


HOW TO CHANGE BROWSER SETTINGS TO RESOLVE WEB SITE ISSUES

If you are having difficulties accessing content on the ATI Web site, it might be due to your browser settings. Try these troubleshooting steps before calling Support.

1. Check your browser. Refer to [ATI's Technical Requirements](#) to confirm that you are using a supported browser.
2. Clear your browser cache and browser history:
 - [Chrome](#)
 - [Firefox](#)
 - [Safari](#)
3. Change your cookie settings:
 - [Chrome](#)
 - [Safari \(on a Mac\)](#)
 - [Safari \(on an iPad/Phone\)](#)
4. [Check other settings for Chrome version 80.](#)

Clear your Browser Cache and Browser History


Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Select **History**, and then select **History** again to open the Settings window.

Note: You can also open the Settings window and access browsing history directly from Chrome by pressing **Ctrl + Shift + Delete**.

3. On the left of the page, click **Clear Browsing Data** to open the Clear browsing data window.
4. From the *Time range* drop-down menu, select **All Time**.
5. Select all check boxes and then click Clear browsing data.
6. Close all browser windows.
7. Reopen www.atitesting.com in a new browser window.


Firefox

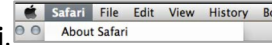
1. At the top right corner of the Firefox browser, click the  icon.
2. Select **Library**, select **History**, and then click **Clear Recent History**.

Note: You can also open the Settings window and access browsing history directly from Firefox by pressing **Ctrl + Shift + Delete**.

3. From the *Time range to clear* drop-down menu, select **Everything**.
4. Select all options and then click **Clear Now**.
5. Close all browser windows.
6. Reopen www.atitesting.com in a new browser window.


Safari

1. At the top left corner of the screen next to the **Apple**  icon, click **Safari**.
2. Select Clear History.
3. Select a duration of **All History**.
4. Select Clear History.
5. Close all browser windows.
6. Reopen www.atitesting.com in a new browser window.



Change your Cookie Settings

Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Click Settings.
3. In the search bar at the top of the screen, enter "Site Settings".
4. Click Site Settings.
5. Click Cookies and site data.
6. Disable Block third-party cookies.
7. Close all browser windows.
8. Reopen www.atitesting.com in a new browser window.

Safari (on a Mac)

1. Open Safari.
2. Click **Safari** in the upper left corner of the screen.
3. Click Preferences.
4. Click the **Privacy** tab.
5. Clear the check box next to **Prevent Cross Site Tracking**.
6. Close all browser windows.
7. Reopen www.atitesting.com in a new browser window.

Safari (on an iPad/iPhone)

1. Open the **Settings** app.
2. Tap on **Safari**.
3. Scroll down to the *Privacy and Security* section.
4. Clear the check box next to **Prevent Cross Site Tracking**.
5. Close all browser windows.
6. Reopen www.atitesting.com in a new browser window.

Check Other Settings when using Chrome Version 80

If you are using Chrome Version 80, perform these additional steps:

1. In the address bar, enter "chrome://flags" and press **Enter**.
2. In the search bar at the top of the screen, enter **SameSite**.
3. Change the following two settings to **Disabled**:
 - SameSite by default cookies
 - Cookies without SameSite must be secure
4. After changing the settings to disabled, click the blue **Relaunch** button at the bottom of the page.

[Go back to the top](#)