There is a problem with Firefox "remembering" my Verizon residential account password. Using Firefox, I am forced to enter my ID and password every time I have closed my browser and then relaunch, or close my e-mail for any appreciable length of time, even when I have checked the "keep me logged in" option given by Verizon.

I spent a long time working with Verizon technical support and they (and I) can verify that this is specific to Firefox and does not happen with IE. So far, this seems to be limited to Verizon login. If it helps, I run Firefox under Windows 7 with Norton Security and the Norton toolbar enabled. This is a real pain and needs to be fixed.

I have posted this issue in the Firefox user form and have received suggestions from FredMcD that are helpful and appreciated. I do have a work-around in place that requires a rt/click and select ID and rt/click and select PW. This is better than having to manually enter each field every time I log in to my Verizon account, but again this is not a solution. I know of another Verizon user who reports the same problem.