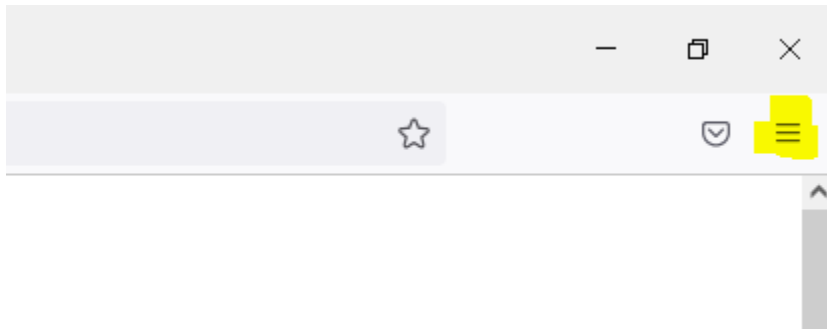
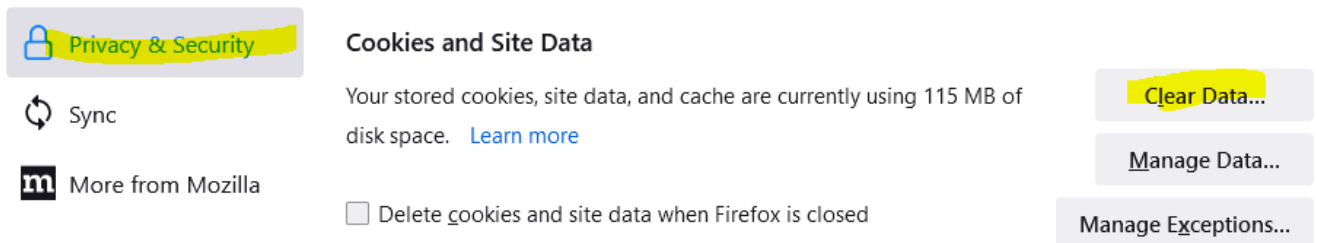


Steps to follow to fix the issue with papersave Login in Firefox.

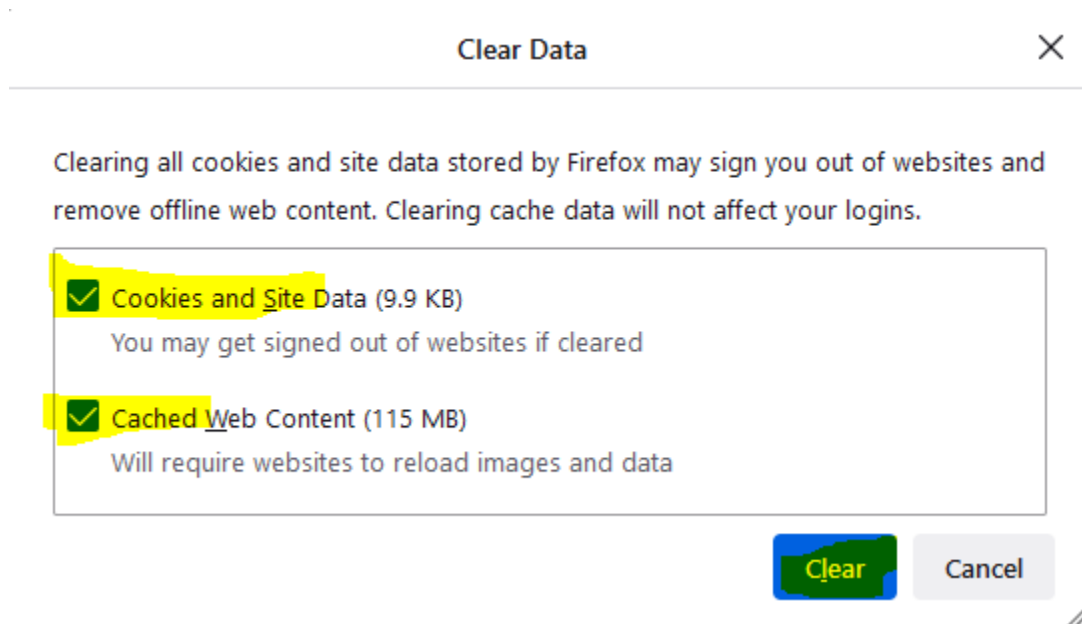
- 1) Open Firefox -> Open setting from Menu (shown below)



