

Session Timeout Issues on Canine Behavioral Assessment & Research Questionnaire (C-BARQ)

August 26, 2006

Purpose of this Document

The C-BARQ technical support staff has received several letters over the past few months where users are indicating issues with a “session timeout” screen appearing after they log in. After careful investigation, we have discovered that this situation is directly due to the privacy settings of the users’ Web browsers, specifically where cookies are concerned.

Cookies are used by various Web sites to remember your visits and keep track of your progress as you move through the site (this is called a “session”). We use cookies to retain anonymous details about your session while you’re logged in, which permits us to personalize the site and make sure the data you’re entering is properly stored to your specific profile and the dog(s) you’re evaluating.

The C-BARQ Web site does not use cookies to record or store any personal information about you. Once you log out or complete your evaluation, the session is closed and the anonymous information within the cookie is destroyed.

Instructions for Changing Web Browser Settings

- Internet Explorer: page 2
- Mozilla Firefox: page 4
- Safari: page 6

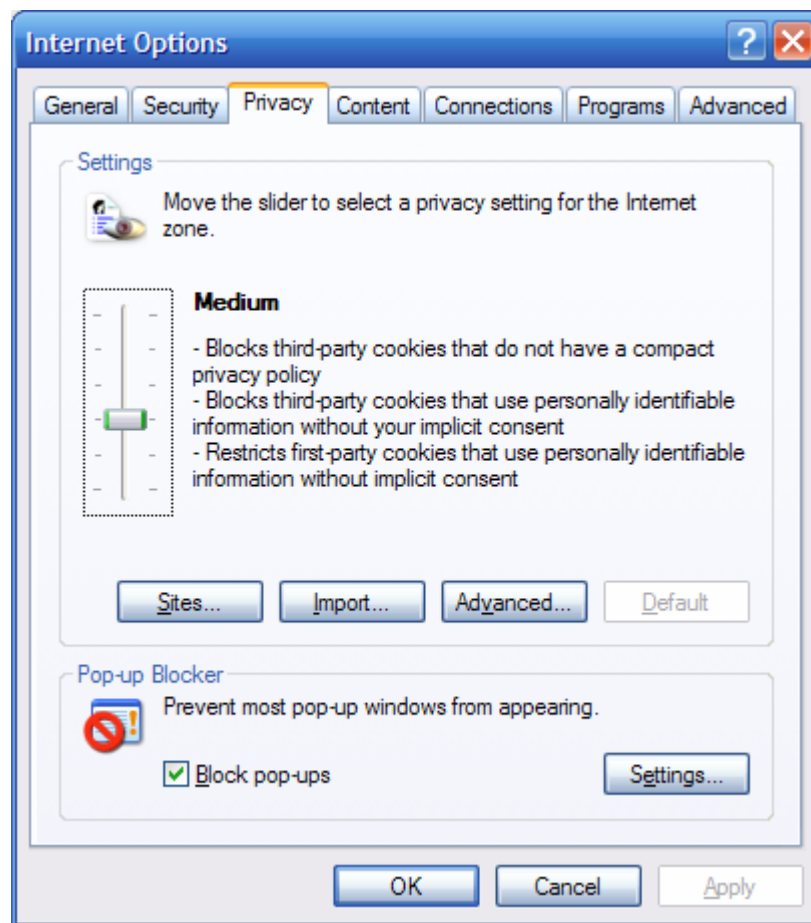
Technical Support Information

Questions about this document can be submitted to the C-BARQ Webmaster at mzavarel@vet.upenn.edu.

Internet Explorer

To check your privacy settings to confirm if you're allowing sites to create and store cookies on your computer, please follow these steps:

1. Go to "Tools" and select "Internet Options". A new window will appear.
2. Select the "Privacy" tab.
3. Your current privacy settings are shown at the top (see screenshot below).



