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.

**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.
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.

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.

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.

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.

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.