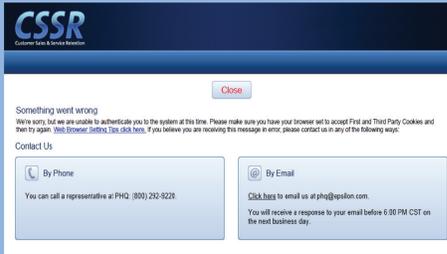


# How to Enable Cookies for GM Global Connect & Enhanced CSSR Portal

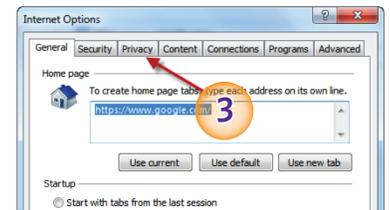
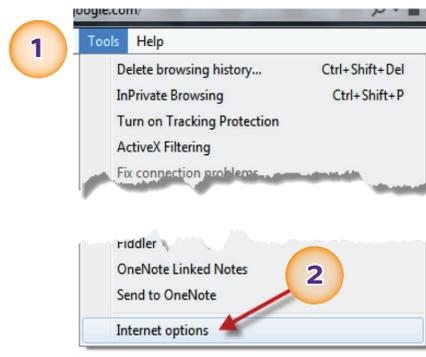


If you receive this error, you may need to enable cookies on your computer. This is easy to do:

1. Identify your web browser:
  - Internet Explorer
  - Firefox
  - Google Chrome
2. Follow the steps below for that specific browser.

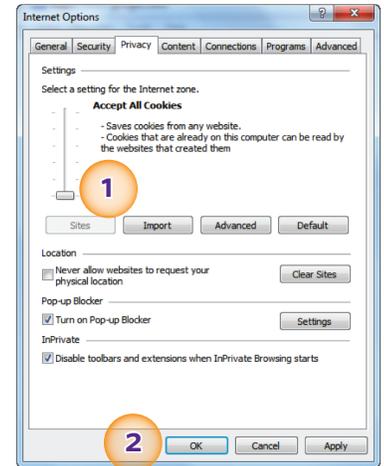
## INTERNET EXPLORER 7+

1. Navigate to the "Tools" menu option.
2. Select "Internet Options."
3. Choose the "Privacy" tab.
4. Follow the steps for **OPTION A** or **OPTION B**.



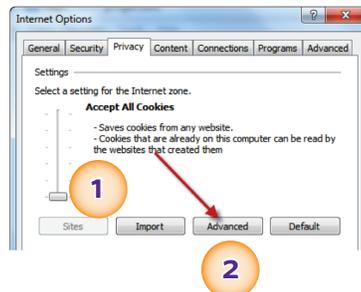
### OPTION A:

1. Allow all cookies by pulling the slider all the way down until it displays "Accept All Cookies."
2. Click the "OK" button.
3. The pop-up box will disappear.
4. Close and restart your browser.
5. Access the Enhanced CSSR portal through Global Connect.



### OPTION B:

1. Leave the slider where it is.
2. Select the "Advanced" button.
3. Select "Override automatic cookie handling."
4. Select "Accept" under the "First-party Cookies" and "Third-party Cookies."
5. Click the "OK" button.
6. The pop-up box will disappear.
7. Close and restart your browser.
8. Access the Enhanced CSSR portal through Global Connect.



## FIREFOX

1. Press the "Alt" key to display menu bar.
2. Select "Tools."
3. Choose "Options."
4. Select the "Privacy" tab.
5. Under the "History" section, follow **OPTION A** or **OPTION B**.

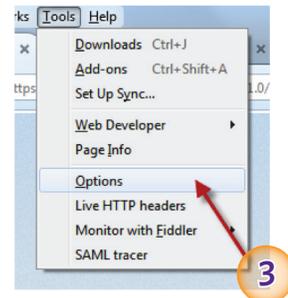
### OPTION A:

If using custom settings for history, make sure to select the box next to "Accept cookies from sites" and confirm "Accept third-party cookies" is set to "Always."

### OPTION B:

Set the "Firefox will:" option to "Remember history."

6. Close out of all the dialogs
7. Close and restart Firefox.
8. Access the Enhanced CSSR portal through Global Connect.



## GOOGLE CHROME

1. Click on the Customize and Control icon in the upper right corner.
2. Select "Settings."
3. Locate the search box in the upper right corner of the Settings page.
4. Type "cookie" into the search box.
5. The "Privacy" section will appear.
6. Select the "Content settings" button.
7. Make sure "Block third-party cookies and site data" is UNCHECKED.
8. Click on the "Manage exceptions" button.
9. Make sure that neither Global Connect portal or Enhanced CSSR portal are listed.
10. Click the "Done" button to back out of the settings.
11. Close and restart Google Chrome.
12. Access the Enhanced CSSR portal through Global Connect.

