

My Account Login Loop

The following are vendor recommendations:

A few tips to help you determine the cause of the infinite login cycle.

The “login loop” is when you are reverted back to the My Account login screen after selecting a third-party account to use when logging in.

Below is a list of browsers and settings within them that can be changed to attempt to alleviate the issue.

Alternative solutions that can also help include:

- Clearing cache
- Using an Incognito/private window
- Removing any pop-up blockers

Safari:

Desktop

1. Go to the browser Settings
2. Click on the Privacy Tab
3. Disable “Prevent cross-site tracking”

iOS

1. Go to the browser Settings
2. Go to the Privacy & Security section
3. Disable “Prevent cross-site tracking”

This setting is typically turned on by default for the Safari browser on both desktop and iOS. With this setting enabled, the browser will successfully load the reservation web engine but not the third-party login options.

Mozilla Firefox:

1. Go to the browser Options
2. Go into Privacy & Security
3. Unblock “All third-party cookies”

Internet Explorer:

1. Go to the browser Settings
2. Select Internet Options
3. Go to the Privacy Tab, and select Advanced
4. Choose to Accept both First Party Cookies and Third-Party Cookies

Microsoft Edge:

1. Go to the browser Settings
2. On the left side menu, go into Privacy & Security
3. Under Cookies, set the drop-down menu to “Don’t block cookies”

Google Chrome:

1. Go to the browser Settings
2. Click on Advanced, and then go into the Privacy and Security section
3. Select the Site Settings drop-down
4. Go into the Cookies and Site Data section
5. Toggle on the option “Allow Sites to Save and Read Cookie Data”
6. Toggle off the option “Block third-party cookies”

When third-party cookies are blocked the browser allows the Web Engine to load, but blocks the cookies required to log in using a social media/email account.

To clear your cache, please follow the instructions below:

Internet Explorer:

1. Click the gear button in the top right corner below the X (close) button.
2. Select “Internet Options” (second option from the bottom)
3. Under the “browsing history” in the new window that comes up, click the “Delete...” button
4. Make sure that the “temporary internet files and website files” button is checked, and then click the “delete” button at the bottom right.

Google Chrome:

1. Click the three dots in the top right corner below the X (close) button.
2. Select “History” and then the option in the next menu “History CTRL+H”
3. On the left side, click the “Clear browsing data” link.
4. In this menu, make sure it says “All Time” in the dropdown and also the “Cached images and files” button is checked. The other boxes do not need to be checked.
5. Then click the “clear data” button on the bottom right.

Microsoft Edge:

1. Click the three dots in the top right corner below the X (close) button.
2. Select “Settings”
3. On the left side of the menu, select “Privacy & Security”
4. Click the first button under “Browsing Data” titled “Choose what to clear”
5. Make sure “Cached data and files” checkbox is selected, then click “Clear”