FOR SAFARI USERS

Some versions of the Safari browser are designed in such a way that prevents certain features (such as pop-up windows) from properly working on various websites. Because such problems are caused by Safari itself, there is usually not a lot we can do to make these features work if the web-browsing software is incompatible with them.

Luckily, there are some workarounds that can be utilized in case you will encounter one of these issues.

- **Issue no.1** - *Blocked pop-up with a checkout window (i.e. "nothing happens when I click 'Sign in/Sign up' button").*
This problem usually occurs upon the first visit to a website when the user is trying to sign up or sign in to the checkout and purchase or access the content.

In these cases, as soon as you enter the website and attempt to log in, you should see a notification in the address bar about the pop-up window being blocked. To allow the browser to display it, click the small window-shaped icon next to the refresh button in order to authorize the cookie and allow the window to be displayed. After that, any subsequent login attempts will work normally as long as the cookie is stored in the browser's cache.

In case your first login still does not give you access after allowing the pop-up window to appear, try reloading the page and re-logging with email and password.

- **Issue no.2 -** *Logging in does not give access to the purchased content (checkout window loops back to the "Get access" page).*
This problem is related to the Safari cross-site policy, meaning that the browser recognizes that the content embedded on the website is hosted on a different domain, which conflicts with the way it handles web security. There are two ways to solve this problem:
    1. Logout and then login again with email and password.