MySaleManager.NET

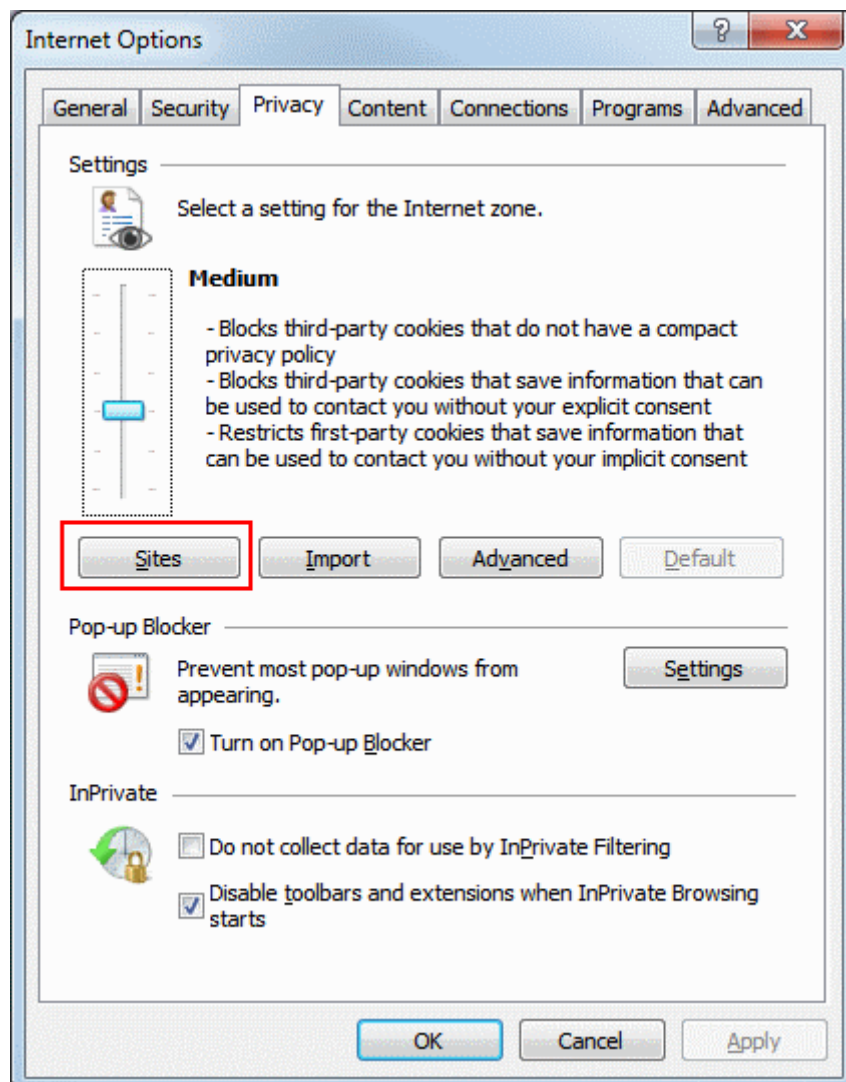## Possible Solutions To Login Problems

MySaleManager.NET uses a "cookie" to help identify you as you navigate thru the MySaleManager.NET service being provided to your consignment sale. A cookie is a small data file stored on your computer. In the case of MySaleManager.NET, this cookie does not store any personal information. In only stores a unique string of data that the web server uses to keep your browser connected to the web server memory being used for your session. It is called a "session cookie".

