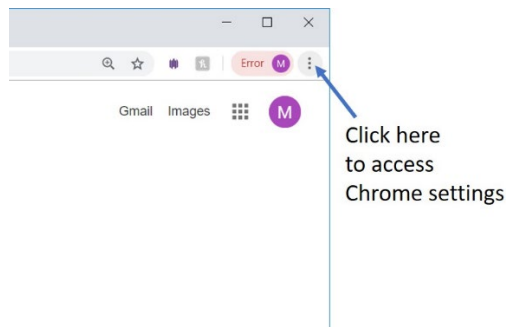# Trouble logging in to Tucson.com or e-edition?

We are currently experiencing a site glitch that prohibits some subscribers from successfully logging into Tucson.com. While we are working on this issue both locally and with our corporate partners, the issue can usually be fixed by **subscribers clearing their tucson.com "cookies."** We understand this is not an optimal solution, but it does fix the problem in most cases. Choose the browser below you are currently using with tucson.com for instructions on how to clear your tucson.com cookies (without clearing the rest of your cookies):

Chrome
Internet Explorer
Safari
Firefox
Microsoft Edge

Chrome

In your Chrome browser, click on the 3 dots at the top right of the page to access the Chrome menu.

- Click "settings."
- At the bottom of the setting page, click the "Advanced" drop down box.
- Click "Site Settings."
- Click "Cookies."
- Click "See all cookies and site data."
- In the "search cookies" box on the top right, type: tucson.com
- Press the "Remove all shown" button
- Click "Clear All" in the Clear Site Data dialogue box
- "X" out of settings, go back to Tucson.com, and log in normally.

Explorer

- Click the "settings" icon (looks like a small gear on the top right)
- Click "internet options"
- Click "Privacy"
- Click the "Sites" button
- In the "address of website" box, type: "Tucson.com" and press enter

- Select "Tucson.com" under the Managed Websites heading, and press the "remove all" button to the right
- Click OK, "X" out of internet options, go back to Tucson.com, and log in normally.

Safari
- Go to Safari Preferences
- Click "Privacy"
- Click "Manage website data"
- Search for "Tucson.com"
- In the pop up, click "Remove all / Remove Now"
- Click "Done"
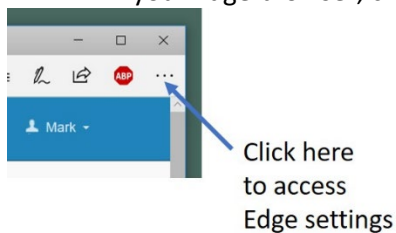- "X" out of Preferences, go back to Tucson.com, and log in normally.

Firefox
- Go to the menu button in the upper right
- Click Options
- Click Privacy & Security in the left column
- Scroll down to Cookies and Site Data, and click the Manage Date button on the right
- Search for: tucson.com
- Click on Tucson.com in the box under the search box
- Press the Remove All button
- Click Save Changes on the lower right
- "X" out of Cookies and Site Date box, go back to Tucson.com, and log in normally.

Microsoft Edge
Caution – Microsoft Edge does not have per-site cookie deletion built into the browser – these instructions will wipe all cookies for all sites:

- In your Edge browser, click on the 3 dots at the top right of the page to access the Edge menu.

Click here to access Edge settings

- Click Clear Browsing Date
- Click Choose What To Clear
- Uncheck everything except "Cookies and saved website data"
- Press the "Clear" button
- Leave the menu, go back to Tucson.com, and log in normally.