MENDmate Browser Troubleshooting Guide

Having trouble logging into or using MENDmate? First of all, we're very sorry for the inconvenience. Let us help you fix these issues.

The most likely reason for any issues you encounter while using MENDmate is your browser settings. MENDmate relies on cross-site cookies for its core functionality, and certain security and privacy configurations may block these features, causing issues with the application. This guide provides instructions for fixing these issues on most popular browsers.
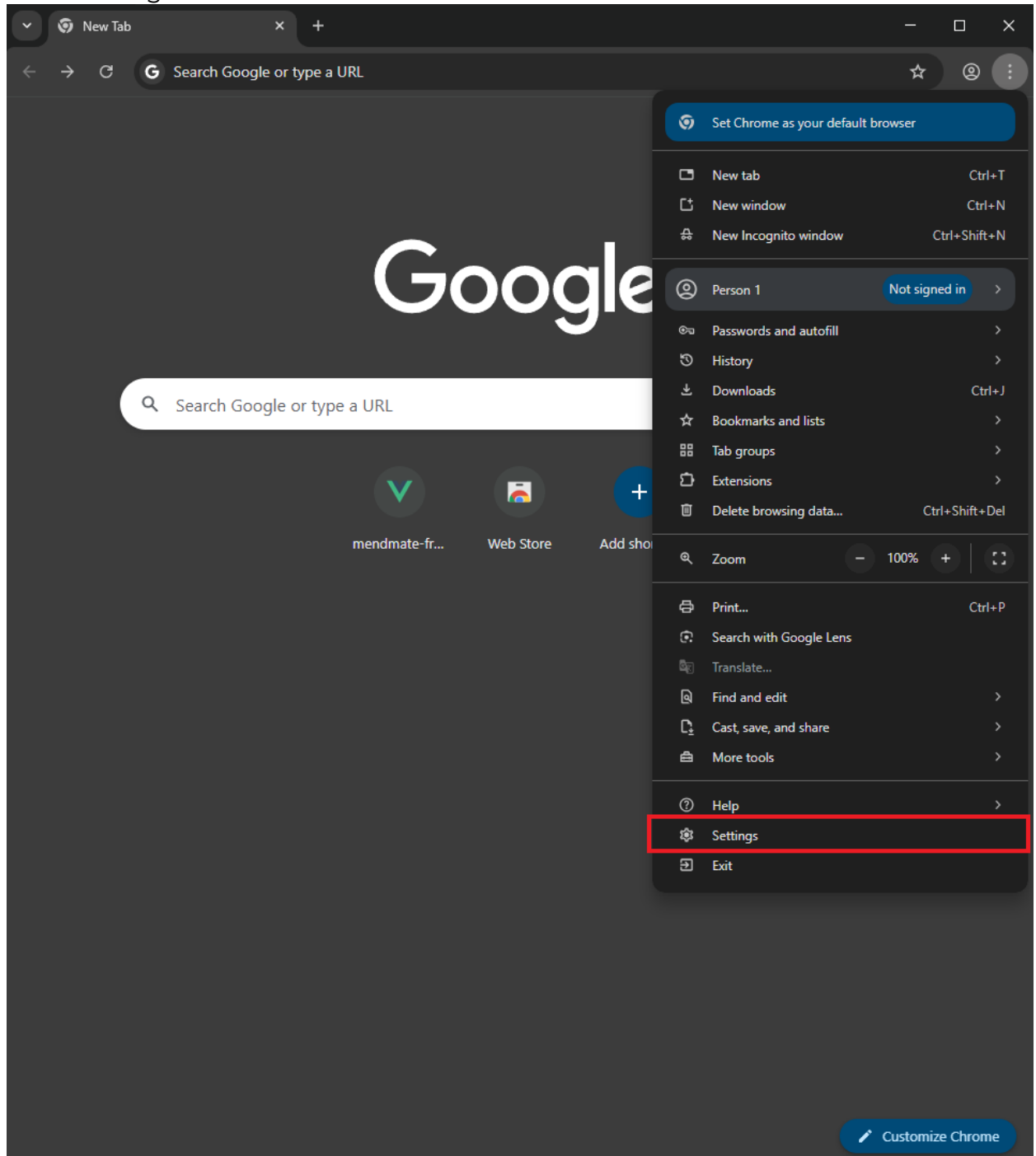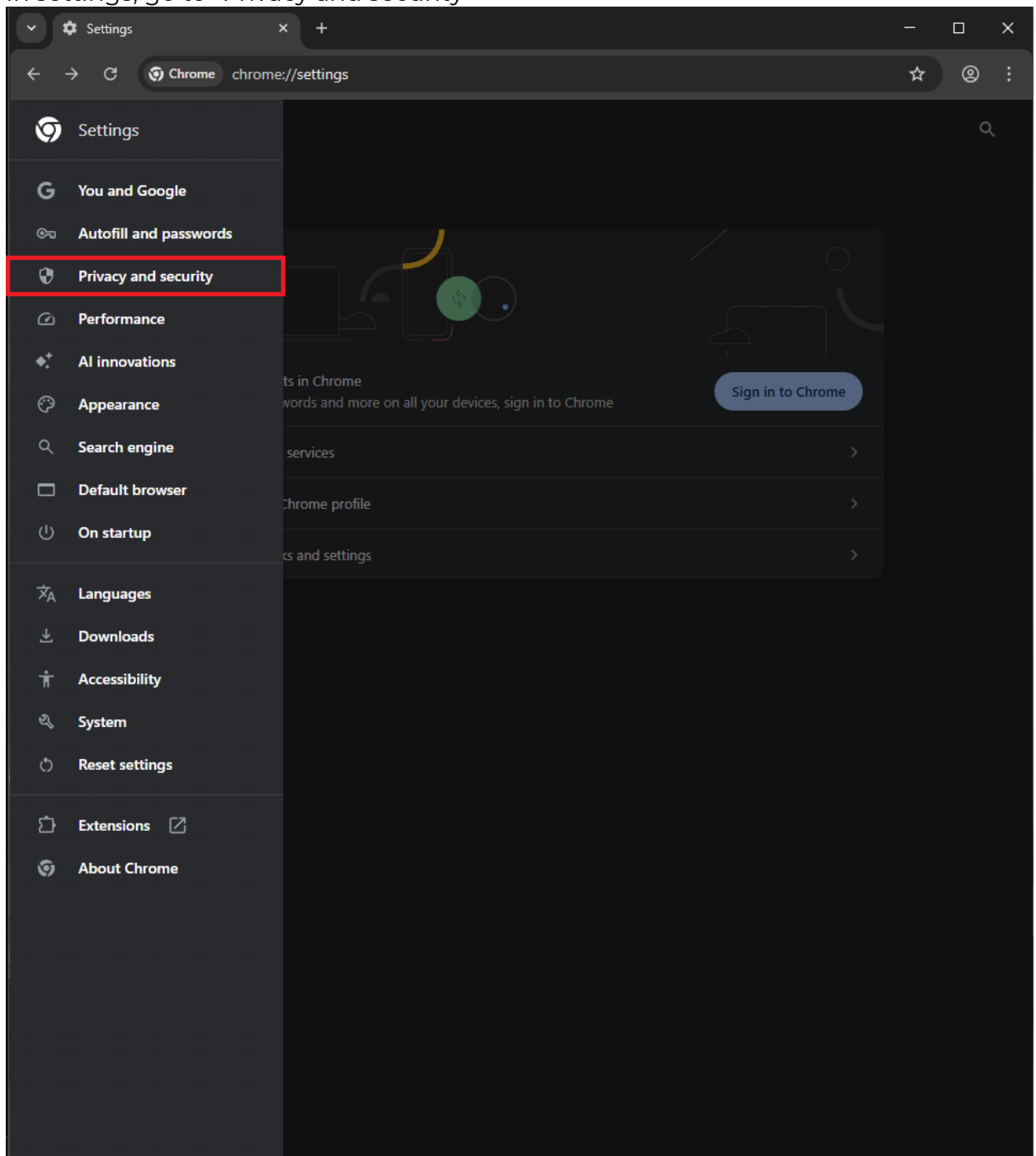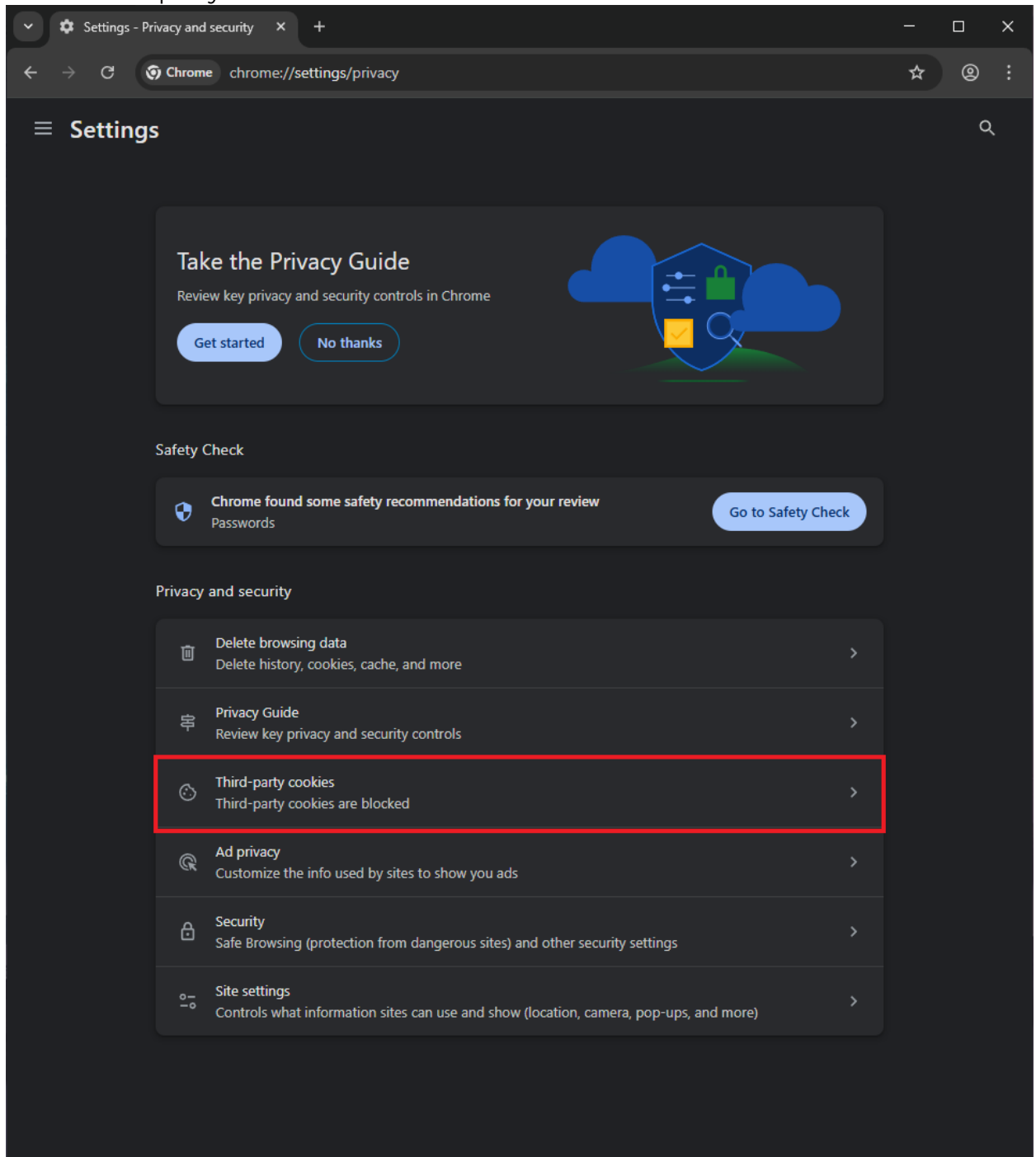
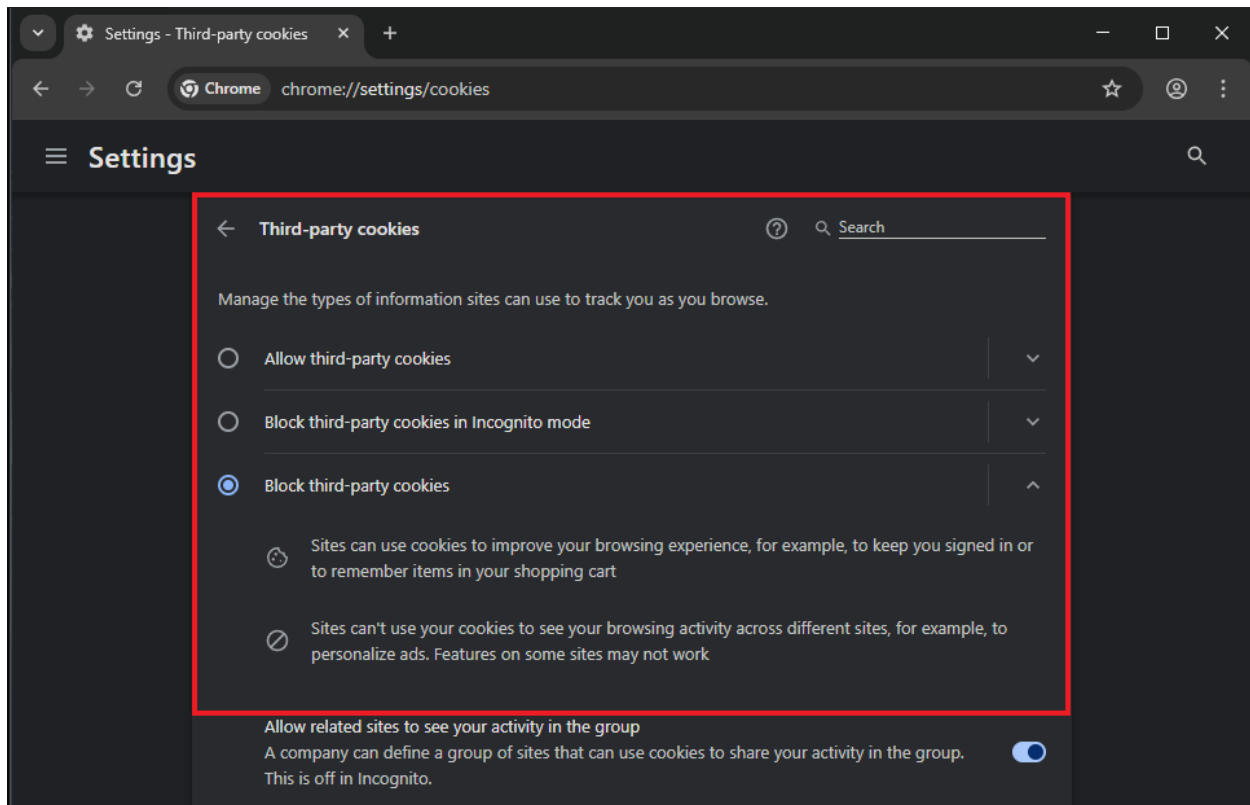## Contents

