Troubleshooting Cookie Deletion

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This article covers what to do when browser cookies that Infinite Campus uses to function properly are auto-removed periodically (e.g., daily, every time the user closes their browser, etc.).

For example, if a user is seeing the User Device Confirmation screen after login too often, in spite of marking "Recognize this device in the future", investigate these causes.

Typical culprits are a browser setting, browser extension, or machine-specific software/process that deletes the necessary browser cookie.

> Please involve your district's IT team if you need help investigating this issue. Your district's IT team is best equipped to investigate browser-specific or machine-specific factors that can remove browser cookies.
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> **Campus Support does not troubleshoot browser setting misconfigurations, 3rd party browser extensions, or 3rd party software/processes on a user's local machine.**

The browser has been misconfigured to clear cookies on close

Browser	Solution
Chrome	1. On the affected machine, paste **chrome://settings/content/siteData** into the address bar and hit **Enter**. 2. If Default Behavior is set to "*Delete data sites have saved to your device when you close all windows*" or "*Don't allow sites to save data on your device (not recommended)*", that would cause this issue. (Also review the "Customized Behaviors" area.) See this Chrome documentation for more information.
Firefox	1. On the affected machine, paste **about:preferences#privacy** into Firefox's address and hit **Enter**. 2. Search for a preference like "*Delete cookies and site data when Firefox is closed*". If marked (and if your Infinite Campus site is not listed as an exception), that would cause this issue.

Browser	Solution
Edge	1. On the affected machine, paste **edge://settings/clearBrowsingDataOnClose** into Edge's address bar and hit **Enter**. 2. Look for a preference like "Cookies and other site data". If this is toggled on, that would cause this issue.
Safari	To our knowledge, Safari does not have a setting that clears cookies on close like other browsers do. Look into other possible causes.

The user is using incognito mode

All browsers have some sort of incognito or private browsing mode. This mode does not retain cookies by design. Ensure users are not using their browser in incognito mode.

A browser extension is removing the cookie

On the affected machine, consider removing/disabling all browser extensions and testing whether the issue resolves. If it does, re-enable one extension at a time until you've isolated the offending extension.

Click here for more information on identifying problematic browser extensions.

Any browser extension could be the culprit, but some known to cause this issue in the past include Cookie AutoDelete and Edge's Bing Wallpaper app.

Software or processes on the user's computer are removing the cookie

Your district's IT team should assess privacy software, security software, cookie cleaning software, scheduled custom scripts, and any additional tools that your district or users may have implemented to delete browser cookies on a regular basis.

Some culprits that have come up in the past include AVG (TuneUp), Avast (Cleanup), CCleaner, or a PowerShell/Bash script running through Windows Task Scheduler.

This is not an exhaustive list.