If your browser, or other software on your computer blocks this cookie, the web server will be unable to establish a session for you and you will not be able to use the service.
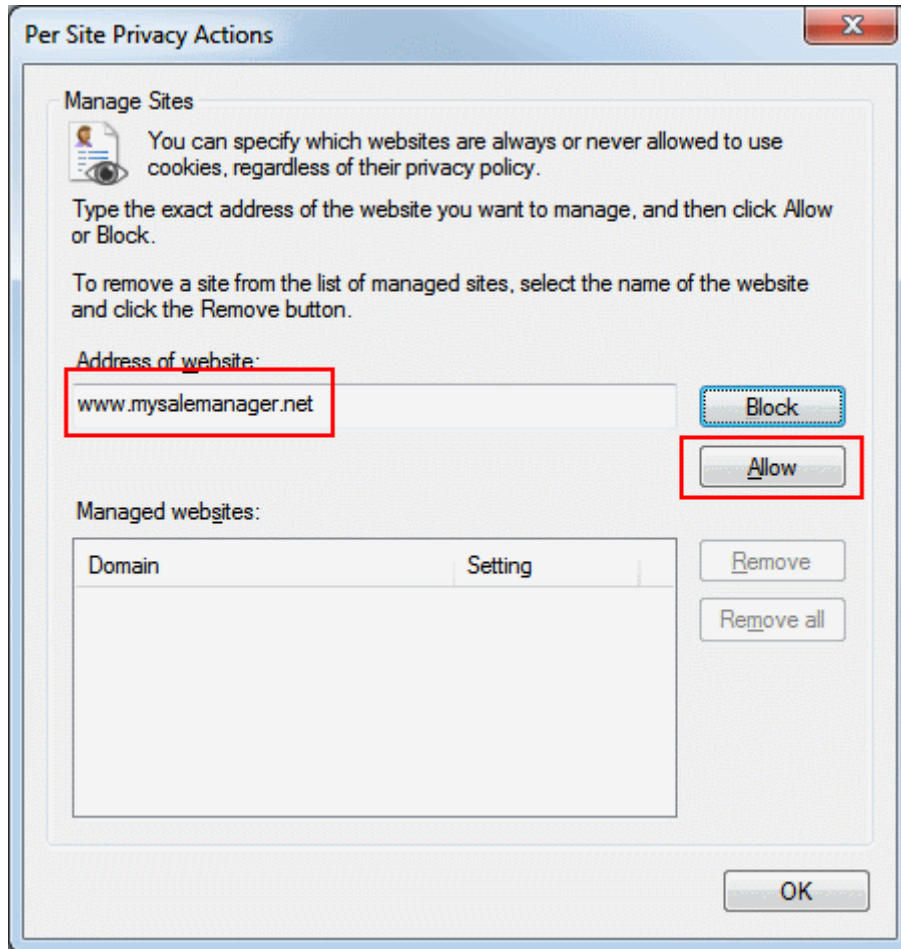
To help ensure that your browser is setup up properly to allow MySaleManager.NET to place this cookie on your computer, follow the steps listed below.