Desktop

Google Chrome

1. Go to settings

2. In settings, go to "Privacy and security"
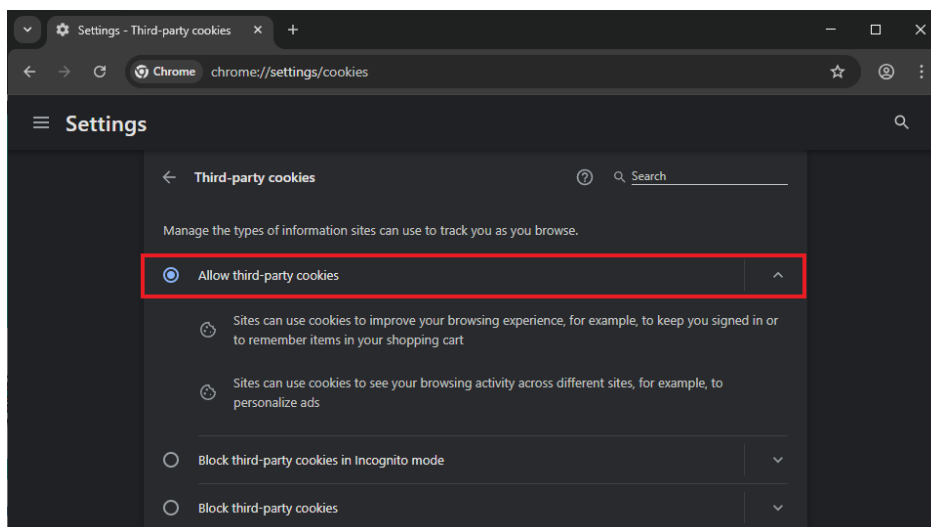
3. Go to "Third-party cookies"

If you have the "Block third-party cookies" option enabled in this menu, MENDmate will not function properly, as it relies on third-party cookies for authentication purposes. Your two options for resolving this issue are to allow third-party cookies or whitelist MENDmate's backend service.
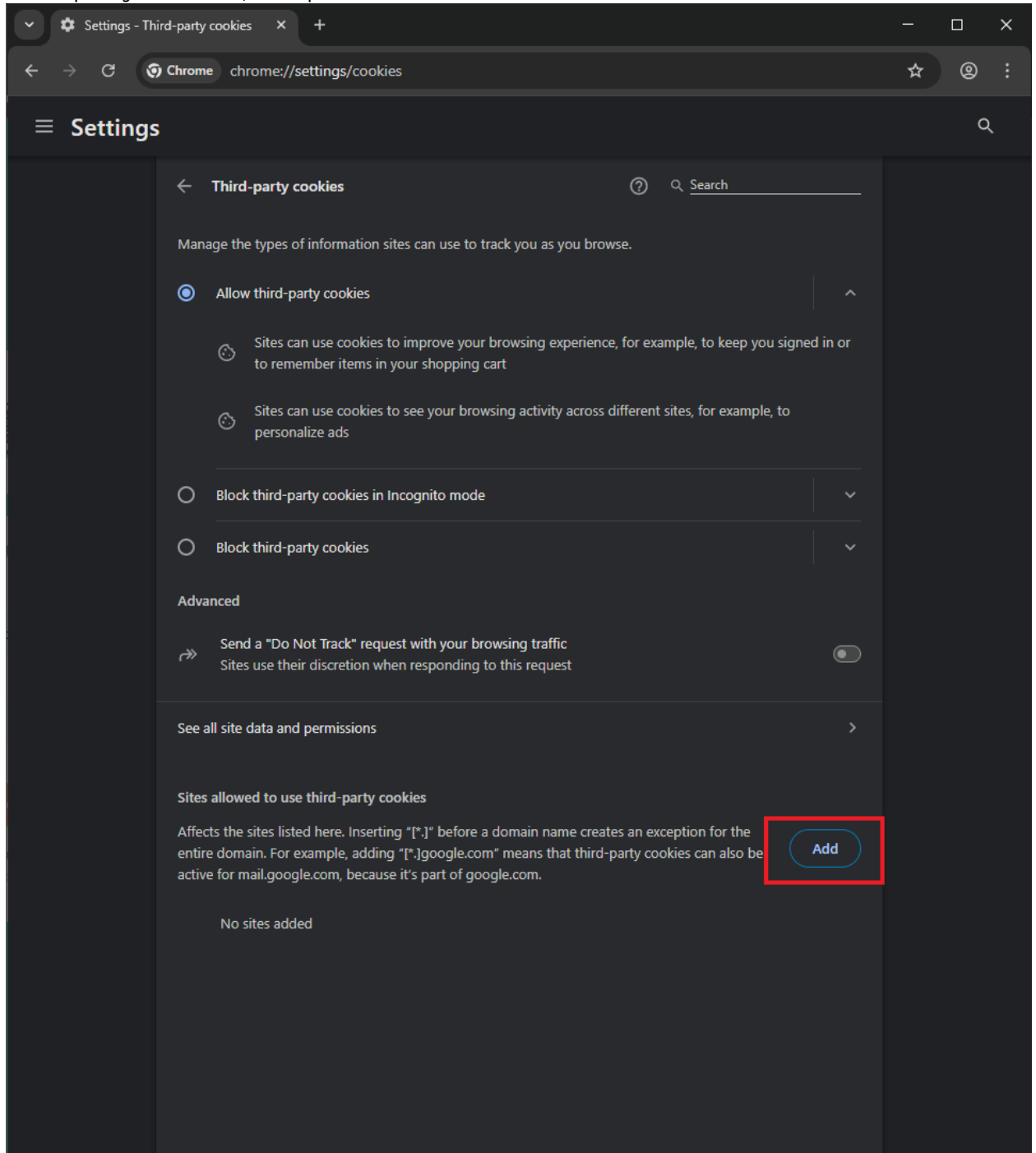
How to allow third-party cookies.

