Known Issue: “Not Logged into SafeAssign” or “Problem Communicating with SafeAssign Server” Error Messages

Issue Description

When the instructor attempts to access the Direct Submit feature of the SafeAssign tool through the course’s Control Panel, they may see this error message: “Sorry, we do not think you are logged in to SafeAssign. Your session may have timed out. If you have received this message in error, please contact your system administrator.”

Or, when a student attempts to submit a SafeAssignment in the course, the student may be prompted by an alert box stating “There was a problem communicating with the SafeAssign Central Server. Please make sure that your browser is set to accept all cookies.”

The page at https://safeassign.blackboard.com says:

There was a problem communicating with the SafeAssign central server. Please make sure that your browser is set to accept all cookies.

These errors occur because the user’s web-browser is not configured to accept third-party cookies.

Recommended Action

Please follow the directions on the next page to enable third-party cookies in your browser.
To enable cookies in Mozilla Firefox (PC):
1. When the browser is open, click the TOOLS menu and select OPTIONS.
2. Click PRIVACY in the top panel.
3. Select 'USE CUSTOM SETTINGS FOR HISTORY'
4. Select the checkbox labeled 'ACCEPT COOKIES FROM SITES.'
5. Select the checkbox labeled 'ACCEPT THIRD-PARTY COOKIES.'
6. Click OK to exit the Settings area.

To enable cookies in Google Chrome (PC):
1. When browser is open, click the TOOLS ICON to the right of the address bar.
2. Select SETTINGS from the menu.
3. On the Settings page, type the word COOKIES in the search box
4. Click the button CONTENT SETTINGS button that appears.
5. In the Content Settings pop up that appears, select ALLOW LOCAL DATA TO TO BE SET (RECOMMENDED).
6. Make sure that the 'BLOCK ALL THIRD-PARTY COOKIES WITHOUT EXCEPTION' is UNCHECKED
7. Click DONE to exit the Content Settings window.

To enable cookies in Internet Explorer 8+ (PC):
1. When the browser is open, click the TOOLS menu and select INTERNET OPTIONS.
2. In the Internet Options box that appears, click the PRIVACY tab.
3. On the Privacy tab, click the ADVANCED button.
4. In the Advanced options, check the 'OVERRIDE AUTOMATIC COOKIE HANDLING' checkbox.
5. For FIRST-PARTY COOKIES, select: “ACCEPT”. For THIRD-PARTY COOKIES, select ACCEPT or PROMPT.
6. In the Internet Options window, click OK to exit.

On Mac OSX Safari (MAC):
1. Click on SAFARI > PREFERENCES > SECURITY
2. Change "Accept cookies" setting to ALWAYS.