

## Login Problems with Internet Explorer – Unblocking Cookies

### Symptoms

You correctly enter your email and password but when you click on the Login button, the email and password areas are simply reset to empty, as shown:

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E-mail	<input type="text"/>
Password	<input type="password"/>

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This problem is unique to Internet Explorer, and the solution is shown below.

Note:

If you see the red “email or password invalid” message, the solution shown below will **not** solve your login issue:

**E-mail or password invalid, please re-try.**

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E-mail	<input type="text"/>
Password	<input type="password"/>

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## Solution – unblock Cookies

The Expand eLearning and testing system is hosted for us by our training Partner, Q6.

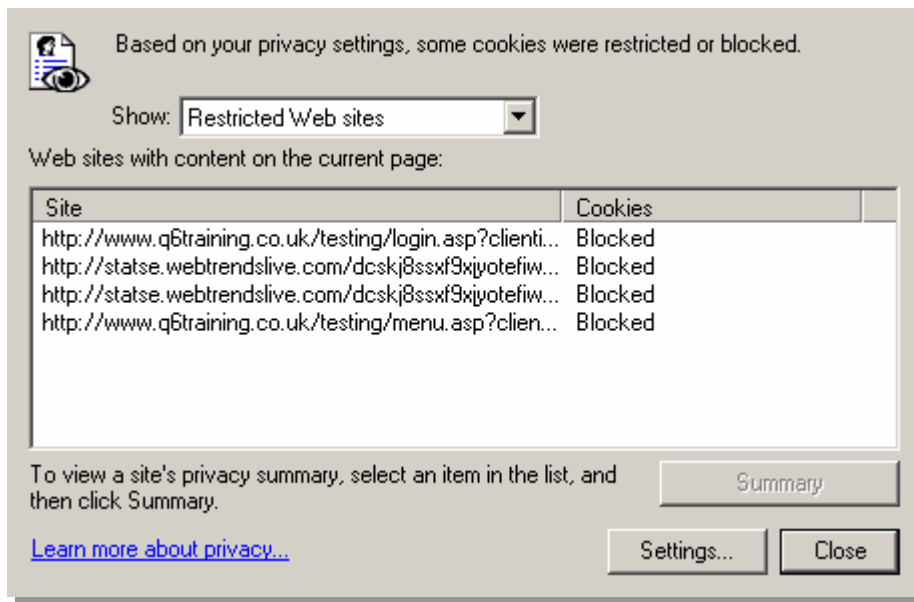
Unfortunately, the default security settings of Microsoft's Internet Explorer causes cookies from third parties (to our main site) to be blocked. This causes the login to fail and simply to present the login page again.

In order to allow third party cookies from Q6, following the simple instructions shown below:

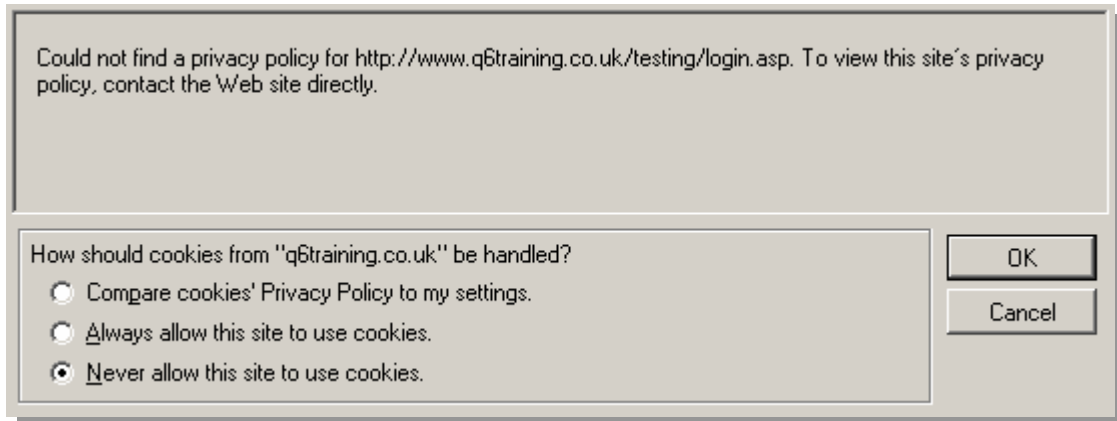
1. Try to log in as normal (this will add the Q6 sites to the blocked list).
2. Double click on the security "No entry" icon in the status bar at the bottom of the browser window, on the right hand side:



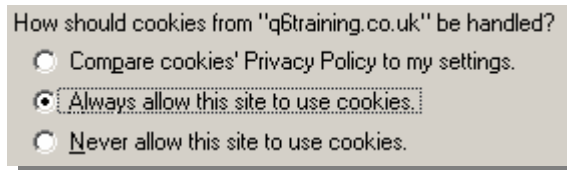
This will display a table that is similar to the following:



3. Select the first of the sites listed for [www.q6training.co.uk](http://www.q6training.co.uk) and click on Summary. This will display the following:



4. Then select "Always allow this site to use cookies:



5. Click on "OK". This will allow all cookies from the [www.q6training.co.uk](http://www.q6training.co.uk) site.
6. Click on "Close". You should now be able to login successfully.