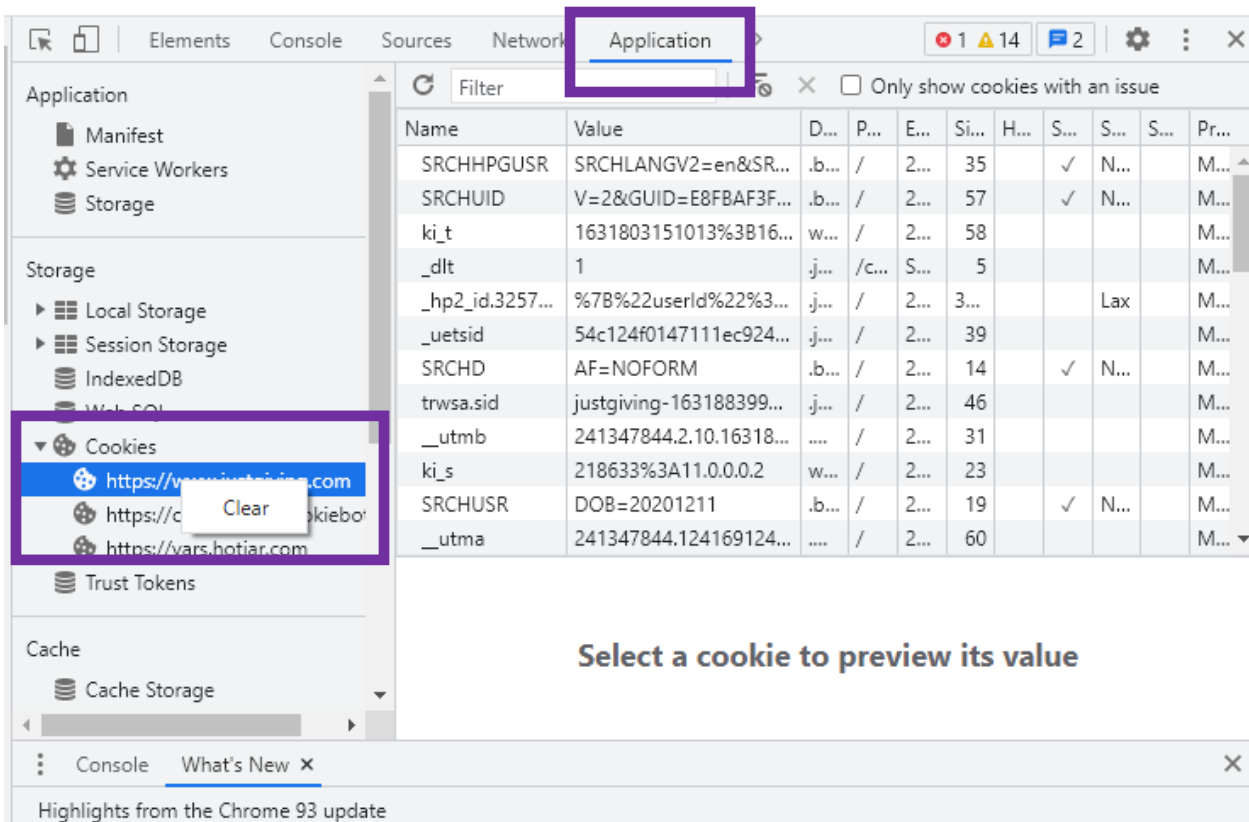# Clearing JustGiving Cookies

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.

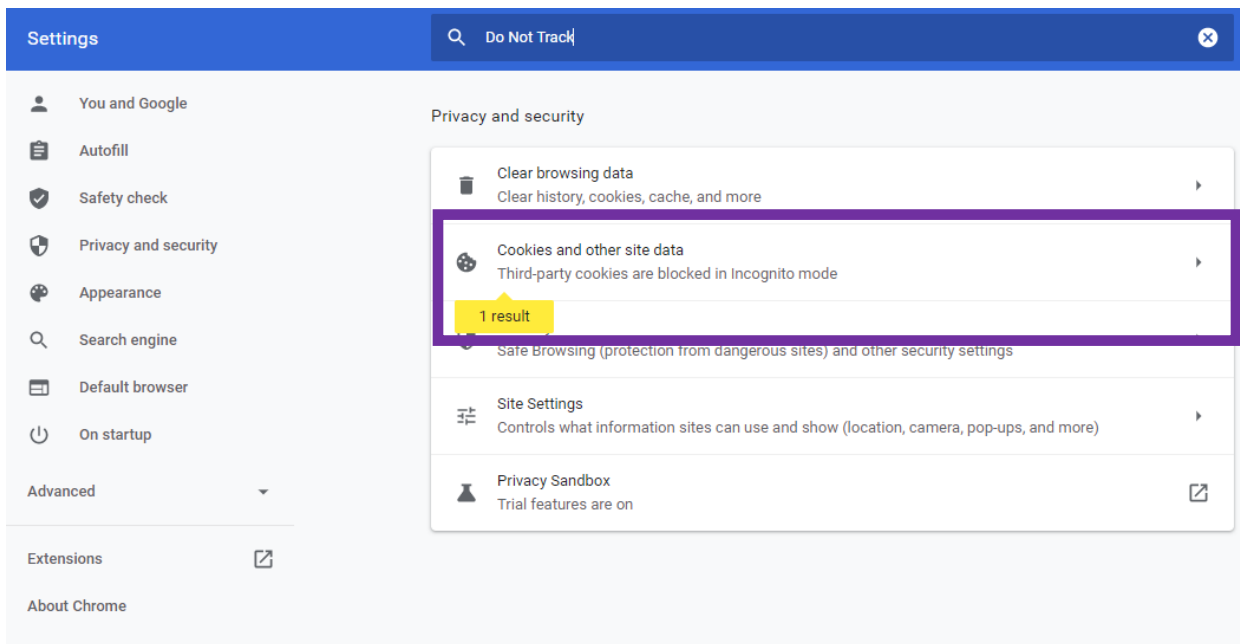When you revisit this page in your charity account you should no longer receive an error.

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'

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