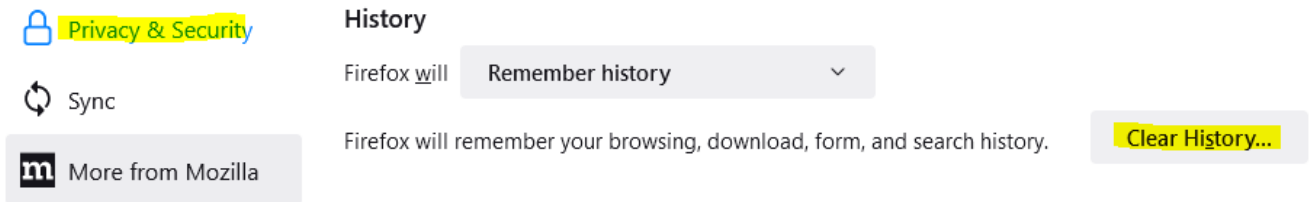
- 2) Click on Privacy & Security and scroll down to Cookies and Site Data -> Open Clear Data



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

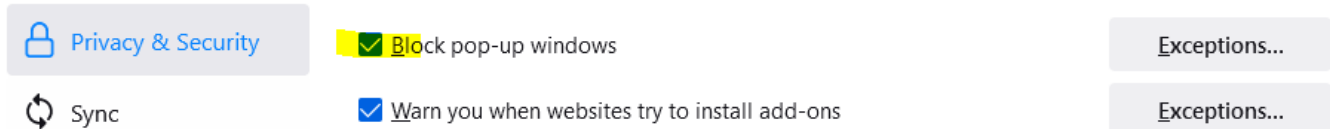


- 4) Now scroll down to History under same Privacy & Security -> Open clear history

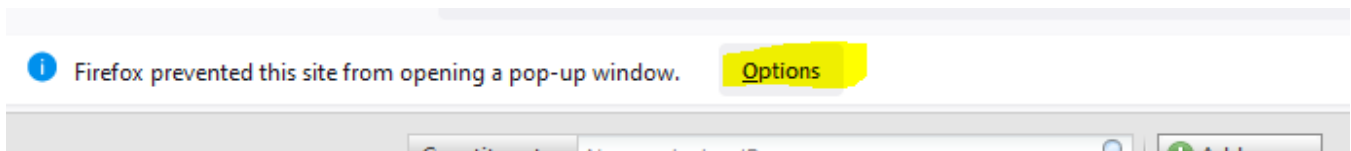


- 5) Now scroll down to Block pop-up windows under Privacy & security

Check the box Block pop-up windows. Close the Firefox browser.

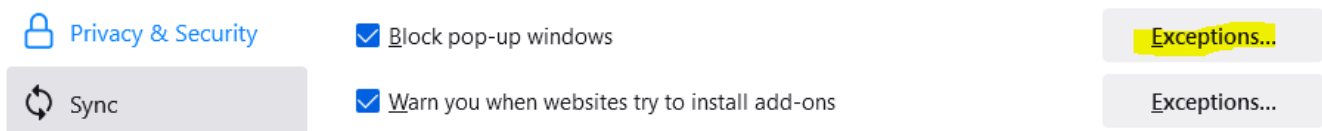


- 6) Open Firefox and login to BBCRM -> Open any record. It will show below message. Click on Options and select allow pop-ups from the drop down.



- 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).



Click on Exception and make sure that CRM URL (<https://crm79525p.sky.blackbaud.com>) is added and status is allowed.

