Are you receiving a blank white screen when attempting to access the Disability Faculty Portal? Below are some common fixes for this issue:

1. We strongly encourage using Google Chrome and/or Mozilla Firefox – Safari has been known to be problematic.
2. Recently, Chrome (and soon Firefox will follow) has implemented a new update that has been causing these types of issues – to fix this:
   1. In the URL, go to: chrome://flags
   2. Set “SameSite by default cookies” to Disabled
   3. Set “Cookies without SameSite must be secure” to Disabled

\* If you type SameSite into the search bar that appears at the middle top of the screen, that will help you find those 2 settings.

1. You may need to clear your internet browser’s cache and cookies and then restart your computer. Instructions for doing this can be found on the ‘[Clearing Browser History and Cache](https://answers.syr.edu/display/ITHELP/Clearing+Browser+History+and+Cache)’ webpage.
2. It may be that your internet browser has not updated to the latest version. For instructions to determine your browser version, please review the ‘[Determining Browser Version](https://answers.syr.edu/display/ITHELP/Determining+Browser+Versions)’ webpage.