

iOS ARDC Cookies Fix

We were able to identify the issue and it seems to be cookies related. We have a couple of steps that users can take to get the issue resolved on their device.

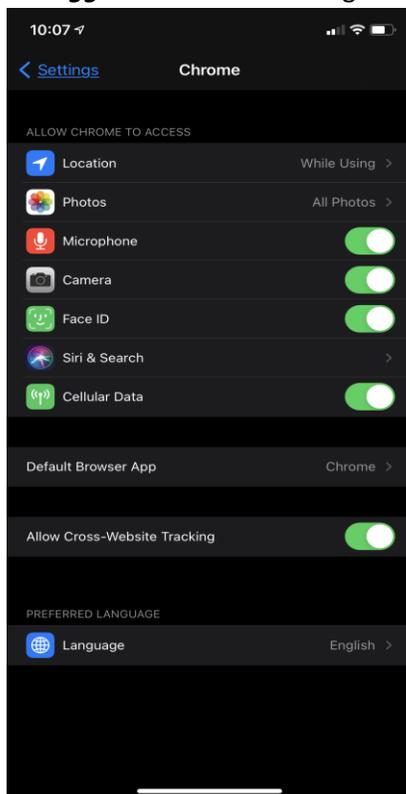
Chrome:

1. Before we make any changes, you need to close Google Chrome. To do this you will either need to double tap on the home button on your device or navigate to the recently opened apps through the gesture controls found on newer iPhones or iPads. Once you have opened your recently opened apps you can close the app by swiping the app towards the top of the screen.
<https://support.apple.com/en-us/HT201330>

2. Once Google Chrome has been closed you will need to navigate to the Settings application on your phone.



3. Within the settings app you will need to navigate to settings for Google Chrome.
4. Make sure that the option to “Allow Cross-Website Tracking” is toggled on. This option needs to be **toggled on** to facilitate Sign In and for us to track attendance.



5. Once you have made these changes you can launch Google Chrome and navigate to the learning portal.

Safari:

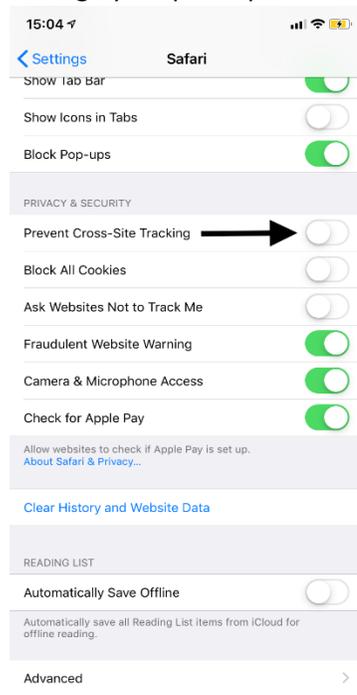
1. Before we make any changes, you need to close Safari. To do this you will either need to double tap on the home button on your device or navigate to the recently opened apps through the gesture controls found on newer iPhones or iPads. Once you have opened your recently opened apps you can close the app by swiping the app towards the top of the screen.

<https://support.apple.com/en-us/HT201330>

2. Once Safari has been closed you will need to navigate to the Settings application on your phone.



3. Within the settings app navigate to Safari settings and then navigate to the “Privacy and Security” section.
4. Make sure that the option to “Block All Cookies” and “Prevent Cross-Site Tracking” are **toggle** **off**. These options need to be toggled off to facilitate Sign In and for us to track attendance through your participation in the on-demand presentations.



5. Launch Safari and navigate to the learning portal.

Firefox:

