harvest support

Hi Chris,

Thanks for reaching out and sorry for the trouble!

Firefox's Enhanced Tracking Protection can cause a sign-in loop, unfortunately.

There are a few options to resolve this:

1. Disable the Enhanced Tracking Protection for Asana:

    -   In the address bar of the site where you're using the integration, click the Shield icon.

    -   In the menu, disable the Enhanced Tracking Protection toggle to turn it off for the URL.

2. Manage exceptions for Enhanced Tracking Protection:

    -   In Firefox, head to Preferences.

    -   Select Privacy & Security from the left menu.

    -   Under Enhanced Tracking Protection, click Manage Exceptions...

    -   In the Address of website field, add harvestapp.com and click Add exception. Then, add asana.com and click Add exception.

    -   Then, click Save changes.

3. Change general protection settings:

    -   In Firefox, head to Preferences.

    -   Select Privacy & Security from the left menu.

    -   Under Enhanced Tracking Protection, set the protection to Custom with only "Cross-site tracking cookies" chosen in the cookies selection box.

Any of these should resolve the issue. Just make one of the changes and refresh Asana, and it should allow you to sign in to make the change.

If you have any other questions, feel free to get back in touch.

Best,
Maddie

How helpful was I?

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