In Third-party cookies settings, select "Allow third party cookies". This should resolve any issues.
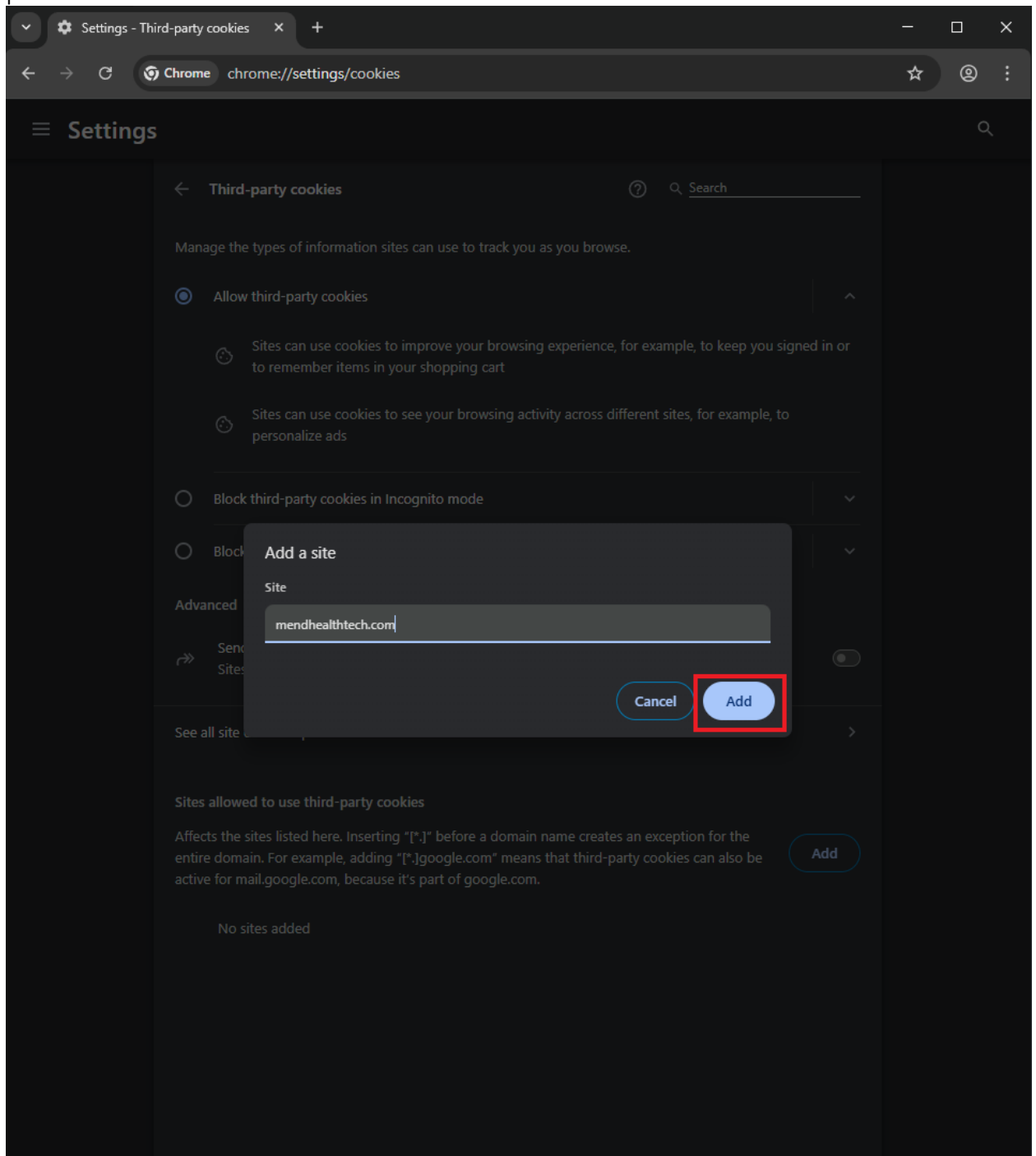
How to whitelist MENDmate.

In Third-party cookies settings, find the section called "Sites allowed to use third-party cookies", and press the "Add" button.

In the text field, enter MENDmate's web address, "mendhealthtech.com" and press "Add"


After these steps are taken, any issues should be resolved. If issues persist, try restarting your browser. If issues persist after restarting your browser, please contact MENDmate's customer support team.

Safari

Safari uses Intelligent Tracking Protection to protect their users from websites tracking their activity using cross-site cookies and other methods. Unfortunately, MENDmate uses cookies for authentication, which causes Intelligent Tracking Protection to flag and block authentication attempts. In order to use MENDmate, please consider disabling Intelligent Tracking Protection or using a different browser.
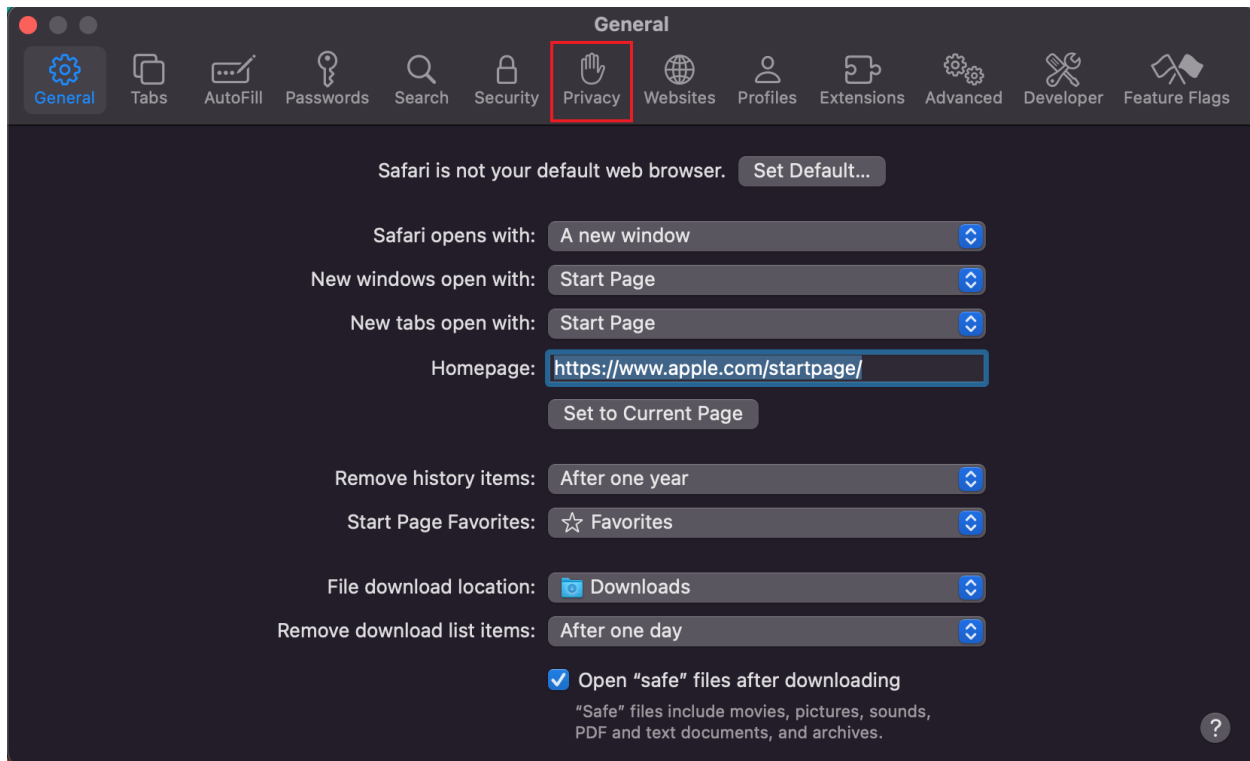
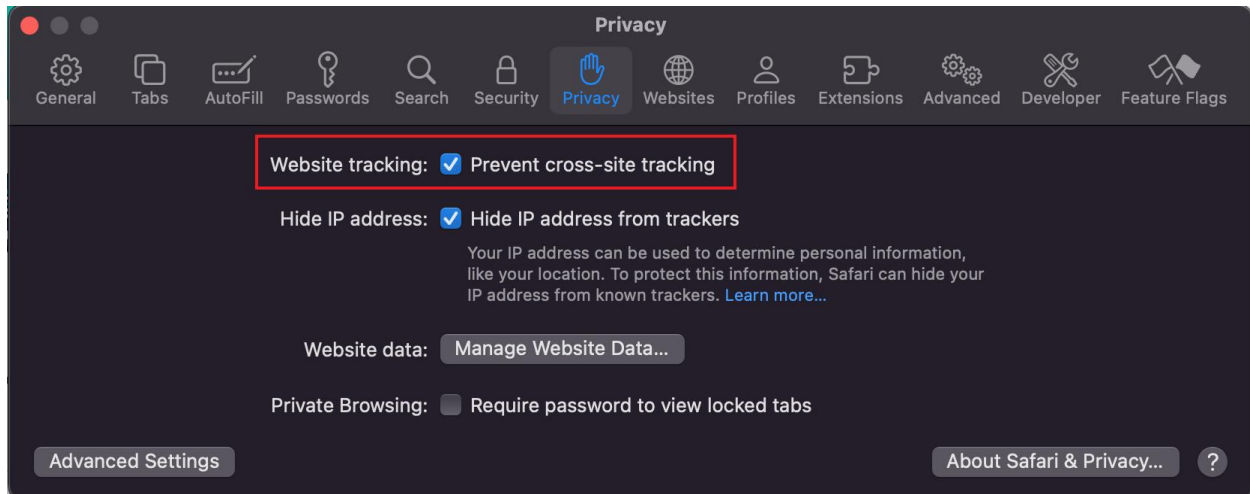How to disable Intelligent Tracking Protection.

