

# MY NSE Login problem

If you are facing problems logging into MYNSE please follow the following steps:

## 1) Enable cookies

If you're seeing a message that your browser's cookie functionality is turned off, it's possible that you don't have cookies enabled in your browser. Below are listed browser-specific instructions on how to enable your cookies.

### Microsoft Internet Explorer

To enable cookies in IE 7 or IE 8:

1. Click **Start > Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Double-click the **Internet Options** icon.
3. Click the **Privacy** tab.
4. Click the **Advanced** button.
5. Select the option 'Override automatic cookie handling' under the Cookies section in the Advanced Privacy Settings window.
6. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
7. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
8. In the Internet Options window, click **OK** to exit.

To enable cookies in IE 6:

1. Click **Start > Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Click the **Advanced** button.
3. Select the option 'Override Automatic Cookie Handling.'
4. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
5. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
6. In the Internet Options window, click **OK** to exit.

### Mozilla Firefox

To enable cookies in Mozilla Firefox 2.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Select the checkbox labeled 'Accept cookies from sites.'

4. Click **OK**.

To enable cookies in Mozilla Firefox 1.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Click the **Cookies** tab.
4. Select the checkbox labeled 'Allow sites to set cookies.'
5. Click **OK**.

To enable cookies in Mozilla Firefox (Mac):

1. Go to the **Firefox** drop-down menu.
2. Select **Preferences**.
3. Click **Privacy**.
4. Under Cookies, select the option 'Allow sites to set Cookies.'

### Chrome

1. Click the **Tools** menu.
2. Select **Options**.
3. Click the **Under the Hood** tab and find the 'Privacy' section.
4. In the **Cookie settings** drop-down menu, select 'Allow all cookies.'

### Safari

To enable cookies in Safari:

1. Go to the **Safari** drop-down menu.
2. Select **Preferences**.
3. Click **Security** in the top panel.
4. Under 'Accept Cookies' select the option 'Only from sites you navigate to.'

If you've already checked that your cookies are enabled and you're still seeing an error message that your browser's cookie functionality is turned off, try opening a new window in your browser. Sometimes using tabs in a single browser instance can cause your cookies to stick.

## 2) Clear browser cache

### [Microsoft Internet Explorer](#)

 To find the version, in Internet Explorer, click **Help**, and then click **About Internet Explorer**. If you don't see the **Help** menu, press **Alt** to show the menus.

1) **Cache**. First try clearing the browser cache for the version you're using:

### [Internet Explorer 8.x](#)

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Select **Delete Browsing History**.
3. Select the checkbox for **Temporary Internet Files**.
4. Click the **Delete** button.
5. Once the files have been deleted, click **Okay**.

**Note:** It can take several minutes for the cache history to be deleted.

### [Internet Explorer 7.x](#)

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Select **Delete Browsing History**.
3. Click the **Delete files** button.
4. Click the **Yes** button in the confirmation window.
5. Click the **Close** button.

**Note:** It can take several minutes for the cache history to be deleted.

### [Internet Explorer 6.x](#)

1. Click the **Tools** menu.
2. Select **Internet Options**.
3. Click the **General** tab.
4. Click the **Delete Files** button.
5. Click the **OK** button in the confirmation window.
6. Click the **OK** button to close the 'Internet Options' window.

**Note:** It can take several minutes for the cache history to be deleted.

2) **Cookies**. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

*Important!* While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.

#### [Internet Explorer 8.x](#)

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Select **Delete Browsing History**.
3. Select the checkbox for **Cookies**.
4. Click the **Delete** button.
5. Once your cookies have been deleted, click **Okay**.


#### [Internet Explorer 7.x](#)

1. Click the **Tools** menu. If you don't see the menu, press **Alt** button on your keyboard to show the menus.
2. Click the **Delete cookies** button.
3. Click the **Yes** button in the confirmation window.
4. Click the **Close** button.

#### [Internet Explorer 6.x](#)

1. Click the **Tools** menu.
2. Select **Internet Options**.
3. Click the **General** tab.
4. Click the **Delete Cookies** button.
5. Click the **OK** button in the confirmation window.
6. Click the **OK** button to close the 'Internet Options' window.

#### [Mozilla Firefox](#)

 To find the version, in Firefox: On Windows, click **Help**, and then click **About Mozilla Firefox**. On Mac OS X, click **Firefox**, and then click **About Mozilla Firefox**.

1) **Cache**. First try clearing the browser cache for the version you're using:

#### [Firefox 3.5.x for Windows](#)

1. Click the **Tools** menu.
2. Select **Clear Recent History**.
3. Under 'Time Range to Clear' select **Everything**.
4. Select the 'Details' checkbox.
5. Select the 'Cache' checkbox.
6. Click the 'Clear Now' button.

#### [Firefox 3.x for Windows](#)

1. Click the **Tools** menu.
2. Select **Clear Private Data**.

3. Select the 'Cache' checkbox.
4. Click the 'Clear Private Data Now' button.

### [Firefox 3.x and 3.5.x for Mac OS X](#)

1. Click the **Firefox** menu.
2. Select **Preferences**.
3. Select **Advanced**.
4. Click the **Network** tab.
5. In the 'Offline Storage' section, click **Clear Now**.
6. Click the **OK** button.

