

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

**Strictly necessary cookies:** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

**Analytical or performance cookies:** These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

**Functionality cookies:** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

**Targeting cookies:** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. [We may also share this information with third parties for this purpose.]

You can find out more about cookies by visiting the Interactive Advertising Bureau's All about cookies website.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookies	Description
52609e00b7ee307e	Browser Fingerprint cookie. Used to detect session security problems.
79eb100099b9a8bf	Browser Fingerprint trigger cookie. Used to detect session security problems.
<namespace>_sid	Identifies a Live Agent session. Stores a unique pseudonymous ID for a specific browser session over chat service.
<userId>expid_[site prefix]	Used to render pages based on specified brand.
activeView	In Salesforce Classic, used to remember the last user selection for 'Articles' or 'Translations' tab in Article Management.
alohaEpt	Used to calculate the ExperiencePageTime on Salesforce Classic pages.
apex__EmailAddress	Caches contact IDs associated with email addresses.
auraBrokenDefGraph	Used to track when a Lightning page has malformed HTML.
autocomplete	Determines if the login page remembers the user's username.
BAYEAX_BROWSER	Identify a unique browser subscribed to CometD streaming channels.
BrowserId	Used for security protections.
BrowserId_sec	Used for security protections.
calViewState	Sets the inline calendar date state in Salesforce Classic (current week selected).
caPanelState	Saves the open, closed, and height percent states of the calendar panel.
clientSrc	Used for security protections.
communityId	Cookie set to tie the ideas to a specific Experience Cloud site.
CookieConsent	Used to apply end-user cookie consent preferences.
CookieConsentPolicy	Used to apply end-user cookie consent preferences set by our client-side utility.
cookieSettingVerified	Used to create a popup message telling users that cookies are required.
cordovaVersion	Used for internal diagnostics with mobile applications.
cqcid	Used to track a guest shopper's browsing activity.
csssid	Used to establish a request context in the correct tenant org.
csssid_Client	Enables user switching.

Cookies	Description
cordovaVersion	Used for internal diagnostics with mobile applications.
cqcid	Used to track a guest shopper's browsing activity.
csssid	Used to establish a request context in the correct tenant org.
csssid_Client	Enables user switching.
devOverrideCsrfToken	CSRF Token.
disco	Tracks the last user login and active session for bypassing login (For example, OAuth immediate flow).
FedAuth	For the SharePoint connector, used to authenticate to the top-level site in SharePoint.
force-proxy-stream	Ensures that client requests hit the same proxy hosts and are more likely to retrieve content from cache.
force-stream	Used to redirect server requests for sticky sessions.
gTalkCollapsed	Controls whether the sidebar in Salesforce Classic is open or not for a user.
guest_uuid_essential_<15-char SiteID>	Provides a unique ID for guest users in Experience Cloud sites. Expires one year after the user's last visit to the site.
hideDevelopmentTools	Used to determine whether to show the developer tools.
hideFilesWarningModal	Stores the user acknowledgment that a public link to a Salesforce file is on email send. The warning window isn't continually shown after the user acknowledges this action.
hideIdentityDialog	Hides the dialog box that informs that the current user is logged out when switching to another user.
idccsrf	Tracks CrossSiteRequestForgery validation for certain SSO flows.
ideaToggle	Show the 'Ideas' list view or the 'Feed' list view.

Cookies	Description
inst	Used to redirect requests to an instance when bookmarks and hardcoded URLs send requests to a different instance. This type of redirect can happen after an org migration, a split, or after any URL update.
iotcontextsplashdisable	For the IoT product, stores user preference of whether to show Context Splash popup.
language	Identifies the language for custom components, surveys, and flows, which support multiple languages. Without this cookie, translations for custom features can appear incorrectly.
lastlist	Used to store the cookie name for the last list URL.
liveagent_invite_rejected_	Instructs Live Agent not to reissue an invitation on the same domain. Deletion of this cookie degrades customer experience as they can get repeated invitations.
liveagent_sid	Identifies a Live Agent session. Stores a unique pseudonymous ID for a specific browser session over chat service.
lloopch_lolid	Determines whether to send the user to a specific portal login or an app login.
login	If the user's session has expired, used to fetch the username and populate it on the main login page when using the process builder app.
logouturl	Stores the last logged in org for redirecting requests. Used for logging whether the cookie is present in site and community guest-user requests.
oid	Stores the last logged in org for redirecting requests. Used for logging whether the cookie is present in site and community guest-user requests.
oinfo	Tracks the last logged in org.
pc-unit	Sets a preference for displaying platform cache units to either MB or KB.
pctrk	Used to track unique page visitors in Experiences.
PicassoLanguage	Used to store a user's language selection for this Experience Builder site. The site doesn't load without this cookie if the user changes the site's language.
PicassoViewMode	Stores a user's view mode selection for this Experience Builder site.