1. In Safari, go to Preferences
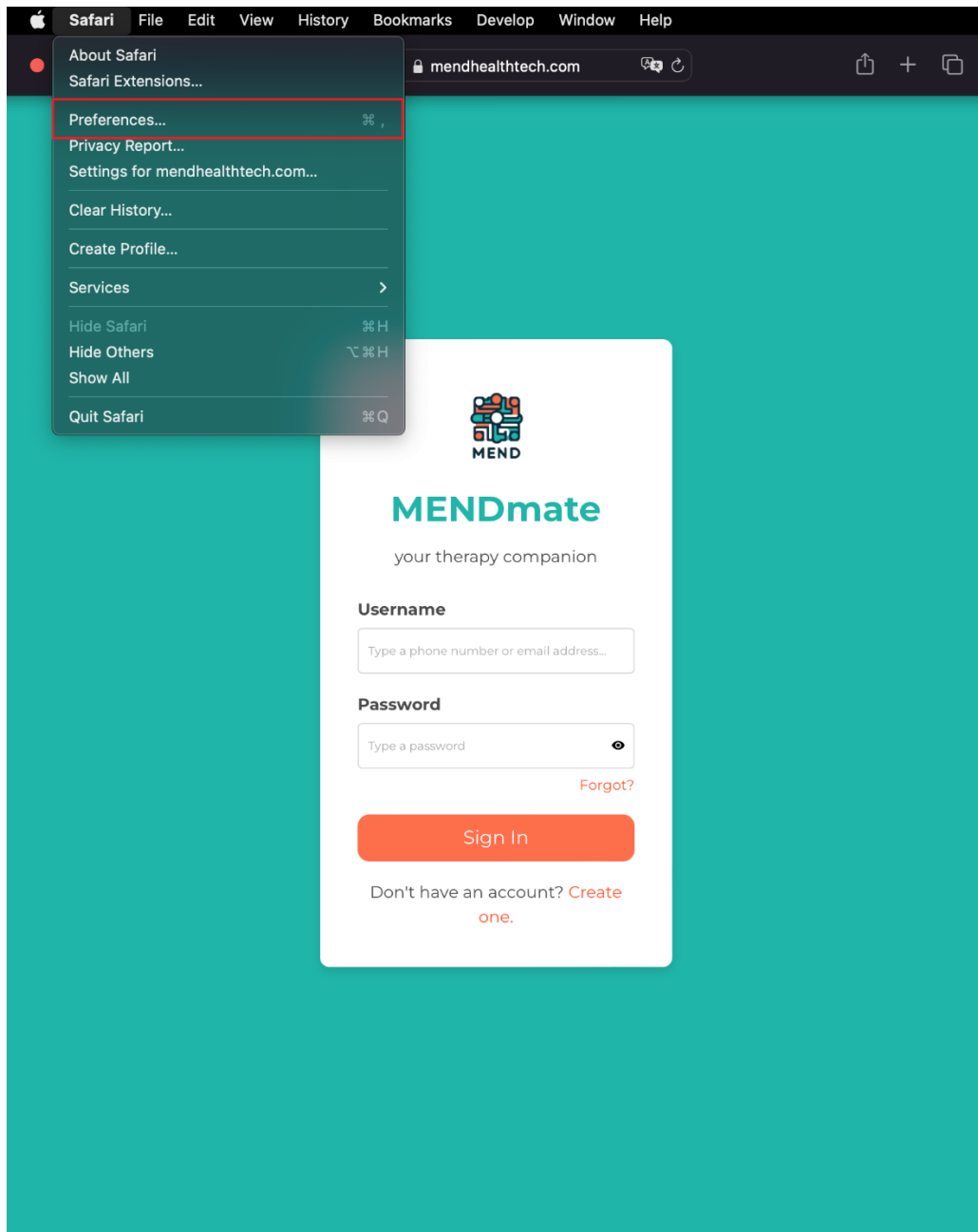
2. In Preferences, go to Privacy

3. In Privacy, disable the "Prevent cross-site tracking" option

Firefox

Firefox uses Enhanced Tracking Protection to protect their users from websites tracking their activity using cross-site cookies and other methods. MENDmate uses cookies for authentication, which, depending on your configuration, may cause Enhanced Tracking Protection to flag and block authentication attempts. To use MENDmate, you need to add it as an exception, which will make Enhanced Tracking Protection allow authentication attempts to go through.

