

## Clearing JustGiving Cookies

While on the error page click and hold the Fn Key and then press the F12 key on your keyboard.

Please note if you're using a Mac it's **Option + ⌘ + C**



You should see the below panel appear. Click the Application tab and from the list down the left hand side expand 'Cookies'. You should see <https://www.justgiving.com> in this list. Highlight the webaddress, right click, and select clear. This will clear your JustGiving cookies only.

When you revisit this page in your charity account you should no longer receive an error.

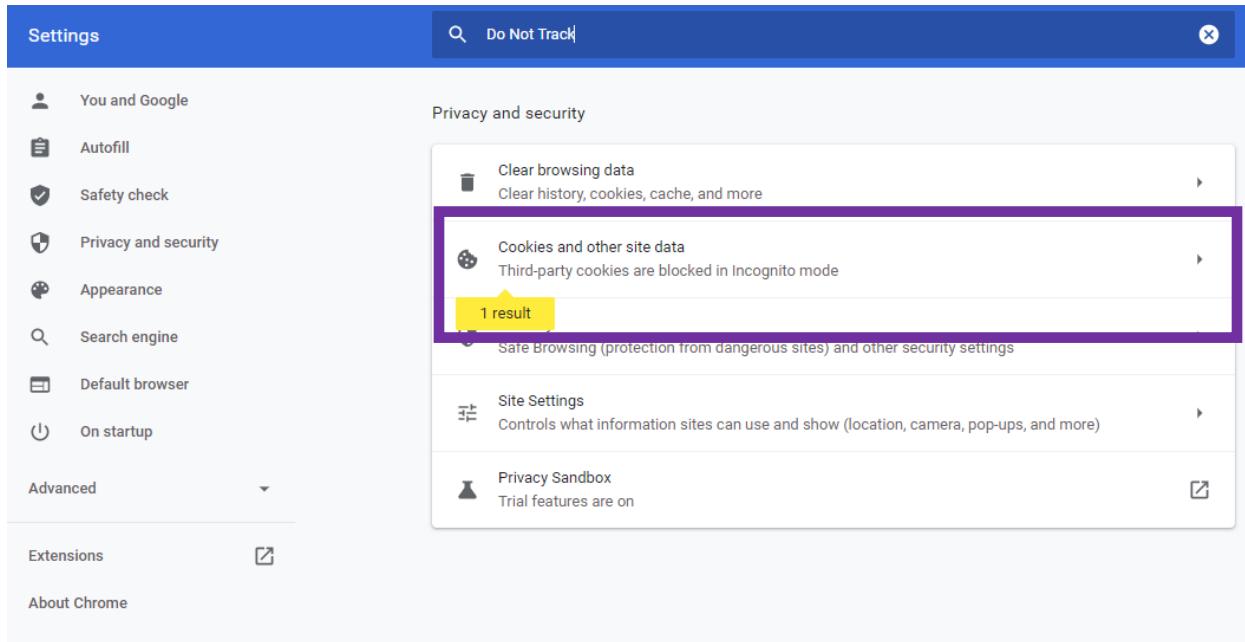
Name	Value	D...	P...	E...	Si...	H...	S...	S...	Pr...
SRCHLANGUSR	SRCHLANGV2=en&SR...	.b...	/	2...	35	✓	N...	M...	▲
SRCHUID	V=2&GUID=E8FBAF3F...	.b...	/	2...	57	✓	N...	M...	
ki_t	1631803151013%3B16...	w...	/	2...	58			M...	
_dlt	1	j...	/c...	S...	5			M...	
_hp2_id.3257...	%7B%22userId%22%3...	j...	/	2...	3...			Lax	M...
_uetsid	54c124f0147111ec924...	j...	/	2...	39				M...
SRCHD	AF=NOFORM	.b...	/	2...	14	✓	N...	M...	
trwsa.sid	justgiving-163188399...	j...	/	2...	46				M...
_utmb	241347844.2.10.16318...	....	/	2...	31				M...
ki_s	218633%3A11.0.0.0.2	w...	/	2...	23				M...
SRCHUSR	DOB=20201211	.b...	/	2...	19	✓	N...	M...	
_utma	241347844.124169124...	....	/	2...	60				M... ▾

In addition to the steps above, check your browser settings to make sure you are sending a 'Do Not Track' request with your browser traffic.

If you go to your browser settings and search Do Not Track you should be taken to the right area where you can enable this. Here is what it looks like in Google Chrome:

1. Go to your browser settings

2. Search Do Not Track
3. Click 'Cookies and other site data'



Settings

Do Not Track

You and Google

Autofill

Safety check

Privacy and security

Appearance

Search engine

Default browser

On startup

Advanced

Extensions

About Chrome

Privacy and security

Clear browsing data

Cookies and other site data

Site Settings

Privacy Sandbox

1 result

4. Enable 'Send a 'Do Not Track' request with your browser traffic'.

#### General settings

Allow all cookies

Block third-party cookies in Incognito

 Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart

 While in Incognito, sites can't use your cookies to see your browsing activity across different sites, for example, to personalize ads. Features on some sites may break.

Block third-party cookies

Block all cookies (not recommended)

Clear cookies and site data when you close all windows



Send a "Do Not Track" request with your browsing traffic