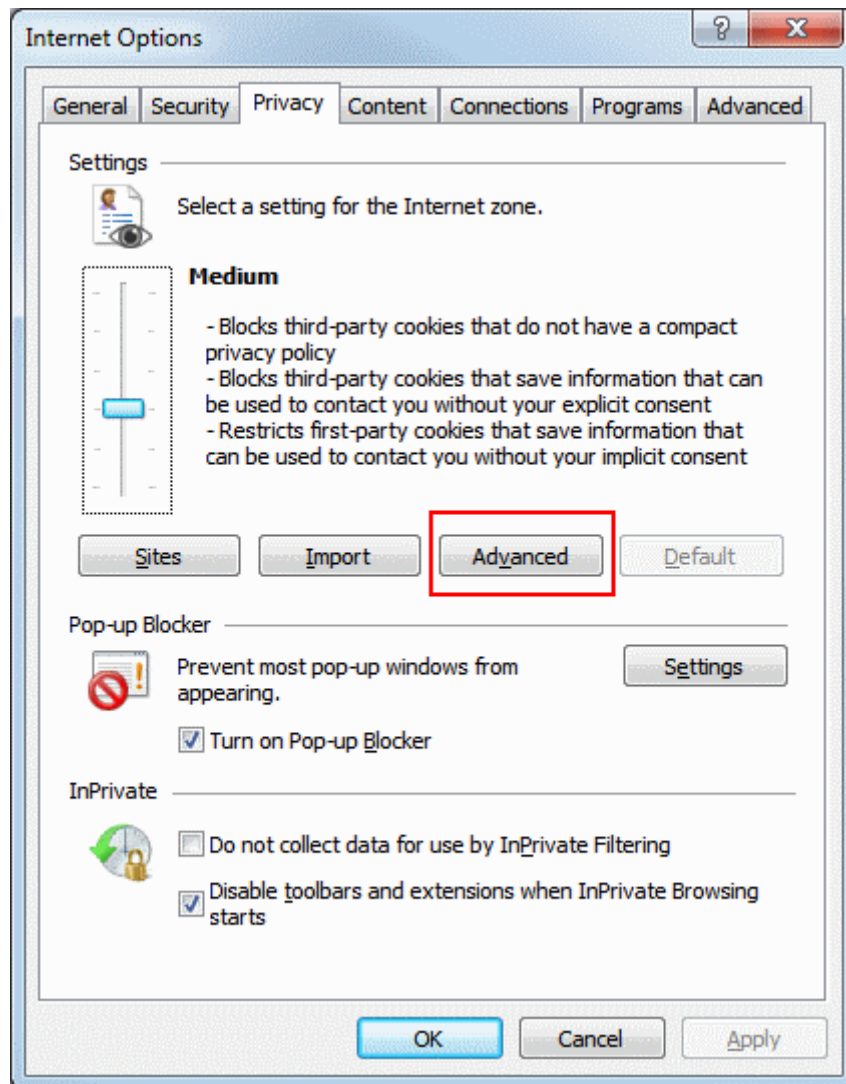**Step 1: Check the Privacy Settings in your Internet Explorer Browser.**
From the Internet Explorer menu, choose TOOLS, then INTERNET OPTIONS. Then choose the PRIVACY tab. A screen like the one below should appear. Click the SITES button.
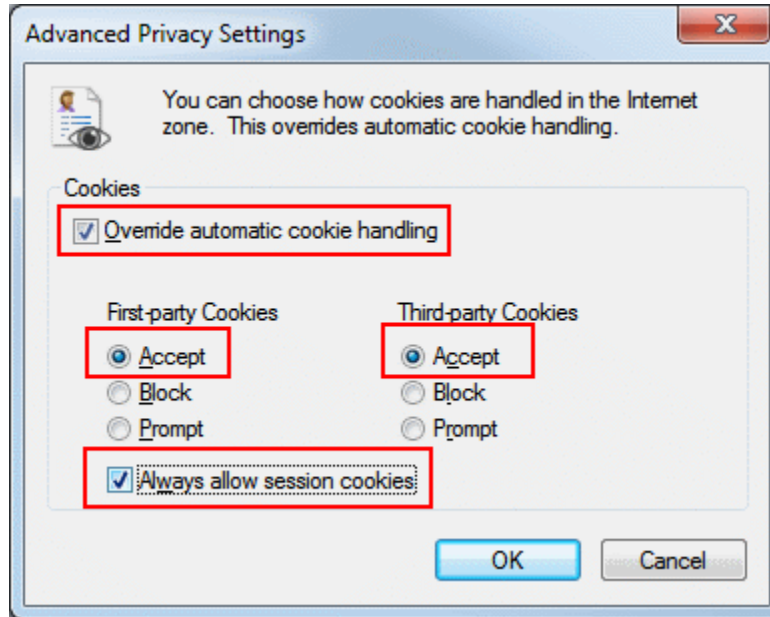
After you click the SITES button, a screen like the one below will appear. On this screen, you can tell your browser to allow the website MySaleManager.NET to place a cookie on your computer. Make the entry in the "Address of Web site" field as shown in the red box below, and click on the ALLOW button. The MySaleManager.NET website will then appear in the list of Managed Websites with a setting of ALLOW, meaning that MySaleManager.NET is now allowed to place a cookie on your computer. Click the OK button when you are done.

You should now be back at the Privacy Options screen where you started, as shown below. This time, you need to click the ADVANCED button (shown in red below)

After you click the ADVANCED button, a screen like the one below will appear. On this screen, you are setting the way the browser generally handles cookies from any and all websites. We recommend that you use the settings shown in red. The most important one is the "Always allow session cookies". Session cookies are harmless and do not store information that will personally identify you, they are used only to keep your browser in sync with the memory on the server being used to manage your visit to the website. Click OK after you have adjusted the settings. You will need to click the "Override automatic cookie handling" checkbox in order to modify the other settings on this page. Click OK when you are done making the changes.

Once you have performed the steps listed above, close your browser and try to login again. If you are still encountering problems, there could be other software on your computer that is blocking the cookie. Common culprits are privacy services, such as those from McAfee or Symantec. You should refer to those products' documentation to determine how to stop them from blocking the session cookie from MySaleManager.NET.

Other helpful tips:

1. Do not bookmark MySaleManager.NET pages. Most MSM pages will not work properly when bookmarked. Always use the links provided on the consignment sale's website to navigate to the areas of MSM that you wish to use.

2. If you are using Internet Explorer and these solutions do not solve the problem for you it is likely that your security software (Norton, Mcafee, Net Nanny, etc.) is blocking the cookie. You can look at the settings for those software programs and see if you can adjust them, but this is often not easy to do. A simple solution often is to just try a browser like Mozilla Firefox. It does not integrate with other security software as tightly and often will not have an issue with the cookie with the combination of IE and your security software does.