
Summon: Problems Authenticating Remote Users

- **Product:** Summon
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Why do patrons get sent back to the authentication screen after they have entered their credentials?

This could occur if the patron does not have third party cookies enabled on their browser.

Libraries using the [Summon Authentication Banner](#) need to recommend to their end users to enable the use of third-party cookies in their browsers. This is very important if they are using Microsoft Internet Explorer (IE) or Firefox.

For more on remote authentication methods supported by the *Summon* service, click [here](#).

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