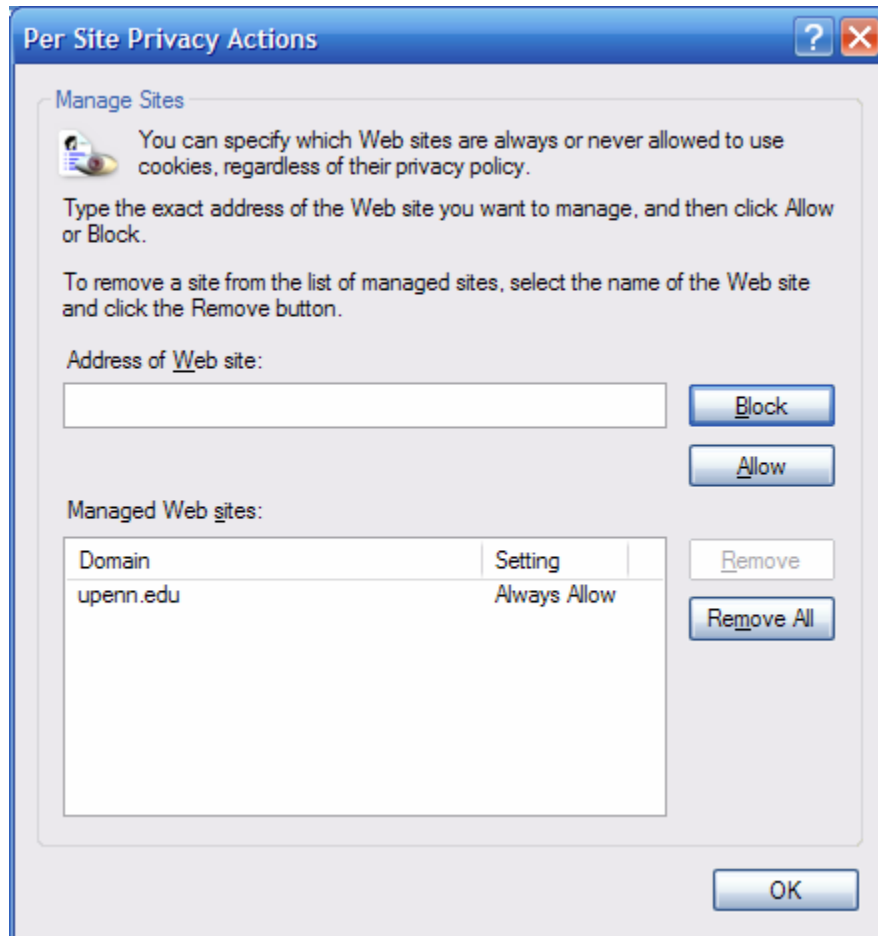
We recommend having the slider set to "Medium" or lower in order to properly use the C-BARQ site. If the "Privacy" window shows "Medium High", "High", or "Block All Cookies", you will receive the "session timeout" screen.

Allowing C-BARQ cookies with stronger privacy settings

If you would like to keep your strong privacy settings and use the C-BARQ site, you can do the following:

1. From within the "Privacy" tab, click the "Sites" button.
2. A new window titled "Per Site Privacy Actions" will appear (see below).

3. Enter <http://w3.vet.upenn.edu/cbarq/> into the box titled "Address of Web site".
4. Click the "Allow" button. Under "Managed Web sites", you will then see the domain "upenn.edu" listed.
5. Click the "OK" button.
6. Click the "OK" button on the "Internet Options" window to save your changes.

