HuskyCT User Guide: Troubleshooting SafeAssign Issues

If you encounter a blank white screen when trying to submit a SafeAssignment or get the message “Resource Not Found”, you may need to override some web browser settings to allow for “third-party cookies”. The chart below contains the instructions needed for this task.

Allowing third-party cookies

<table>
<thead>
<tr>
<th>Browser</th>
<th>Windows</th>
<th>Mac OSX</th>
</tr>
</thead>
</table>
| Internet Explorer | 1. Go to Internet Options, either through Internet Explorer or the Windows Control Panel  
                          2. Go to the Privacy Panel  
                          3. Press the Advanced button  
                          4. Select “Accept” for Third-party cookies  
                          5. Press OK  
                          6. Press OK to close the Internet Options window | N/A                                          |
| Safari         | 1. Go to Safari Preferences  
                          2. Go to the Privacy panel  
                          3. In “Block Cookies” select “Never”  
                          4. Close the Preferences window | 1. Go to Safari Preferences (Hold down ⌘ and , simultaneously)  
                          2. Go to the Privacy panel  
                          3. Make sure “Block all cookies” is unchecked  
                          4. Close the Preferences window |
| FireFox        | 1. At the top right of the FireFox Window, click the menu button  
                          2. Select “Options” from the menu  
                          3. Select “Privacy and Security”  
                          4. Under “Cookies and Site Data”, make sure the drop-down next to “Accept third-party cookies and site data” says “Always”  
                          5. Close the tab to exit | 1. At the top right of the FireFox Window, click the menu button  
                          2. Select “Preferences” from the menu  
                          3. Select “Privacy and Security”  
                          4. Under “Cookies and Site Data”, make sure the drop-down next to “Accept third-party cookies and site data” says “Always”  
                          5. Close the tab to exit |
Still need help?

For further information or assistance with HuskyCT, please contact the Educational Technology Office at edtech@uconn.edu or 860-486-5052.