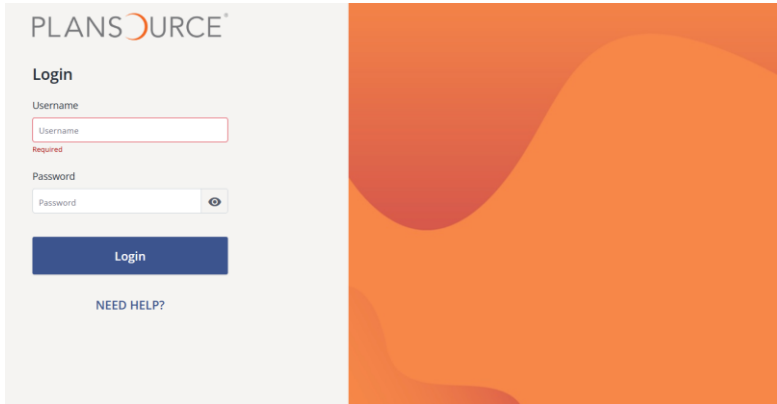


Quick Reference Guide: SSO Access issue to PlanSource

1. While using SSO from Employee Central the employee reaches the PlanSource log in screen



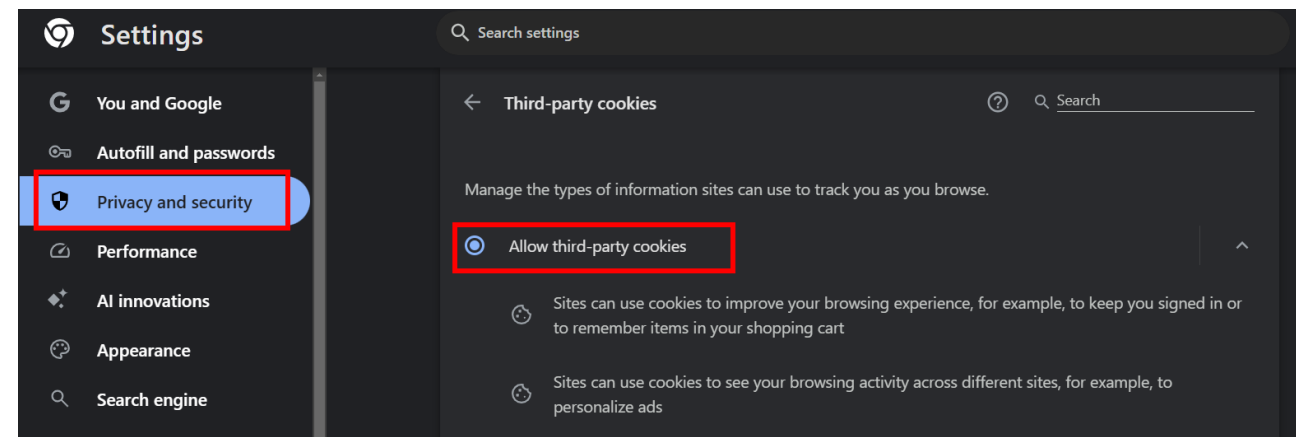
2. Check that third-party cookies are enabled on browser settings.



Setting review will vary based on browser being used by the employee

Google Chrome for Desktop:

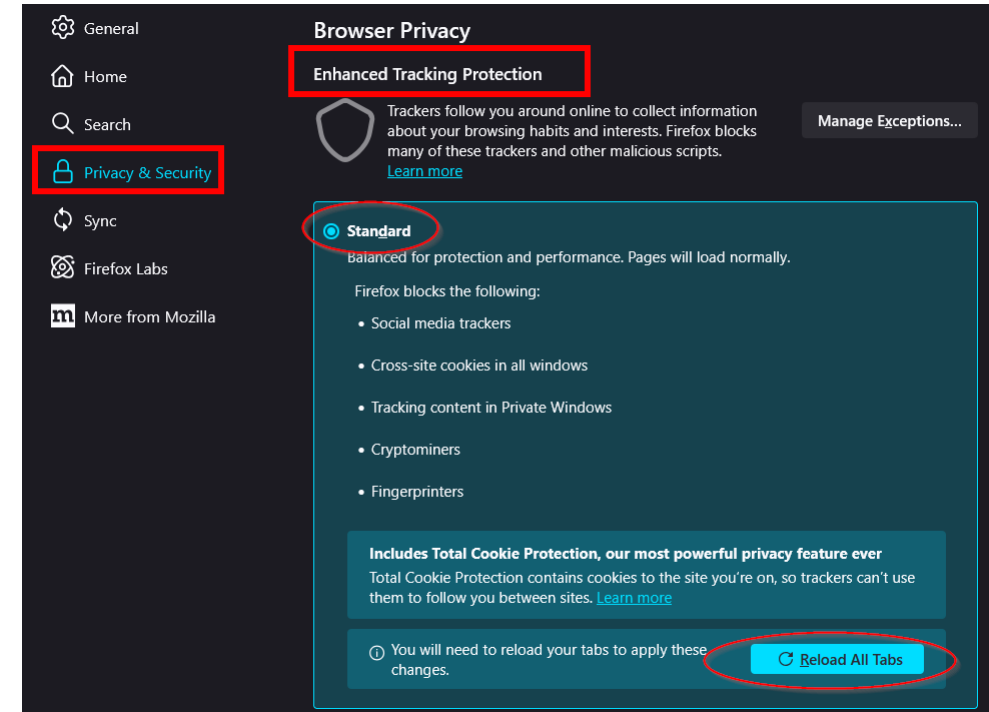
- On Chrome for desktops, click the three lines in the upper-right corner, then click “Settings”.
- Locate and select “Privacy and security”
- Select “Third-Party Cookies”
- With the content settings open, ensure that “Allow third-party cookies” is enabled.
- That’s it—you’re done, you can close the settings tab and go back to your regular browsing activities.



Quick Reference Guide: SSO Access reaching PlanSource log in

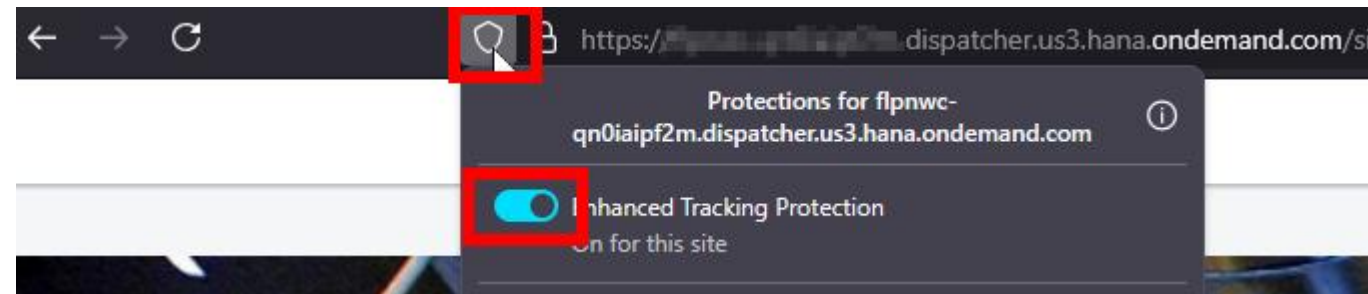
Firefox:

- On Firefox, click the three lines in the upper-right corner, then click “Settings”.
- Review "Enhanced Tracking Protection" setting. Standard option will include third-party cookies. If using strict, or custom change to Standard. Strict and Custom will block third-party cookies.
- Click to “Refresh all tabs”.



Firefox alternate option:

- Visit the website that is being blocked.
- At the left of the address bar, click the shield icon.
- At the top right of the panel, toggle off the Enhanced Tracking Protection switch. This will disable Enhanced Tracking Protection for the site, causing the page to automatically reload and enable trackers.



Quick Reference Guide: SSO Access reaching PlanSource log in

Edge:

- Click the ellipsis (...) in the upper-right corner, then click “Settings”.
- Select “Cookies and site permissions” then “Manage and delete cookies and site data”
- Confirm that “Block third-party cookies” is not selected.

