

Understand SAML Authentication and Session Cookies

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Introduction

This document describes why you can be asked to sign in even when SAML is enabled.

Why Am I Still Being Asked to Sign In When SAML is Enabled?

When the SAML authentication occurs, a session cookie is stored on the browser.

Visit the URL <https://gateway.id.swg.umbrella.com/auth/cookie.do> to see if cookies have been enabled on your browser. The session cookie associated with this domain then appears. If not, the browser settings do not allow cookies. Please enable cookies on your browser.

For instructions, check the support website for your browser:

- [Google Chrome: Turn cookies on or off](#)
- [Mozilla Firefox: Websites say cookies are blocked - Unblock them](#)
- [Microsoft Edge: Enable cookies](#)