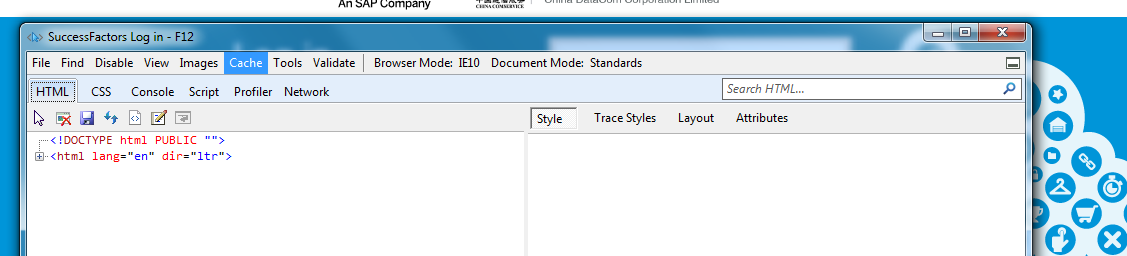
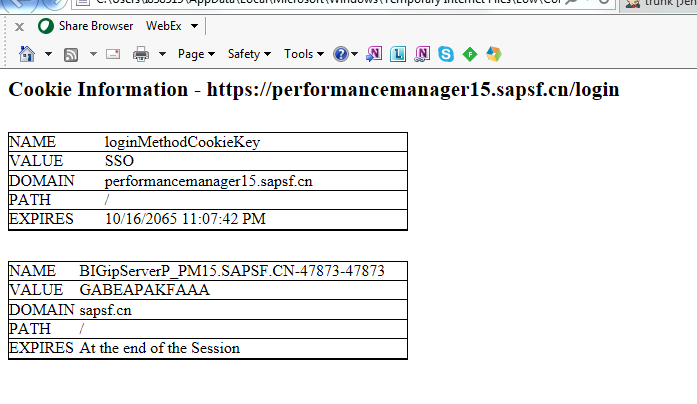
**Clean up loginMethod cookie in IE**

1. Go to SF domain in IE  
2. Click the **Tools** button Tools button, select F12 developer tool  
3. Click Cache -> View cookie information

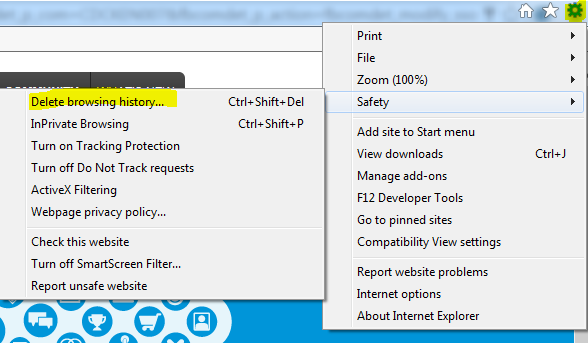




4. If there is loginMethodCookieKey cookie, then click (Cache->clean cookies for domain).   
5. Click Cache -> View cookie information, and make sure there is not loginMethodCookieKey cookie.  
6. Login

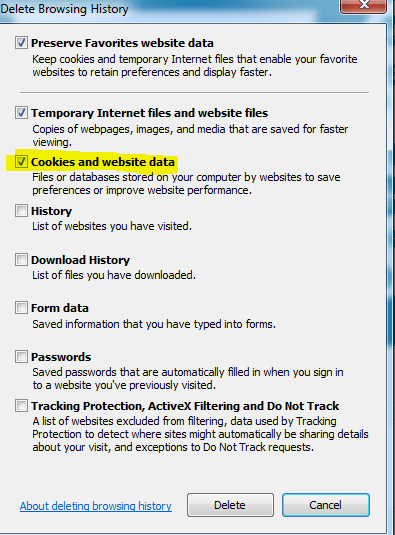
**For other versions IE browser, may try:**

1. Navigate to SF domain, Click Tools button on IE browser.



1. Make sure the check-box was checked :Cookies and website data, then click “Delete”

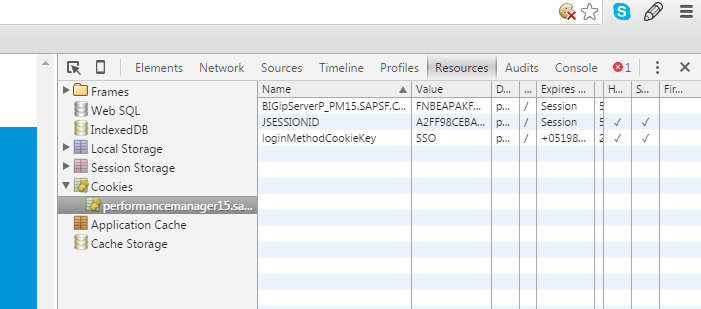
Pls note: pls select other check-boxs carefully, such as “Passwords” ,you have to input your credential again once deleted when acces some website next time



