What’s new?
The there has been a recent change to the handling of cookies on the myDesktop login screen.

Why the change?
- New settings were made on the myDesktop server to stay in line with best practice.
- To provide a better service to students and staff when the system is under heavy load.

Who does this affect?
Students and staff who are attempting to connect to myDesktop, using a browser where cookies have been disabled.

Symptoms:
- After entering in your username (e or s number), password and clicking on Log On, you are continuously returned to the same login screen.
- Trying to log in once more will return you to the login screen again.
- You will not receive a specific error message.

Solution:
- Try another browser on your device, one that has cookies enabled or;
- Enable cookies in your browser:
  - Internet Explorer: http://windows.microsoft.com/en-AU/windows-vista/Block-or-allow-cookies
  - Apple Safari: http://support.apple.com/kb/PH11913
  - Google Chrome: http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647

For further assistance, contact the IT Service Desk on +61 3 992 58888 or itservicedesk@rmit.edu.au