Cookies	Description
PicassoLanguage	Used to store a user's language selection for this Experience Builder site. The site doesn't load without this cookie if the user changes the site's language.
PicassoViewMode	Stores a user's view mode selection for this Experience Builder site.
promptTestMod	Stores whether test mode is in effect. This cookie is read-only.
redirectionWarning	Enables the customer to store URLs that are exempt from setting a redirect warning interstitial page on an allowlist.
renderCtx	Used to store site parameters in the session for reuse across requests by a single client for functionality and performance reasons.
RRetURL	Used with 'Log in As' to restore the original state.
RRetURL2	The return URL to redirect to when logging out of a session.
RSID	Session ID and login-as session ID. In this case the cookies are copied to the response and cause the target URL to rebuild appropriately in a proxy situation. The cookies aren't created, examined, or modified.
schgtclose	Deprecated feature, not used.
sfdc-stream	Used to properly route server requests within Salesforce infrastructure for sticky sessions.
sfdc_lv2	Stores identity confirmation details for Experience Cloud users. If the cookie isn't set or it expires, users must repeat the identity confirmation process the next time that they log in. Identity confirmation requires a verification method such as SMS, an authenticator app, or a security key.
showNewBuilderWarningMessage	Used to show or hide a warning message for the new dashboard builder.
sid	SessionID.
sidebarPinned	Controls the state of the Salesforce Classic sidebar.
sid_Client	Used to detect and prevent session tampering.
ssostartpage	Identifies the Identity Provider (IdP) location for SSO; certain service provider initiated SSO requests can fail without this cookie.

Cookies	Description
sidebarPinned	Controls the state of the Salesforce Classic sidebar.
sid_Client	Used to detect and prevent session tampering.
ssostartpage	Identifies the Identity Provider (IdP) location for SSO; certain service provider initiated SSO requests can fail without this cookie.
SUCSP	Used when the user identity that an administrator is assuming (via Log in to Experience as User) is a Customer Success Portal (CSP) user.
SUPRM	Used when the user identity that an administrator is assuming (via Log in to Experience as) is a Partner Relationship Management (PRM) portal user.
†	Used to avoid duplicate access checks.
useStandbyUrl	Controls how quickly to set the standby URL when loading the softphone.
waveUserPrefFinderLeftNav	Preference for left navigation UI in CRM Analytics.
waveUserPrefFinderListView	Preference for displaying list views in CRM Analytics.
webact	Used to collect metrics per page view for personalization.
WelcomePanel	Stores Experience Cloud preferences.
_ga	A third-party cookie that's used if the site admin chooses to track site users with a Google Analytics tracking ID.
__Secure-has-sid	Detects a user's login state in LWR Experience on the client side. Set during login to LWR Experience. Never set this cookie to HttpOnly.
{UserId}_KMPage	In Salesforce Classic, used to read the last user selection for 'Find in View', 'Article Language', {DataCategory}, and 'Validation Status' in Article Management.
{UserId}_KnowledgePageDispatcher	In Salesforce Classic, used to remember the user selection to determine whether to show 'Articles' or 'My Drafts' view in Knowledge.
{UserId}_	In Salesforce Classic, used to remember the last user selection for the article type filter for 'Articles' view in Knowledge.
{UserId}_	In Salesforce Classic, used to remember the last user selection for the publish status filter for 'Articles' view in Knowledge.

Cookies	Description
{UserId}_KnowledgePageDispatcher	In Salesforce Classic, used to remember the user selection to determine whether to show 'Articles' or 'My Drafts' view in Knowledge.
{UserId}_KnowledgePageFilterArticleArticleType	In Salesforce Classic, used to remember the last user selection for the article type filter for 'Articles' view in Knowledge.
{UserId}_KnowledgePageFilterArticlePublishStatus	In Salesforce Classic, used to remember the last user selection for the publish status filter for 'Articles' view in Knowledge.
{UserId}_	In Salesforce Classic, used to remember the last user selection for the validation status filter for 'Articles' view in Knowledge.
{UserId}_KnowledgePageFilterLanguage	In Salesforce Classic, used to remember the last user selection for the language filter in Knowledge.
{UserId}_KnowledgePageFilterMyDraftArticleType	In Salesforce Classic, used to remember the last user selection for the article type filter for 'My Drafts' view in Knowledge.
{UserId}_KnowledgePageFilterMyDraftPublishStatus	In Salesforce Classic, used to remember the last user selection for publish status filter for 'My Drafts' view in Knowledge.
{UserId}_	In Salesforce Classic, used to remember the last user selection for the validation status filter for 'My Drafts' view in Knowledge.
{UserId}_KnowledgePageFilter{DataCategory}	In Salesforce Classic, used to remember the last user selection for the data category filter in Knowledge.
{UserId}_KnowledgePageSortFieldArticle	In Salesforce Classic, used to remember the last user selection for 'Sort by' for the 'Articles' view in Knowledge.
{UserId}_KnowledgePageSortFieldMyDraft	In Salesforce Classic, used to remember the last user selection for 'Sort by' for 'My Drafts' view in Knowledge.
{UserId}_spring_KmMIAnyoneDraftArticlesList	In Salesforce Classic, used to configure layout properties for the Draft Articles view in Article Management.



Cookies	Description
{UserId}_spring_KmMIArchivedArticlesList	In Salesforce Classic, used to configure layout properties for 'Archived Articles' in Article Management.
{UserId}_spring_KmMIMyDraftArticlesList	In Salesforce Classic, used to configure layout properties for 'Draft Articles' assigned to 'Me' in Article Management.
{UserId}_spring_KmMIMyDraftTranslationsList	In Salesforce Classic, used to configure layout properties for 'Draft Translations' in Article Management.
{UserId}_spring_KmMIPublishedArticlesList	In Salesforce Classic, used to configure layout properties for 'Published Articles' in Article Management.
{UserId}_spring_KmMIPublishedTranslationsList	In Salesforce Classic, used to configure layout properties for 'Published Translations' in Article Management.