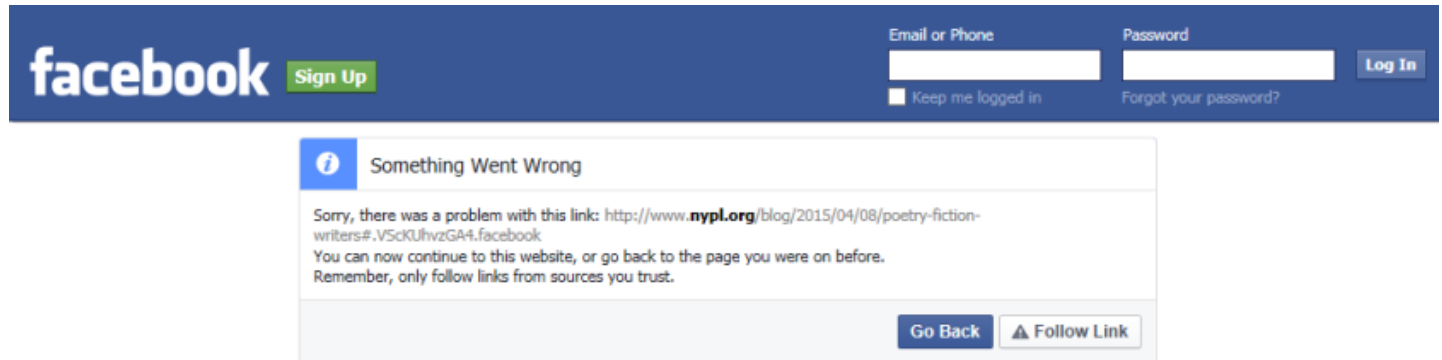


Opening External Links from Facebook

Andie brought to my attention an issue that occurs when you go to a Facebook page and click on an external link. Clicking on the link brings you to an **error page** (pictured below).



The reason this happens is because Facebook uses **referral links**, so they know who is going where. To prevent spam, it needs a session cookie to do so. Because you are not logged in, and because the PAC browsers are locked down, this cannot occur, so the error page appears. Here are the things you can do go to around this issue:

- Click on the white "Follow Link" button, next to the blue "Go Back" on the page. It will automatically send you to the link.
- On any link within Facebook, right click on the link and click "open in new tab". A new tab will open with the correct link.
- Log into Facebook with an account. Once you are logged in, Facebook is able to log the referral information to your account and the error should no longer appear during the time you are logged in.

The last solution is most likely the reason why patrons have not reported the issue, because they all log into their account as soon as they open the page.