

Log-In Issues

If you are a Britannica Online Community or Premium member and you are having issues logging into web site (e.g. after submitting your username/password the screen refreshes and does not accept your log-in credentials), deleting the Cookies and Memory Cache from your browser might resolve the issue you are experiencing.

Please note, these instructions are only for Internet Explorer, Firefox, and Safari browsers. If you using a different browser than the ones listed and do not know how to clear the cookies, please send an [e-mail to Customer Support](#).

Internet Explorer 8

- Leave the Britannica home page (load any other web site, as long as it is not Britannica)
- Click on "Tools"
- Choose "Delete Browsing History"
- Check "Cookies"
- Click "Delete"
- After the action is complete, close all open Internet Explorer browser windows
- Restart Internet Explorer and visit <http://www.britannica.com>

Firefox 3

- Leave the Britannica home page (load any other web site, as long as it is not Britannica)
- Click on "Tools"
- Choose "Clear Recent History"
- Check "Cookies"
- Click "Clear Now"
- After the action is complete, close all open Firefox browser windows
- Restart Firefox and visit <http://www.britannica.com>

Safari 5

- Leave the Britannica home page (load any other web site, as long as it is not Britannica)
- Click on Safari
- Choose “Reset Safari”
- Check “Remove all Cookies”
- Click “Reset”
- After the action is complete, close all open Safari browser windows
- Restart Safari and visit <http://www.britannica.com>

If you would like to manually delete only the Britannica cookies in your browser, [please click here](#). If you continue to experience log-in issues, please contact us contact Customer Service at (800) 323-1229.