“...Log In Again - For your security, you have been timed out...”

If you get this message back from WebAdvisor it may indicate that your web browser’s security level is set too high. WebAdvisor uses “cookies” to determine the length of time that you’ve been connected, so your web browser must be set to enable, or accept, those cookies.

What is a “cookie”? - A cookie is a text string that is included in the data that is transferred between your computer and the web server. Cookies are used to maintain continuity as you navigate different pages on a Web site or return to the Web site at a later time.

Since Microsoft Internet Explorer version 6 installs with a privacy (security) level that restricts cookies, you must reconfigure your Internet Explorer privacy settings to Low or Accept All Cookies in order to communicate with WebAdvisor.

Additionally, this document lists the steps necessary to enable cookies within Microsoft Internet Explorer 5.5. and how to ensure that your PC has the correct time zone setting.

If you continue to experience timeout errors after referencing this document, please call the Office of the Registrar at (843) 349-2019.

How to Enable Cookies in Microsoft Internet Explorer 6.0

Use the following steps to configure your Internet Explorer privacy settings to Low or Accept All Cookies:

1) In Internet Explorer, Click Tools, and then click Internet Options.

2) On the Privacy tab, move the slider to Low or Accept All Cookies as needed to permit the Web site to work properly.

   NOTE: If the slider is not available, click Default, and then perform step 2.

3) Click OK, and then attempt to access the Web site service again.
How to Enable Cookies in Microsoft Internet Explorer 5.5

To view or modify IE 5.5 cookie settings, follow these steps:

1. In Internet Explorer, click **Internet Options** on the **Tools** menu, and then click the **Security** tab.

2. Click the Internet content zone, and then click **Custom Level**.

3. In the Security Settings window, scroll down to **Cookies**, click **Enable**, then click **OK**, and then click **OK** again.

How to check Windows 95/98 PC time zone settings

*NOTE: Only in rare instances does this need to be checked. Most PCs are correctly set to Eastern Standard Time.*

Use the following steps to verify and/or change your PCs Time Zone setting:

1) In the lower left corner, click the “Start” button.
2) Click “Settings”.
3) Click “Control Panel”.
4) After the Control Panel window appears, use the slidebar to go down to the bottom of the window. Click “Date/Time”.
5) When the Date/Time window appears, verify that the Time zone box in the lower portion reads “Eastern Time” (see graphic below). If not, use the pull down menu button to select “Eastern Time”.
6) Click the OK button in the Date/Time window to save the Eastern Time setting.