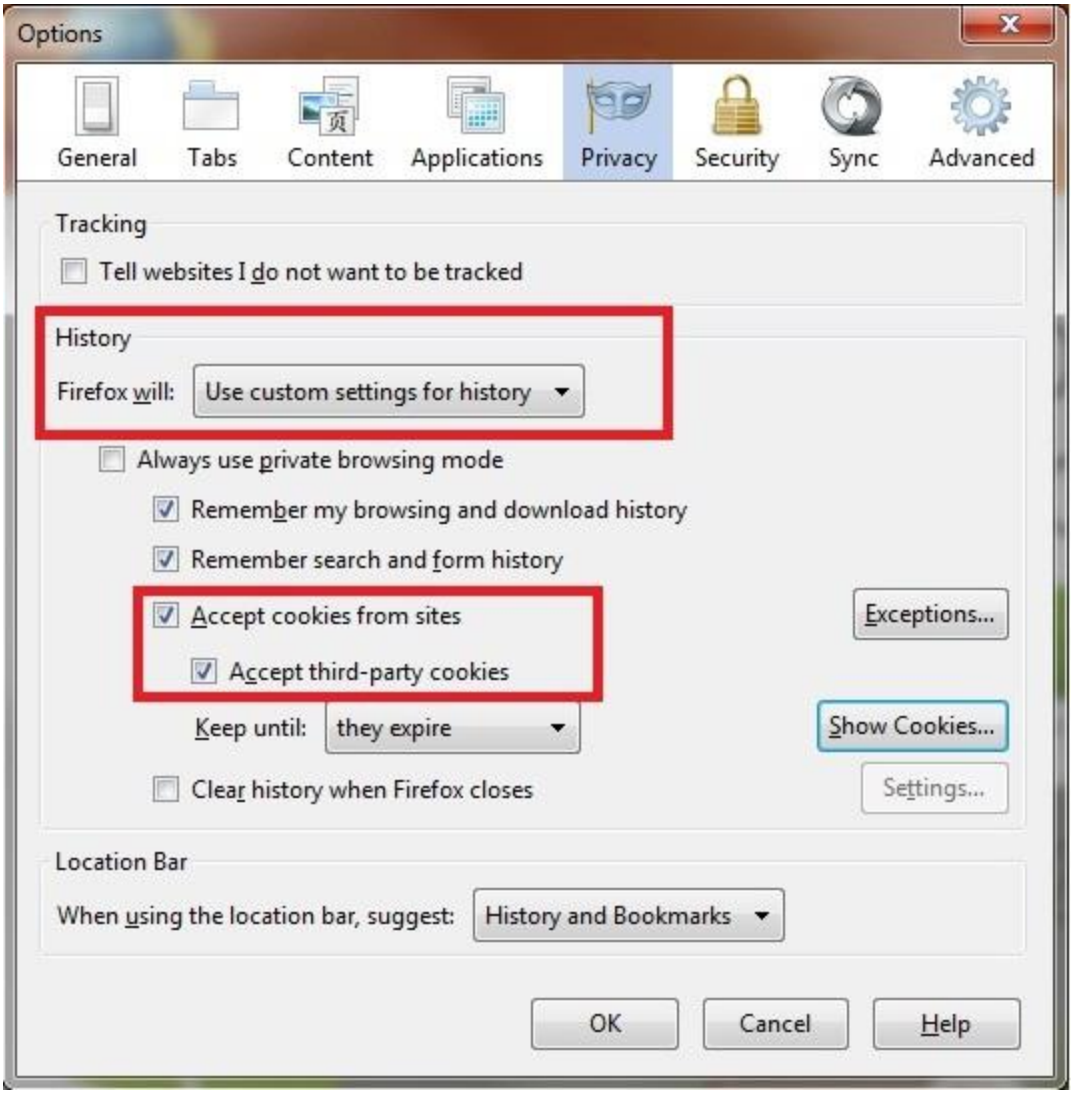
Certain browser setttings in Firefox can prevent a user from successfully logging in to the chapter site through single sign on. To find which browser versions are currently supported by PMI and check which version you are currently using, please go to: http://www.pmi.org/About-Us/Browser-Support.aspx.

To ensure the appropriate settings for third party cookies and Javascript are set for your browser, please follow the steps below.

1. At the top of the browser, select the Tools menu (Windows) or the Firefox button (Mac). Select **Options**.
2. In the Options window, select the **Content** panel.
3. Make sure the option to **Enable JavaScript** is checked.