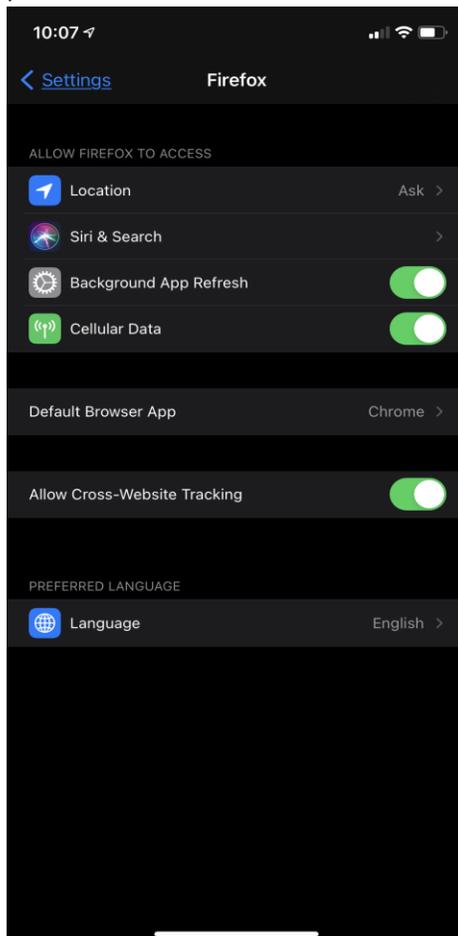
1. Before we make any changes, you need to close Firefox. To do this you will either need to double tap on the home button on your device or navigate to the recently opened apps through the gesture controls found on newer iPhones or iPads. Once you have opened your recently opened apps you can close the app by swiping the app towards the top of the screen.

<https://support.apple.com/en-us/HT201330>

2. Once Safari has been closed you will need to navigate to the Settings application on your phone.

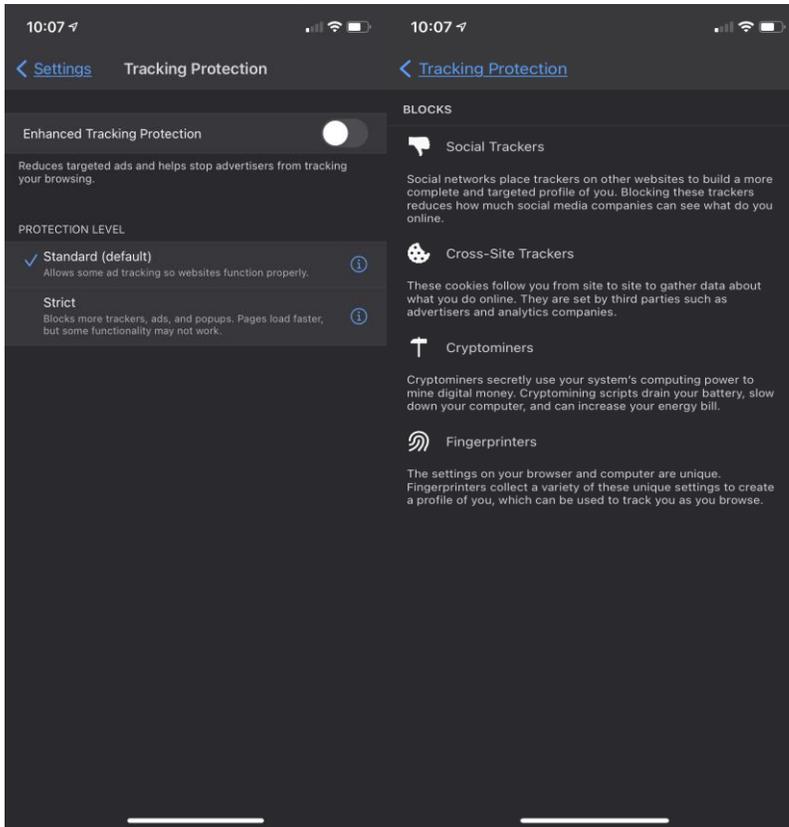


3. Within the settings application, navigate to the Firefox settings. To access this simply click on the option that looks like the Firefox logo.
4. Once you have navigated to the Firefox settings you will be allowed to update the settings to allow “Enabled Cross-Website Tracking” please make sure that this option is **toggle on**. This option allows us to Sign In the user and to track their participation through the on-demand presentations.



5. Once this setting has been enabled you can launch Firefox.
6. Once the application has launched you can access the in-app settings by clicking on the hamburger menu located on the bottom right-hand side of the screen (the icon that looks like 3 lines stacked up on top of each other.) Click on settings.

7. Navigate to the section labeled “Tracking Protection”
8. Make sure that you toggle off the option labeled “Enhanced Tracking Protection.” By disabling this option, we will be able to Sign the user through “Single Sign On” and we will be able to track their participation through the on-demand presentations. See “Cross-Site Trackers” description.



9. Navigate to the learning portal.