“Not Authorized To View This Page” Error

If you are trying to connect to CASHNet, and receive a “Not Authorized To View This Page” error, it may be a result of which browser you are using, or a setting within the browser. It’s also important that you use the latest version of the specific web browsers, as older versions may not be supported. Please be sure you are using one of the web browsers listed below.

- Microsoft Internet Explorer (Versions 9.0 & 10.0) [www.microsoft.com](http://www.microsoft.com)
- Mozilla Firefox (Version 23.0) [www.mozilla.com](http://www.mozilla.com)
- Google Chrome (Version 30.0) [www.google.com/chrome](http://www.google.com/chrome)

Although other web browsers may allow a connection, the pages may not load correctly or be displayed as intended.

If you are using a supported web browser, have updated to the latest version and still receive the “Not Authorized To View This Page” error message, please use the steps below to update a setting in your browser.

1) For Microsoft Internet Explorer
   a. Open the Internet Explorer browser
   b. Click the button on the toolbar named “Tools” (or gear button) and select “Internet Options”
   c. Select the “Privacy” tab and select “Advanced” under the settings section
   d. Both the First-Party and Third-Party cookie options must be set to “Accept”
   e. Close the window, restart the browser and try to login again
2) For Mozilla Firefox:
   a. Open the Mozilla Firefox browser
   b. Click the button on the toolbar named “Tools” and select “Options”
   c. Select the “Privacy” tab
   d. Under the “Firefox will: field, select “Use custom settings for history”
   e. Make sure the “Accept Cookies from sites” and “Accept third-party cookies” are both checked
   f. Close the window, restart the browser and try to login again

3) For Google Chrome:
   a. Click the wrench icon on the browser toolbar.
   b. Select “Settings”
   c. Click the “Show advanced settings” button.
   d. Click “Content settings” in the “Privacy” section.
   e. Make sure “Allow local data to be set” is selected to allow both first-party and third-party cookies. If you only want to accept first-party cookies, select the “Block all third-party cookies without exception” checkbox.
   f. Close the window, restart the browser and try to login again
4) For Safari:
   a. Click the button on the toolbar named “Preferences”
   b. Click “Security” (some versions it’s under “Privacy”)
   c. Make sure “Accept Cookies” is set to “Always”
   d. Close the window, restart the browser and try to login again
For **iPad/iPhone**:  
- Click “Settings” icon  
- Click “Safari” on left menu bar  
- Click “Accept Cookies” under the Privacy options  
- Make sure “Always” is selected