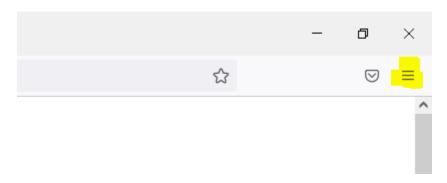
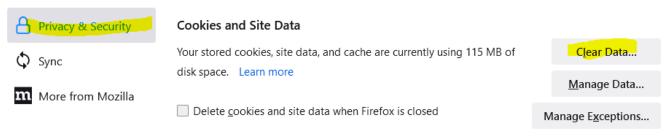
Steps to follow to fix the issue with papersave Login in Firefox.

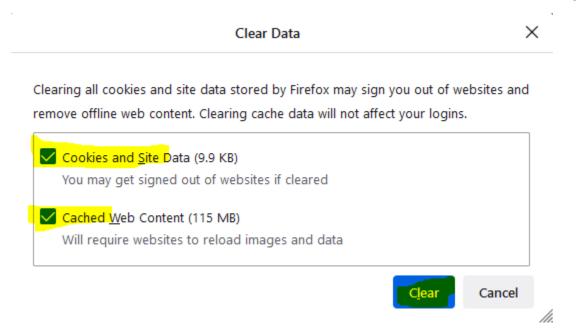
1) Open Firefox -> Open setting from Menu (shown below)



2) Click on Privacy & Security and scroll down to Cookies and Site Data -> Open Clear Data



3) Check both cookies and site data & Cached web content. Click on clear. (shown below image)



4) Now scroll down to History under same Privacy & Security -> Open clear history History Privacy & Security Firefox will Remember history C) Sync Clear History... Firefox will remember your browsing, download, form, and search history. More from Mozilla 5) Now scroll down to Block pop-up windows under Privacy & security Check the box Block pop-up windows. Close the Firefox browser. Privacy & Security Block pop-up windows Exceptions... 🗘 Sync Warn you when websites try to install add-ons Exceptions... 6) Open Firefox and login to BBCRM -> Open any record. It will show below message. Click on Options and select allow pop-ups from the drop down. Firefox prevented this site from opening a pop-up window. Options 7) Once you allow pop-up, papersave login prompt will appear, login with papersave credential. Papersave will login successfully and work fine. NOTE: Please follow below steps instead of step-4 only if Block pop-up windows checkbox is already marked(checked). Privacy & Security Block pop-up windows Exceptions... 🗘 Sync Warn you when websites try to install add-ons Exceptions... Click on Exception and make sure that CRM URL (https://crm79525p.sky.blackbaud.com) is added and status is allowed. Hadress of Hebsite Allow Status Website https://crm79525p.sky.blackbaud.com