### [Firefox 2.x for Windows](#)

1. Click the **Tools** menu.
2. Select **Options**.
3. Select **Advanced**.
4. Click the **Network** tab.
5. In the 'Cache' section, click **Clear Now**.
6. Click **OK**.

### [Firefox 2.x for Mac OS X](#)

1. Click the **Firefox** menu.
2. Select **Preferences**.
3. Select **Advanced**.
4. Click the **Network** tab.
5. In the 'Cache' section, click **Clear Now**.
6. Click **OK**.

2) **Cookies**. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

*Important!* While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.

### [Firefox 3.5.x for Windows](#)

1. Click the **Tools** menu.
2. Select **Clear Recent History**.
3. Under 'Time Range to Clear' select **Everything**.
4. Select the 'Details' checkbox.
5. Select the 'Cookies' checkbox.
6. Click the 'Clear Now' button.

### [Firefox 3.5.x for Mac OS X](#)

1. Click the **Firefox** menu.
2. Click **Preferences**.

3. Click **Privacy**.
4. Click the **Remove Individual Cookies** link.
5. In the Cookies dialog box, click **Remove All Cookies**.
6. Close the Cookies dialog box.
7. Close Preferences.

### [Firefox 3.x for Windows](#)

1. In Firefox, click the **Tools** menu.
2. Click **Options**.
3. Click **Privacy**.
4. In the Cookies section, click **Show Cookies**.
5. In the Cookies dialog box, click **Remove All Cookies**.
6. Click **OK** to close the Cookies dialog box.
7. Click **OK** to close Options.

### [Firefox 3.x for Mac OS X](#)

1. Click the **Firefox** menu.
2. Click **Preferences**.
3. Click **Privacy**.
4. In the Cookies section, click **Show Cookies**.
5. In the Cookies dialog box, click **Remove All Cookies**.
6. Click **OK** to close the Cookies dialog box.
7. Click **OK** to close Preferences.

### [Firefox 2.x for Windows](#)

1. In Firefox, click the **Tools** menu.
2. Click **Options**.
3. Click **Privacy**.
4. In the Cookies section, click **Show Cookies**.
5. In the Cookies dialog box, click **Remove All Cookies**.
6. Click **OK** to close the Cookies dialog box.
7. Click **OK** to close Options.

### [Firefox 2.x for Mac OS X](#)

1. Click the **Firefox** menu.
2. Click **Preferences**.
3. Click **Privacy**.
4. In the Cookies section, click **Show Cookies**.
5. In the Cookies dialog box, click **Remove All Cookies**.
6. Click **OK** to close the Cookies dialog box.
7. Click **OK** to close Preferences.

### [Apple Safari](#)

 To find the version, in Safari: On Mac OS X, click **Safari**, and then click **About Safari**. On Windows, click **Help**, and then click **About Safari**.

1) **Cache**. First try clearing the browser cache for the version you're using:

#### [Safari 3.x for Mac OS X](#)

1. Click the **Safari** menu.
2. Select **Empty Cache**.
3. Click **Empty**.

#### [Safari 3.x for Windows](#)

1. Click the **Edit** menu.
2. Select **Empty Cache**.
3. Click **Empty**.

2) **Cookies**. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

*Important!* While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.

#### [Safari 3.x for Mac OS X](#)

1. Click the **Edit** menu.
2. Click **Preferences**.
3. Click **Security**.
4. Click **Show Cookies**.
5. Click **Remove All**.
6. Click **Done**.
7. Close the 'Preferences' dialog box.

#### [Safari 3.x for Windows](#)

1. Click the **Safari** menu.
2. Select **Preferences**.
3. Click **Security**.
4. Click **Show Cookies**.
5. Click **Remove All**.
6. Click **Done** to close the cookies list.
7. Close the 'Preferences' dialog box.

#### [Opera](#)

 To find the version, in Opera: On Windows, click **Help**, and then click **About Opera**. On Mac OS X, click **Opera**, and then click **About Opera**.

1) **Cache**. First try clearing the browser cache for the version you're using:

#### [Opera 9.x for Windows](#)

1. In Opera, click the **Tools** menu.
2. Click **Preferences**.
3. Select the **Advanced** tab.
4. In the left-hand column, click **History**.
5. In the Disk cache section, click **Empty Now**.
6. Click **OK** to close Preferences.

### [Opera 9.x for Mac OS X](#)

1. In Opera, click the **Opera** menu.
2. Click **Preferences**.
3. Click the **Advanced** tab.
4. In the left-hand column, click **History**.
5. In the Disk cache section, click **Empty Now**.
6. Click **OK** to close **Preferences**.

2) **Cookies**. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.


*Important!* While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.

### [Opera 9.x for Windows](#)

1. In Opera, click the **Tools** menu.
2. Click **Delete Private Data**.
3. Click **Detailed Options**.
4. Select **Delete all Cookies**.
5. Deselect the checkbox for any of the other Private Data options that you don't want to delete.
6. Click **Delete**.

### [Opera 9.x for Mac OS X](#)

1. In Opera, click the **Opera** menu.
2. Click **Delete Private Data**.
3. Click **Detailed Options**.
4. Select **Delete all Cookies**.
5. Deselect the checkbox for any of the other Private Data options that you don't want to delete.
6. Click **Delete**.

 If the browser or version you're using isn't listed here, please see the browser's Help to get these instructions.