

Subject: Referral Errors with Rosetta Stone

There are generally two reasons for a referral error.

A referral error may occur if you try to access Rosetta Stone directly without going to our library's website first. Each time you use Rosetta Stone Online, you must go to your library's website first to verify that you are a library patron.

A referral Error also may occur because of a privacy setting on your computer that is not allowing Rosetta Stone Online to verify that you logged in at library's website. When you logon at the library website, the referral information (i.e. the authentication that you are a library patron) passes from the library website to Rosetta Stone as a cookie. You will need to check the settings in your Internet browser and Internet firewall to make sure those programs do not block cookies. The specific address to permit cookies for is "onlinelanguagelearning.com." The exact steps for allowing cookies will depend on what software you use.

Internet Browsers

Internet Explorer:

- Launch Internet Explorer
- On the Tools menu, go to Internet Options
- On the Privacy tab, change the level to Medium
- Click the Advanced button
- Select the checkbox for "Override automatic cookie handling"
- Select the Accept radio buttons for "First-party cookies" and "Third-party cookies"
- Select the checkbox for "Always allow session cookies"
- Restart Internet Explorer

Mozilla Firefox:

- Launch Firefox
- On the Tools menu, go to Options
- Click the Privacy icon
- On the Cookies tab, select the checkbox for "Allow sites to set cookies"
- Restart Firefox

Netscape Navigator:

- Launch Navigator
- Go to your library's website and follow the links to Rosetta Stone
- When at the Rosetta Stone page where you login:
 - o On the Tools menu, go to Cookie Manager
 - o Select the checkbox for "Allow cookies from this site"
 - o Click OK
- Restart Navigator