**Clean up loginMethod cookie in Chrome**

1. Go to SF domain in IE  
2. Click the **Tools** button , select more tools ->developer tools

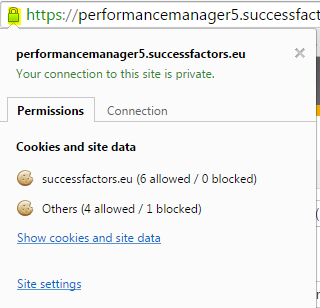
3. double check cookie



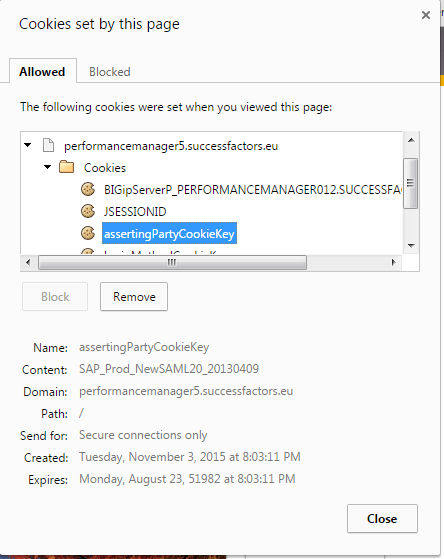
4. Clean up cookie if there is loginMethod cookie.

**Or**

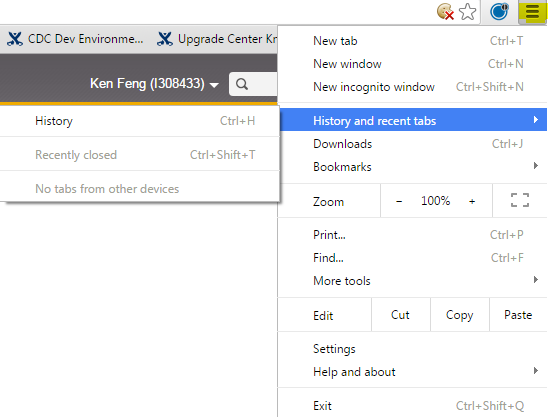
1. Click the lock icon on Chrome browser:



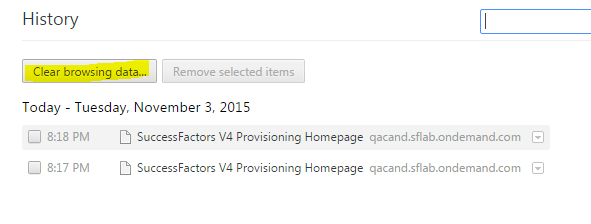
1. Click “Show cookies and site data” on the dialog ,another dialog will pop-up, then select the domain and view “Cookies” data.



1. After view the cookie data, click  , and select “History and recent tabs”, then click “History”

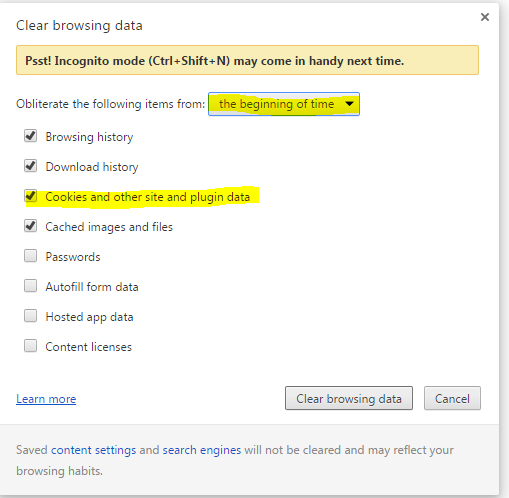


1. Click “Clear browser data” button on the pop-up page:



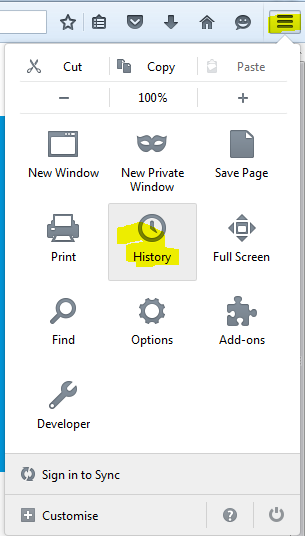
1. Select “the beginning of the time” and make sure “Cookies and other site and plugin data” is checked, then click ”Clear browsing data”:

Pls note: Select other check-boxes carefully, such as “Passwords”, you have to input your credential again once deleted when you access some website next time.

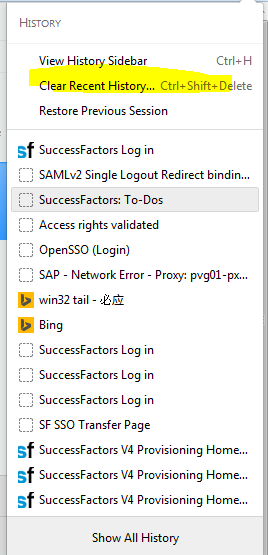


Clean up loginMethod cookie on FireFox:

1. Navigate to SF domain, click  on fireFox browser:



1. Click “History”, then click “clear recent history”



1. Select the time and make sure “cookies ” is checked, the click “clear Now":

Pls note: Select other check-boxes carefully, such as “Passwords”,you have to input your credential once deleted when you access some website next time.