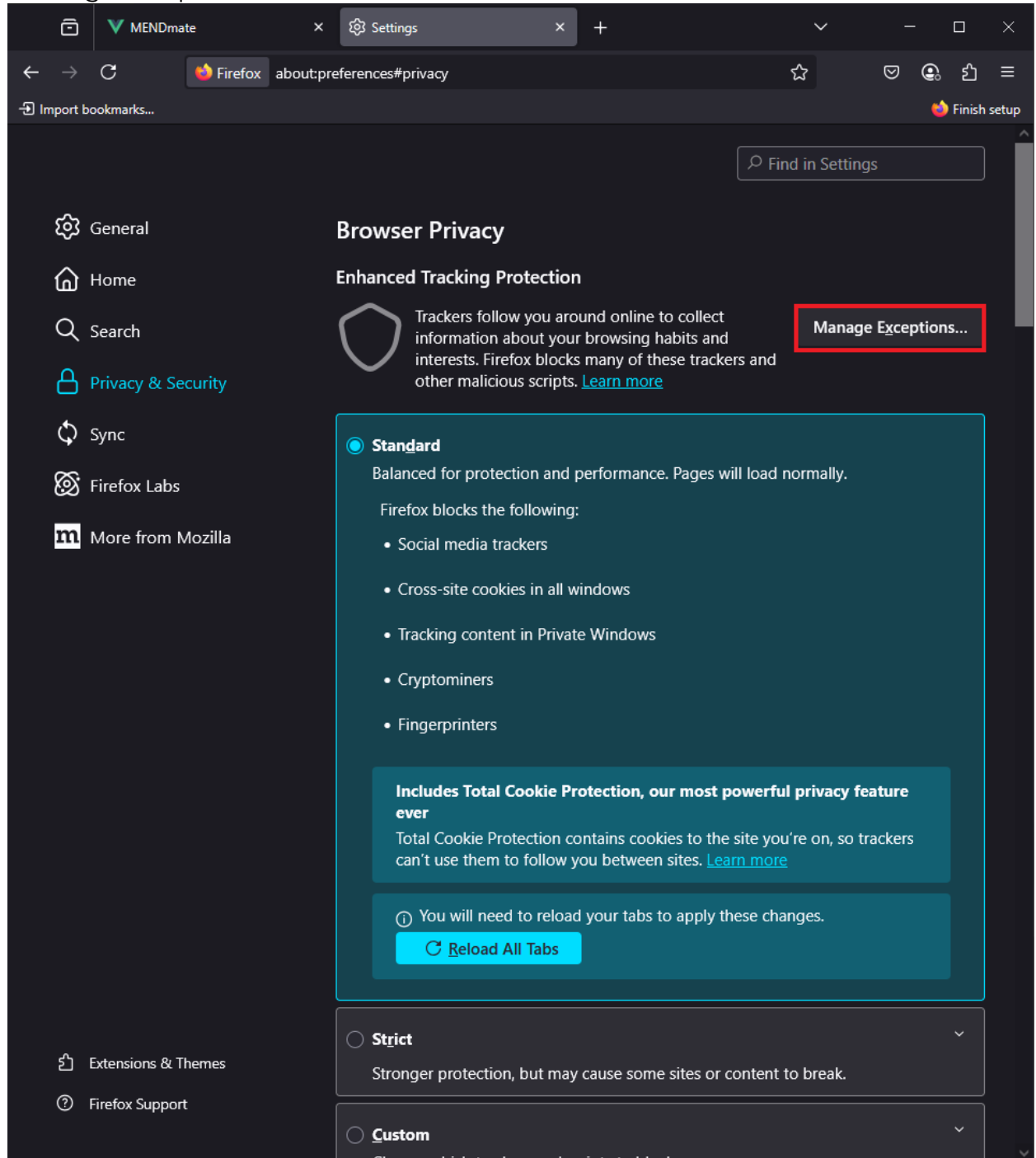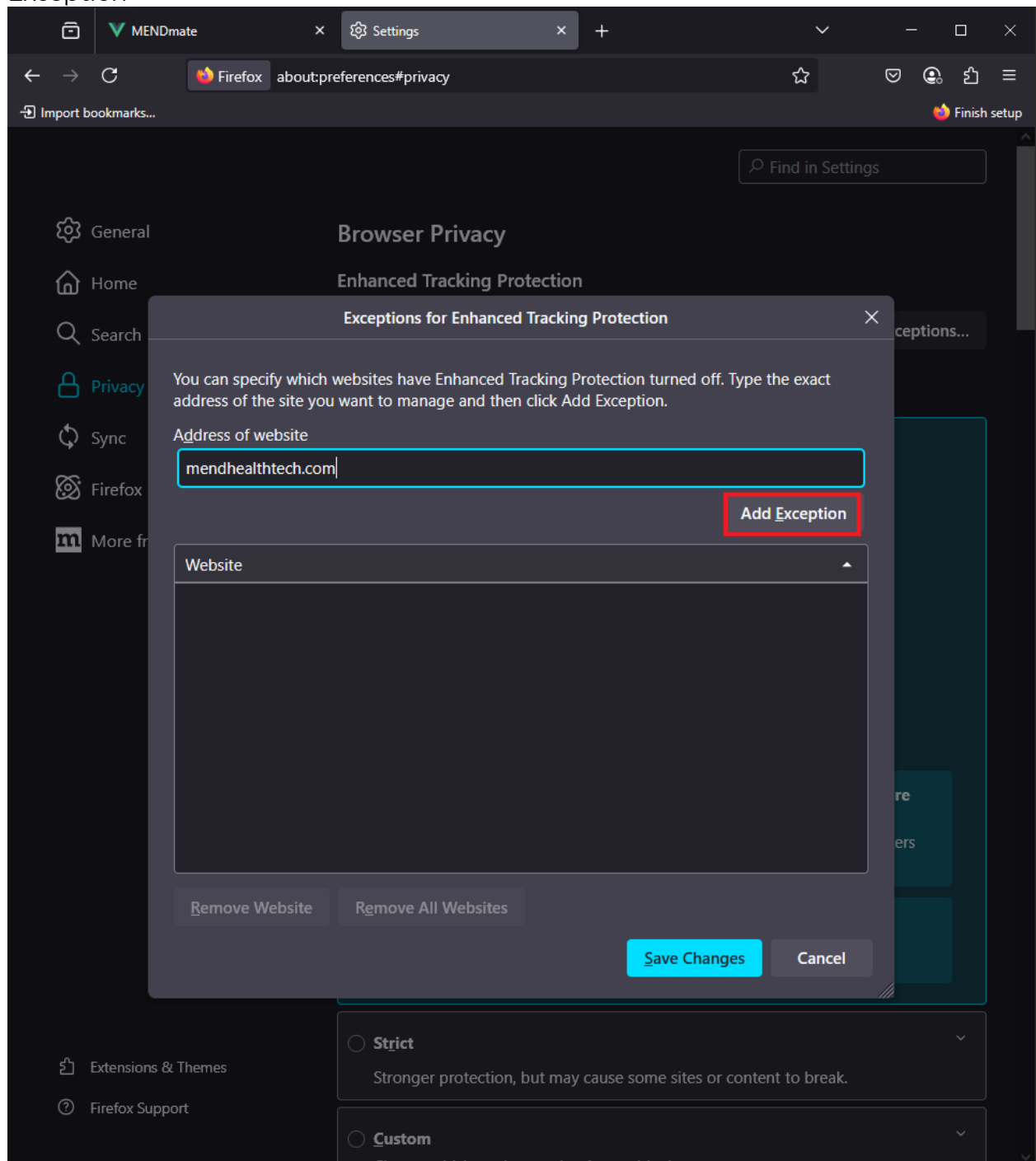How to add MENDmate as an exception

