

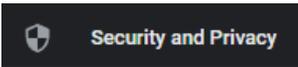
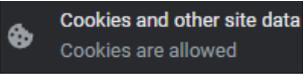
CSRF token mismatch errors and how to fix them

Since a few weeks some Proto members have been randomly getting Cross-Site Request Forgery token mismatch errors when attempting to use certain features of the site. While the root cause of this error is still being investigated by the Have You Tried Turning It Off And On Again Committee, a temporary fix has been found that will allow you to use the features once again. In the below paragraph this method will be addressed for Google Chrome, Microsoft Edge and Mozilla Firefox. Additional comments on this fix can be found at the bottom of this write-up.

How to fix it

NOTE: All of these fixes pose some privacy concerns that are not yet and should never be relevant for Proto. More information can be found at the bottom of this write-up.

Fix for Google Chrome

1. Open your browser and select the  icon, then go to **settings**.
2. Go to the  tab.
3. Go to  .
4. Scroll down to **Customized behaviors**, and where it says **Sites that can always use cookies**, press **Add**.
5. Enter **[*.]proto.utwente.nl**, without selecting the **Include third-party cookies on this site** checkbox, then press **Add**.
6. Restart your browser.
7. Go to any page on <https://www.proto.utwente.nl>
8. Press the  icon, then select **cookies** and remove all the proto-related cookies.
9. Refresh the page
10. The errors should now be fixed.

Fix for Microsoft Edge

1. Open your browser and select the  icon, then go to **settings**.
2. Go to the  **Cookies and site permissions** tab.
3. Go to **Manage and delete cookies and site data** at the top of the page.
4. Where it says **Allow**, press the **Add** button.
5. Enter **[*.]proto.utwente.nl**, without selecting the **Include third-party cookies on this site** checkbox, then press **Add**.
6. Restart your browser.
7. Go to any page on <https://www.proto.utwente.nl>
8. Press the  icon, then select **cookies** and remove all the cookies.
9. Refresh the page
10. The errors should now be fixed.

Fix for Mozilla Firefox

1. Open your browser and select the  icon, then go to **settings**.
2. Go to the  **Privacy & Security** tab.
3. Scroll down to **Cookies and Site Data**.
4. Go to **Manage Exceptions...**
5. In the address bar, enter **www.proto.utwente.nl** and press **Allow**.
6. Press **Save Changes**.
7. Restart your browser.
8. Go to any page on <https://www.proto.utwente.nl>

9. Press the  icon, then select **cookies** and remove all the cookies.

10. Refresh the page

11. The errors should now be fixed.

Privacy Concerns with this fix

This fix requires always allowing cookies for the Proto website. Even if third-party cookies are disabled, it could still mean that if Proto were to add cookie functionality that requires user consent by law, this consent would be given automatically without the user knowing. While Proto currently does not have any plans to add this in the near future, it is still important the user is aware they are automatically accepting every cookie Proto utilizes.

When this issue is eventually fixed, a statement will be sent out so people can choose to disable the allow all cookies exception once again.