

# Quicklaw<sup>®</sup> for Microsoft<sup>®</sup> Office: ID and Password Not Working, Returning to Sign-In Screen

## Problem Description

Your **ID** and **Password** do not work because your browser does not accept cookies, your cookie expired, or your cookie is corrupt.

## Suggested Actions

- If you have not yet enabled cookies for your browser, [enable the Quicklaw for Microsoft Office cookie](#).
- If you already enabled cookies, [delete the Quicklaw for Microsoft Office cookie](#) and try signing in again. (Please call the Quicklaw for Microsoft Office Customer Support line at **1-800-387-0899** if you need help with deleting the Quicklaw for Microsoft Office cookie.)