1. Go to settings
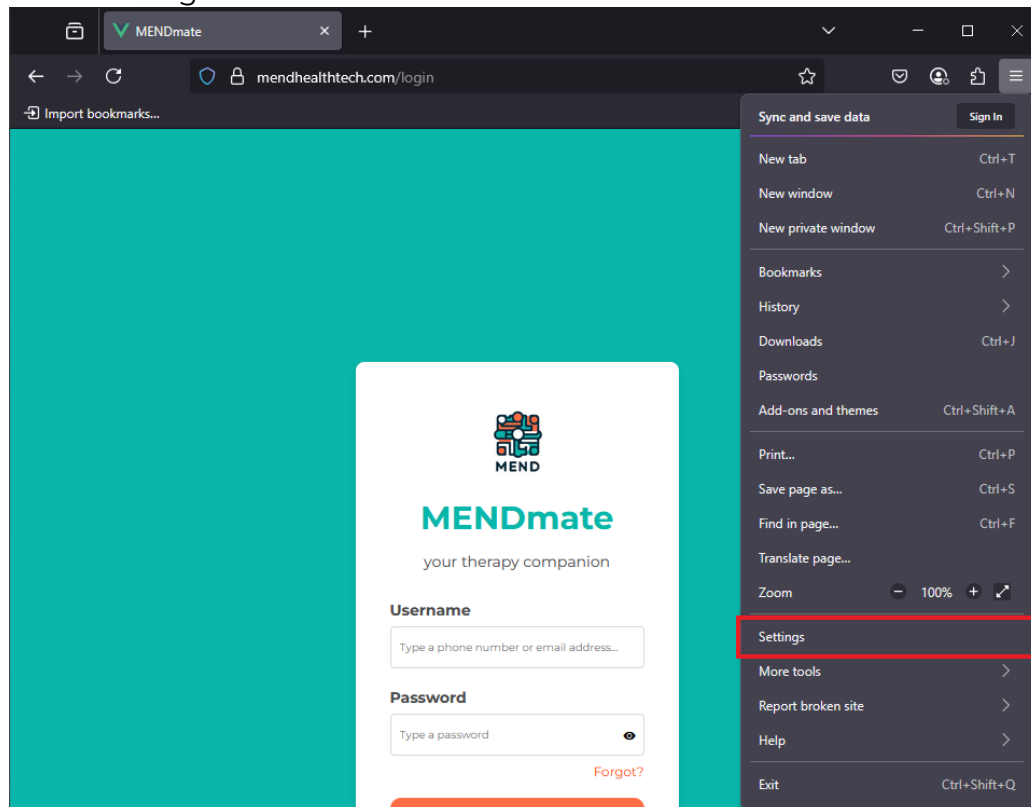
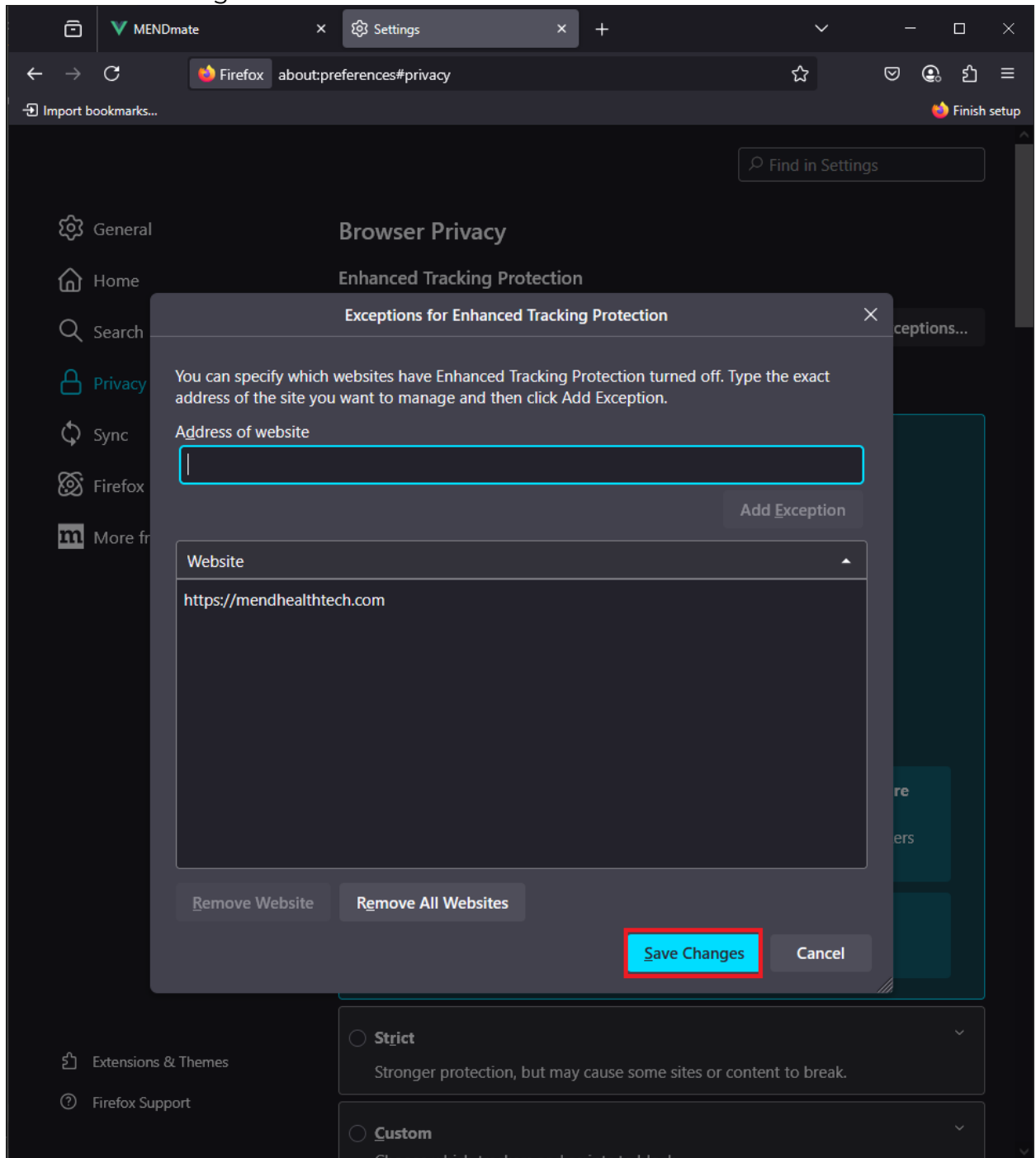2. In settings, go to Privacy & Security
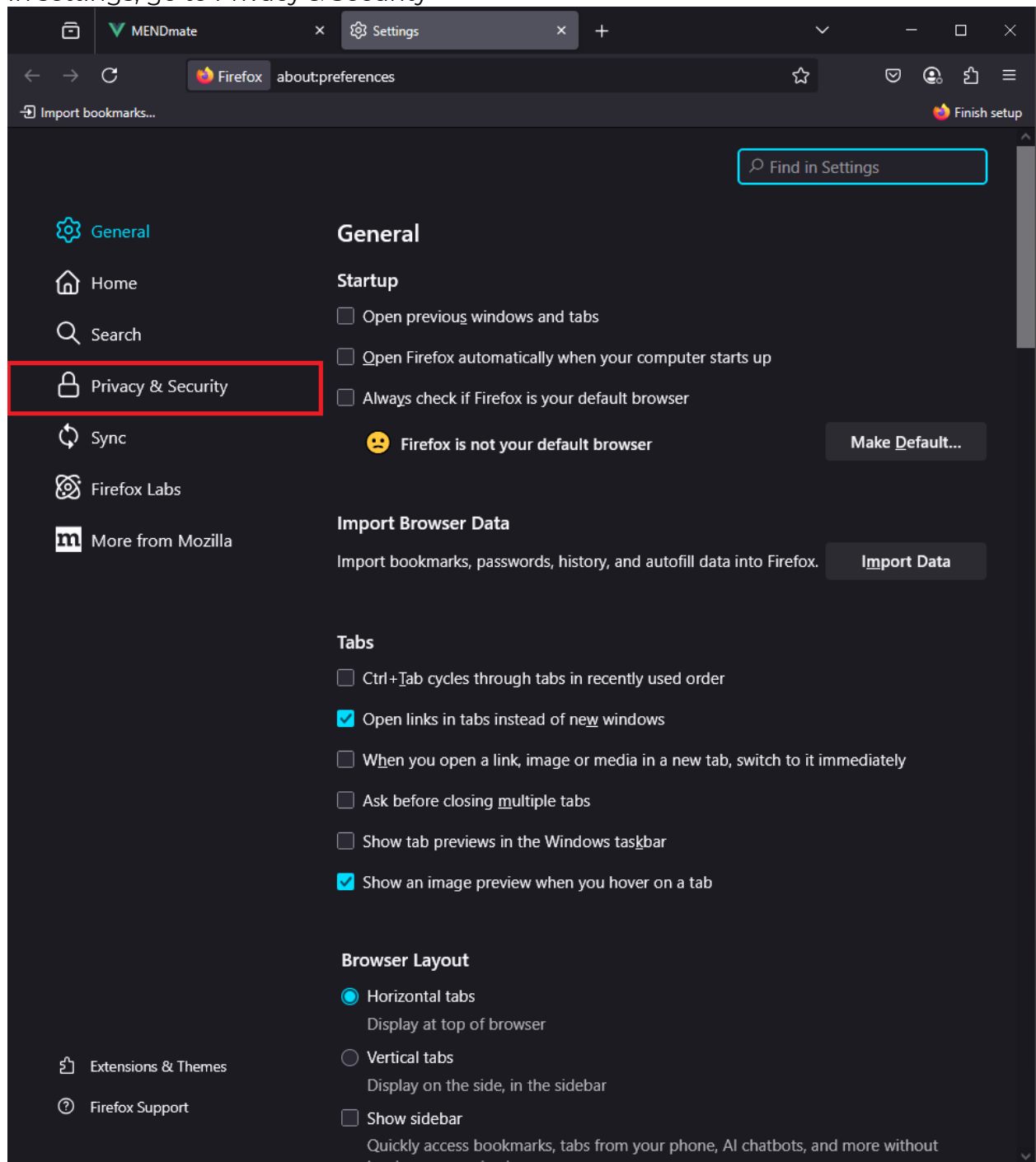
3. In Privacy & Security, go to Enhanced Tracking Protection and press "Manage Exceptions"