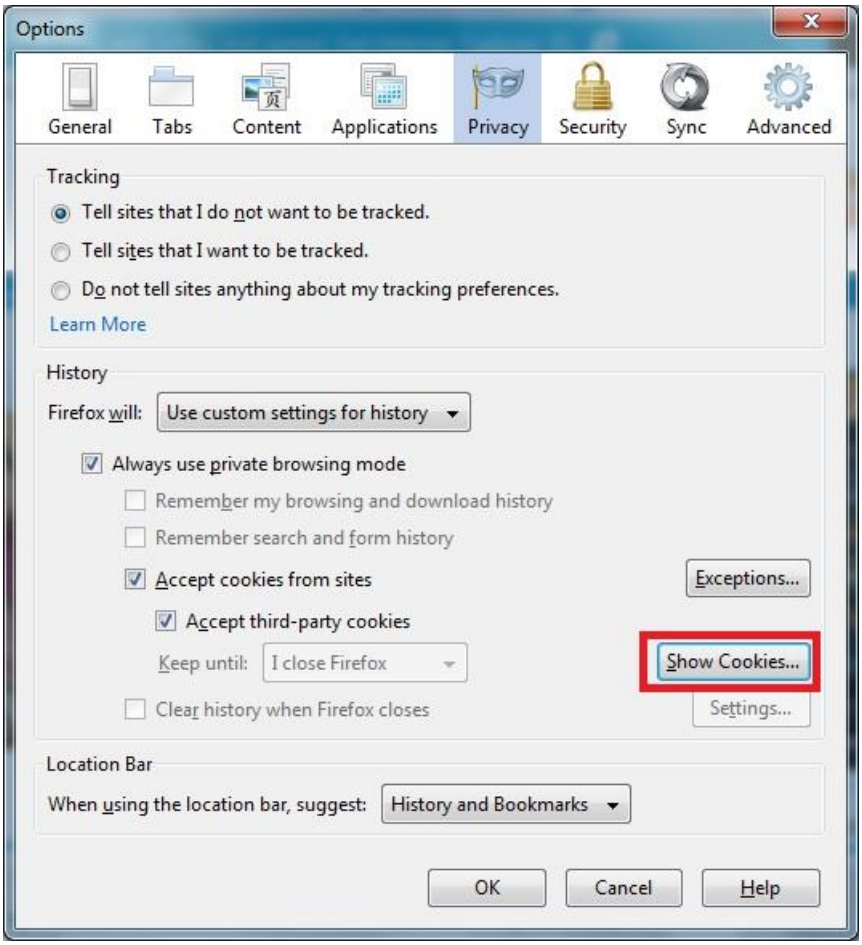


1. Select the **Privacy** panel.
2. In the History section, set Firefox will to **Use Custom Settings for History**.
3. Make sure the options to **Accept cookies from sites** and **Accept third-party cookies** are both checked.



If the settings above are correct and you are unable to login, please try the following steps to delete cookies. You can delete all cookies stored on your browser with Step 1**. If you do not want to remove all cookies, you can delete the specific cookies associated with single sign on in Step 2.**

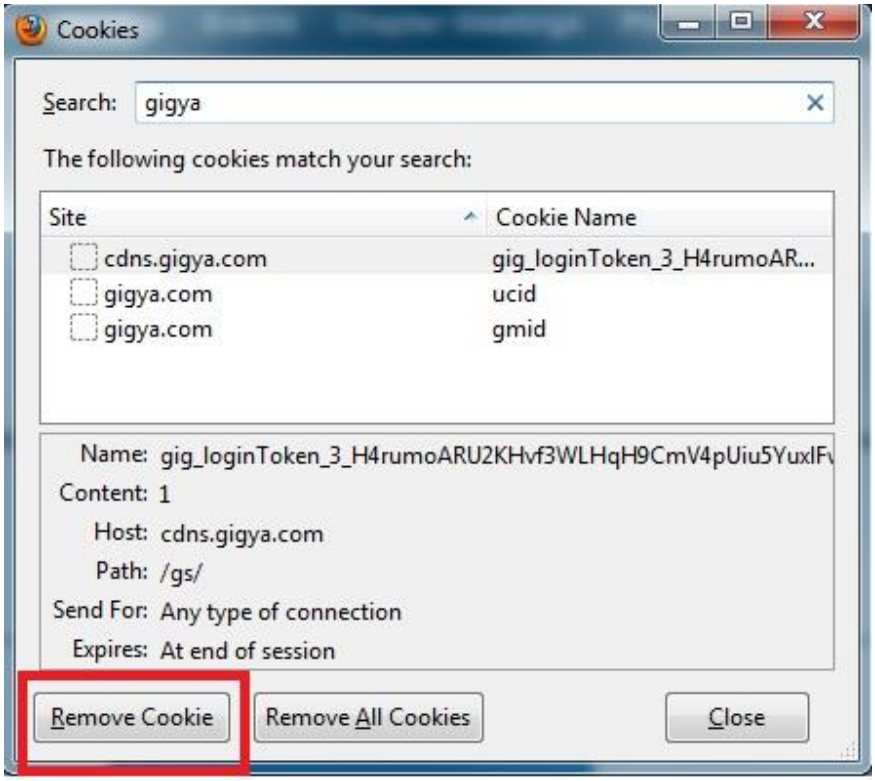
1. To delete all cookies, in the Privacy panel, under History, set Firefox will to **Use Custom Settings for History.**
    - Click **Show Cookies**. The cookies window will appear.
    - Select **Remove All Cookies**.
    - Click **Close** to close the Cookies window.





2. If you do not want to remove all cookies, you can follow the steps below to delete cookies associated with these three sites: **gigya.com, pmi.org, and the one associated with your chapter's site**.

- In the Search field, type **gigya.com**. Results containing this term will show up in the window below the Search field.
- Select the cookie(s) in the list and click **Remove Cookie**. If there are multiple cookies for gigya.com, select the first cookie and press Shift to select all the cookies in the list.
- Next, search on **pmi.org** and repeat the same steps for removing the cookie(s).
- Then do the same for the cookie associated with your **chapter's site**.



- Click **Close** to close the Cookies window.

3. Close the browser and any other browser window that may be open.
4. Open a new browser session and attempt to login to the chapter site.