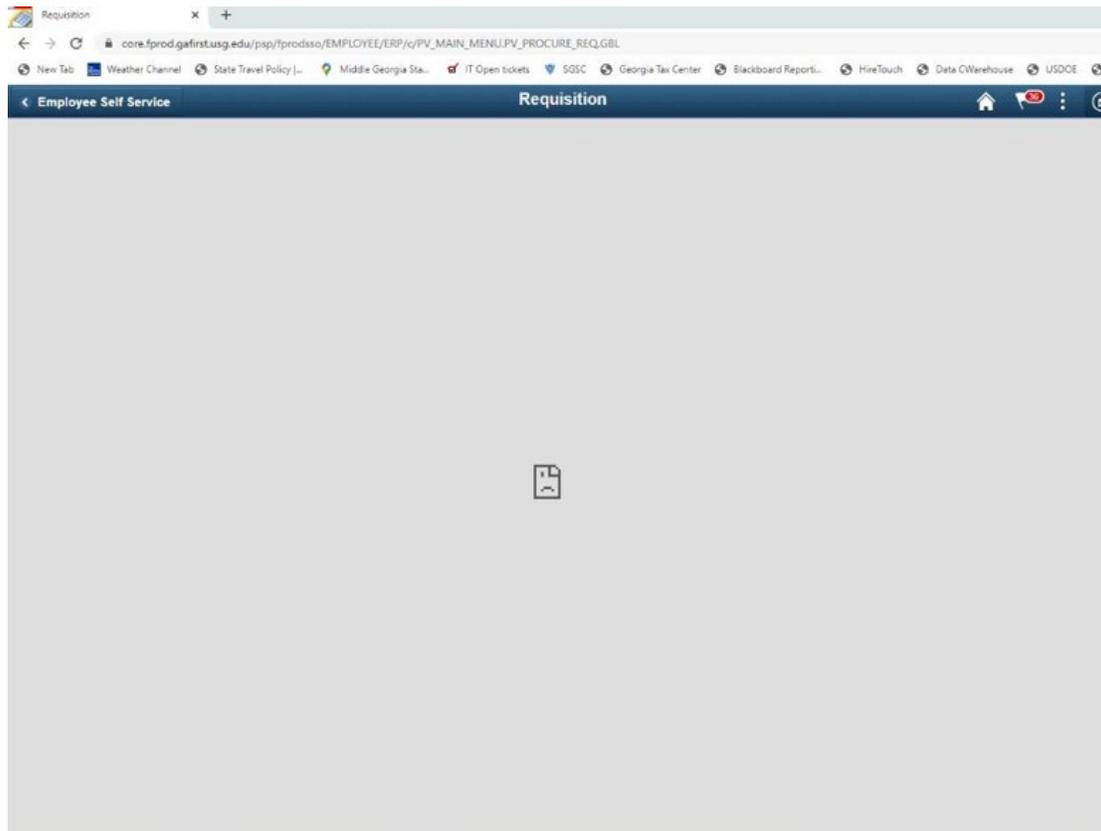
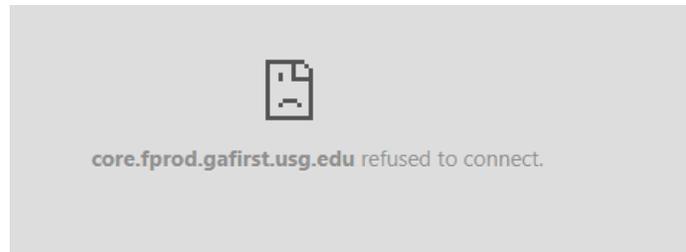


Resolving Browser Related Issues When Using GeorgiaFIRST Marketplace to Issue a Requisition

Users are reporting an increase in browser related issues when attempting to return a cart created in GeorgiaFIRST Marketplace to an eProcurement Requisition in PeopleSoft. Users may encounter a page similar to these:



This may be caused by an out of date browser version or conflicting browser settings which prevents users from returning the cart from GFM to PeopleSoft.

Follow the steps provided below to attempt to resolve the browser issues.

- Verify you are using the [most recent browser version](#). If you need assistance determining a browser version or updating a browser(s), contact the institution's IT desktop support.
- If using Google Chrome, try another browser like Mozilla Firefox or Microsoft Edge.
 - **Note:** *ITS found that most issues arise from using the Google Chrome browser.*
- [Clear the browser cache](#). Make sure only one browser window is open when clearing cache. All other browser windows should be closed.
- If using Chrome, update the Google Chrome settings to resolve the cookie issue. For more information, see instructions below.
 - **Note:** *if updating Google Chrome settings does not resolve the issue, then reset settings to Original Defaults.*
- Reboot the computer, especially if you have updated your browser recently.
- If none of the above resolve the issue, contact the institution's IT desktop support for assistance and provide them with this reference document.
- If the institution's local IT desktop/workstation support is unable to fix the issue, submit a ticket to the ITS Helpdesk to set up a time with you, the institution's desktop support, and an ITS analyst to resolve.

To Update Chrome Settings to Resolve Cookie Issue:

Below are step by step instructions to Update Google Chrome Settings.

Step	Action
1.	Type "Chrome://flags" in the Google Chrome Address bar.
2.	Search flags for the following options: <ul style="list-style-type: none"> • SameSite by default cookies • Cookies without SameSite must be secure
3.	Change the above two flags from 'Default' to 'Enable.'
4.	Relaunch the browser to apply the changes.
5.	Reboot the computer.