Fixing broken links:
managing your 'privacy' or 'cookie settings'

Broken links

The most likely causes of broken links are:

1) The link is broken as a result of blocking software used by firewalls or the privacy settings of browsers (e.g. Internet Explorer or Mozilla Firefox). If the privacy settings are set too high they can block the 'cookies' which are used to communicate between your PC and the webpage you are visiting.

2) The website doesn't exist anymore (causing a 404 error message)

3) The page provider is using a new domain name (causing a DNS error)

Managing your 'cookies' to 'fix' broken links

A **'cookie'** is a very small file containing information about your computer's identity - it's Internet Protocol (or IP) address. The **IP address** is tracked using cookies, which are used by your computer to 'talk' to other devices and identify it. Used this way cookies are very useful because the websites remember your computer (and who are) you so that you don't have to log in each time you visit. For example, cookies allow you to use the automated log-in system when you log in to the Resident's e-Panel.

UK webpages are now required to inform you if they are using cookies. Most cookies, like the ones used for the Residents' e-Panel are completely innocent, and are necessary for software systems to run efficiently.   But some cookies are designed to invade your privacy by tracking all your browsing sessions on the internet and reporting them back to the person who made the cookie. These cookies are often used with 'Pop-ups'. To help protect your privacy, your browser has '**privacy settings'** (sometimes labelled cookie or firewall options) which will block this type of cookie. Unfortunately, if the privacy settings are set too high, they also stop the useful cookies, which can result in **broken links**.

Changing your privacy settings

The general process for changing your privacy or cookie settings is provided below for **Windows Internet Explorer** but is similar for all browsers:

1) Click on the '**tools'** tab along the top menu and choose '**internet options'**
2) Click on the **'security'** tab
3) Click on the '**Privacy tab'** and use the slider to '**block all cookies'**, or '**allow all cookies'** and click **OK.** In some browswers you may need to **click on the setting** you would like (high, medium or low) and then click **OK.** Medium is often considered the best setting overall**.**
4) Complete the above process in reverse to change back to your original cookie setting. Remember to click **OK** to accpet any changes you make

The general process for changing your privacy or cookie settings is largely the same, but I am providing the details for **Google Chrome** below:

1) Click on the "Tools" menu and select "Options".
2) Click the "Under the Bonnet" tab and locate the "Privacy" section, and choose the "Content settings" button.
3) Click the "Cookie settings" tab and choose your preferred settings.
4) Click on the Close button when you've finished

If you need more information about specific browsers for your PC or Apple Macintosh, you might like to visit 'How to control cookies' at www.aboutcookies.org or click on the following link: http://www.cornishcms.co.uk/online-cms/website-info/cookies.html