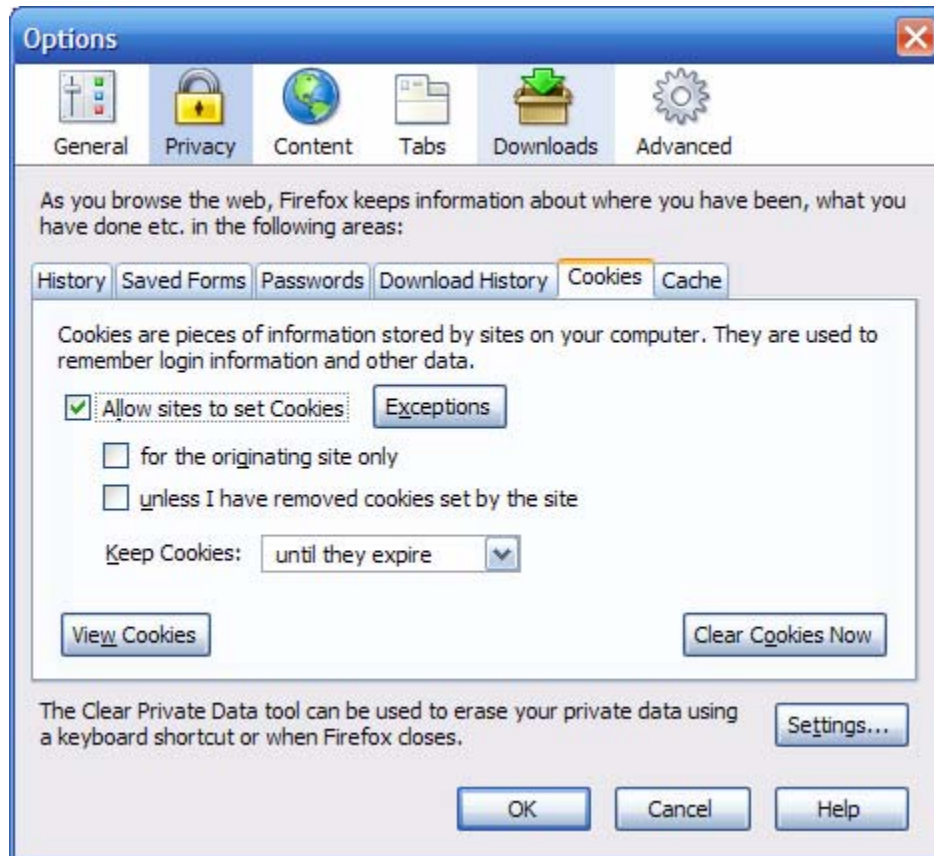


You will now be able to use the C-BARQ Web site without any further issues.

Mozilla Firefox

To check your privacy settings to confirm if you're allowing sites to create and store cookies on your computer, please follow these steps:

1. Go to "Tools" and select "Options". A new window will appear.
2. Click the lock icon at top, where it says "Privacy".
3. Select the "Cookies" tab.
4. Your current privacy settings are below the tab (see screenshot below).



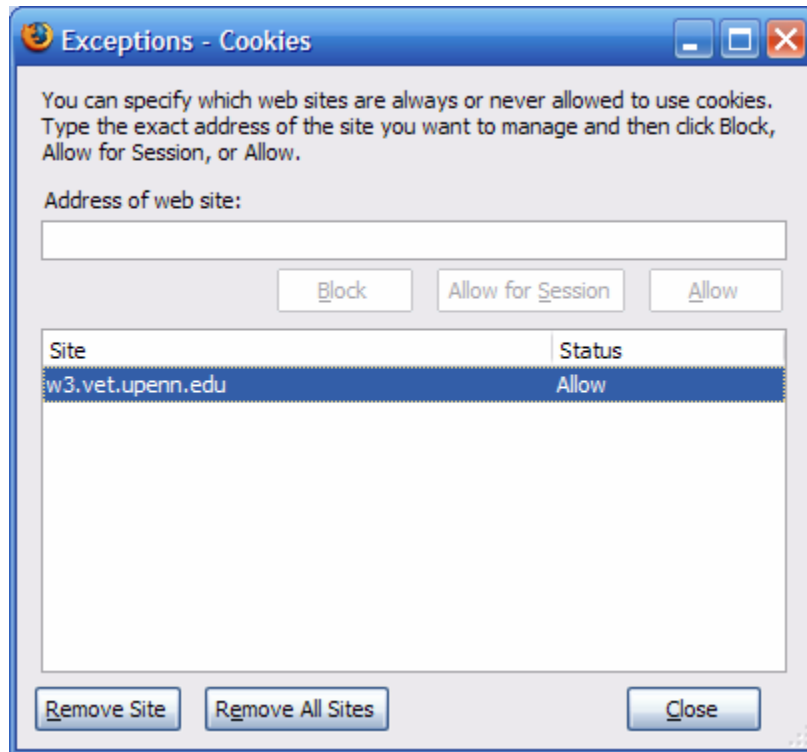
We recommend that the checkbox "Allow sites to set Cookies" is checked.

Allowing C-BARQ cookies with stronger privacy settings

If you would like to keep your strong privacy settings and use the C-BARQ site, you can do the following:

1. From within the "Cookies" tab, click the "Exceptions" button.
2. A new window titled "Exceptions - Cookies" will appear (see below).
3. Enter <http://w3.vet.upenn.edu/cbarq/> into the box titled "Address of web site".
4. Click the "Allow" button. You will then see the domain "w3.vet.upenn.edu" listed in the box below.

5. Click the "Close" button.
6. Click the "OK" button on the "Options" window to save your changes.



You will now be able to use the C-BARQ Web site without any further issues.

Safari

To check your privacy settings to confirm if you're allowing sites to create and store cookies on your computer, please follow these steps:

1. Go to "Safari" and select "Preferences". A new window will appear.
2. Click the lock icon at top, where it says "Security".
3. Your current privacy settings are below the tab (see screenshot below).



We recommend that the option "Only from sites you navigate to" is selected in the "Accept Cookies" section.