

Members Area: Unable to log in - Troubleshooting - Cookies

1) Are you using internet explorer? If not, please open an Internet Explorer browser and proceed.

2) Do you have Norton AntiVirus and or Firewall? There is a Norton internet security feature that restricts javascript or cookies. You need to make sure that setting will allow javascript / popups from www.itsportsnet.com, secure.itsportsnet.com.

3) Do you have the security product from Telus called 'Freedom'? If you do have 'Freedom' you need to open it up and go to the 'pop-up blocker'. You will need to make sure our domains are allowing pop-ups (www.itsportsnet.com, secure.itsportsnet.com).

4) Do you use McAfee? There is a privacy service through McAfee, this should be set to Prompt user to accept cookies, once you have accepted cookies from a site, you will not be asked again.

5) Are javascript or cookies blocked at the browser level?

5 a) Go into internet explorer and go to "tools" and "internet options". Go to the "privacy" tab. Make sure the 'privacy' is set no higher than medium. You may have pop-ups blocked...if so click on the Settings button and add www.itsportsnet.com and in the cell that indicates Address of web site to allow: and then click add. Do the same for secure.itsportsnet.com.

5b) The second tab to check on the browser is Security. Scroll toward the bottom of this screen and you will see Scripting...ensure that these are enables...there may be three - Active Scripting, Allow Paste operations via script, Scripting of Java applets.

6) If it still does not work after trying all of the above, please go to internet explorer and "tools" and then "internet options" and then click the "advanced" tab. Then click "restore defaults" and click "ok". Restart your computer and try again.