

# [Self-help Document] ADF Portal not loading

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST






**Path:** Data Factory/Authoring or Development Issues/ADF Portal not Loading

**ID:** 32629437





**Description:** The ADF visual authoring tool or Azure Portal blade is not loading, taking too long to load, or seems to hang.

## V2 - Author and Develop - ADF Portal not Loading

### Recommended Steps

- Officially supported web browsers:
  - Officially supported web browsers for ADF are *Microsoft Edge* and *Google Chrome*
  - For Data Factory V2, please use either one to access [Azure Data Factory UI Portal](#) 
- If the ADF UI portal does not load or you are redirected to a blank page, <https://adf.azure.com/accesstoken.html> , please **enable** third-party cookies options on your browser using the following steps found on [Troubleshoot ADF UX Issues](#) :
  - ADF portal uses browser Cookies to persist user session and enable interactive development and monitoring experiences
  - For *Microsoft Edge*, please go to **Settings and More ... > Settings > Site permissions > Cookies and site data** to make the change, make sure **Block third party cookies** is **disabled**, you can also add the site [adf.azure.com](#)  on the **Allow** section by clicking the button **Add**
  - For *Google Chrome*, please visit **chrome://settings/content/cookies** to make the change, make sure **Block third party cookies** is **disabled**, you can also add the site [adf.azure.com](#)  on the **Allow** section by clicking the button **Add**
- If cannot access data factory and the page keeps redirecting to factory selection page in ADF UI, try to clear browser data and refresh the page:
  - For Microsoft Edge, go to Settings -> Privacy,search and services -> Choose what to clear -> Select Cookies and other site data -> Clear Now
  - For Chrome, go to Settings -> More tools -> Clear browsing data -> Select Cookies and other site data -> Clear Data

### Recommended Documents

- [Troubleshooting Guide - Azure Data Factory UX Issues](#) 
- Quick-start: [Create a data factory using the Azure Data Factory UI](#) 
- Quick-start: [Create a data factory using Azure Resource Manager template](#) 
- Quick-start: [Use Copy Data Tool to Copy Data](#) 

### How good have you found this content?

