

ABFAS Website Login Troubleshooting Instructions

Troubleshooting Method 1: Update Your Web Browser

Google Chrome and Apple Safari are the only browsers the LEAD Diplomat site supports. Ensure your browser is updated to the most recent version. If you attempt to access the ABFAS LEAD site with an out-of-date version of Google Chrome or Apple Safari, you may see a blank screen after login and attestation.

Please follow the steps below depending on which browser you're using.

Google Chrome for Desktop or Laptop

For more detailed information please go to Google's [update webpage for Chrome](#).

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click Help > About Google Chrome.
4. Click Update Google Chrome.
 - Important: If you can't find this button, you're on the latest version.
5. Click Relaunch.

Google Chrome on Android

1. On your Android phone or tablet, open the Play Store app .
2. At the top right, tap the profile icon.
3. Tap Manage apps & device.
4. Under "Updates available," find Chrome .
5. Next to Chrome, tap Update.

Apple Safari for Desktop or Laptop

For more detailed information please go to Apple's [update webpage for Safari](#).

1. From the Apple menu  in the corner of your screen, choose System Preferences.
2. In the System Preferences window, click Software Update. If your System Preferences do not include Software Update, [use the App Store to get updates](#) instead.
3. Install any updates or upgrades shown. The most up-to-date version of Safari is included with the [latest version of macOS](#).

Apple Safari on iOS

1. Open the Settings app.
2. Tap General.
3. Tap Software Update.
4. Install any updates or upgrades shown. The most up-to-date version of Safari is included with the [latest version of iOS or iPadOS](#).

Troubleshooting Method 2: Enable Third-party Cookies and Tracking on Your Browser

Cookies are files created by websites you visit. They make your online experience easier by saving browsing information. With cookies, sites can keep you signed in, remember your site preferences, and give you locally relevant content.

To successfully log into the ABFAS LEAD Diplomat site, you may need to enable cookies for our site. Please follow the steps below depending on which browser you're using.

Google Chrome for Desktop or Laptop

For more detailed information please go to Google's Support directions: [Clear, enable, and manage cookies in Chrome](#)

1. On your computer, open Chrome.
2. At the top right, click More Settings.
 - a. *Windows user* - Click the Chrome **menu** and select **Settings**. (*Mac user* - choose **Chrome > Preferences**).
3. Click Privacy and security > Cookies and other site data.
4. Select the option: > **Allow all cookies**

Google Chrome on Android

1. Tap the three vertical dots on the top right corner in Chrome and select **Settings**.
2. Find the **advanced section** and go to **Site Settings**.
3. Inside the **site settings**, tap **cookies** and tick the "Allow 3rd party cookies" checkbox.
4. Close and reload the browser.

Apple Safari for Desktop or Laptop

For more detailed information please go to Apple's Support directions: [Manage cookies and website data in Safari](#)

1. Choose **Safari > Preferences**, and then click **Privacy**.
2. In the "Cookies and website data:" section, deselect or uncheck the box that says "Block all cookies" and this will allow the use of cookies.
3. In the "Cookies and website data:" section, deselect or uncheck the box that says "Prevent cross-site tracking".
4. Close and reload the browser.

Apple Safari on iOS

1. Open **Settings** and go to **Safari**.
2. Scroll down and look for the **Privacy & Security** section.
3. Make sure that "Block all cookies" is off.
4. Make sure that "Prevent Cross-Site Tracking" is off.
5. Close and reopen the browser.