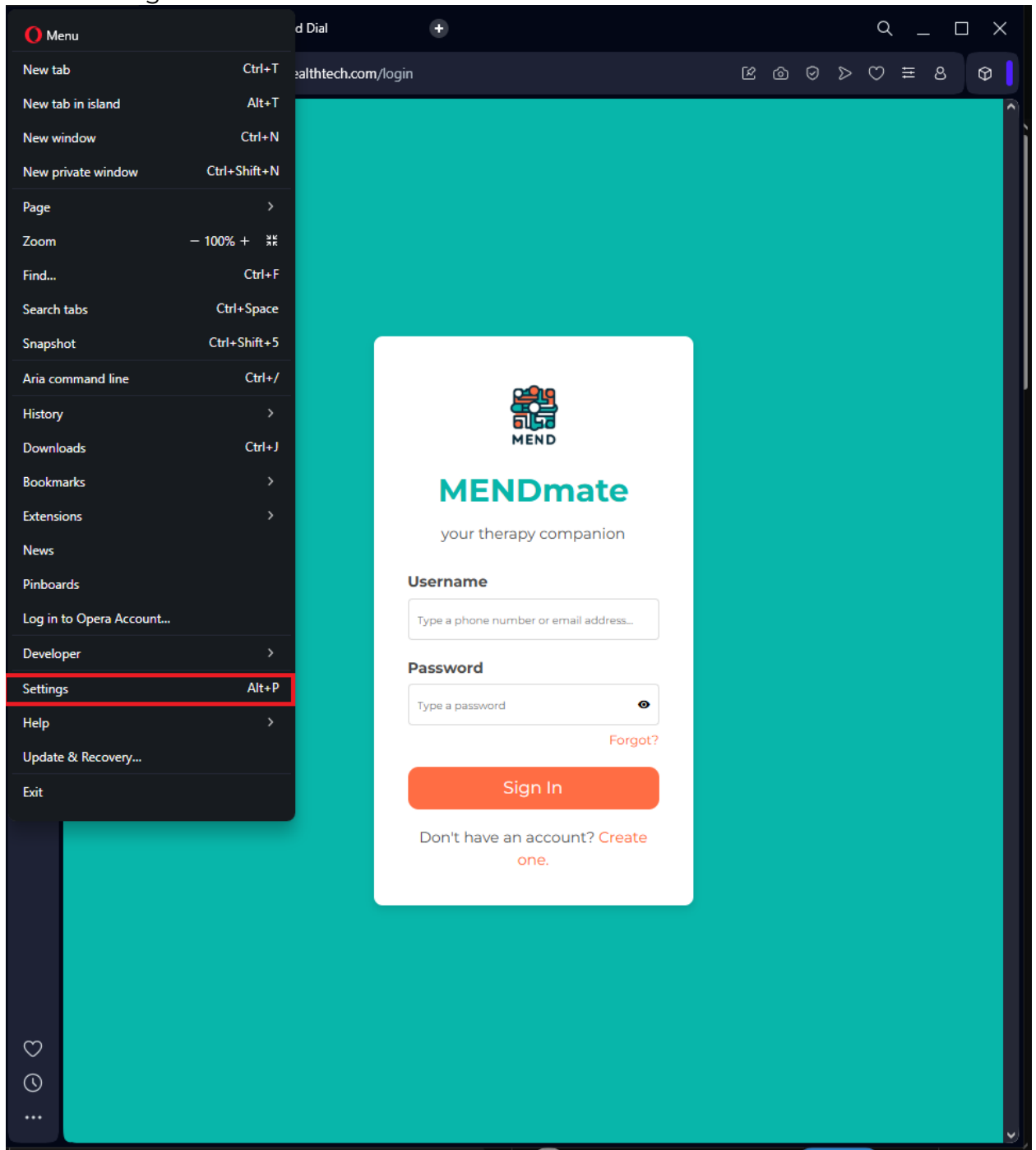4. Enter MENDmate's web address "mendhealthtech.com" and press "Add Exception"
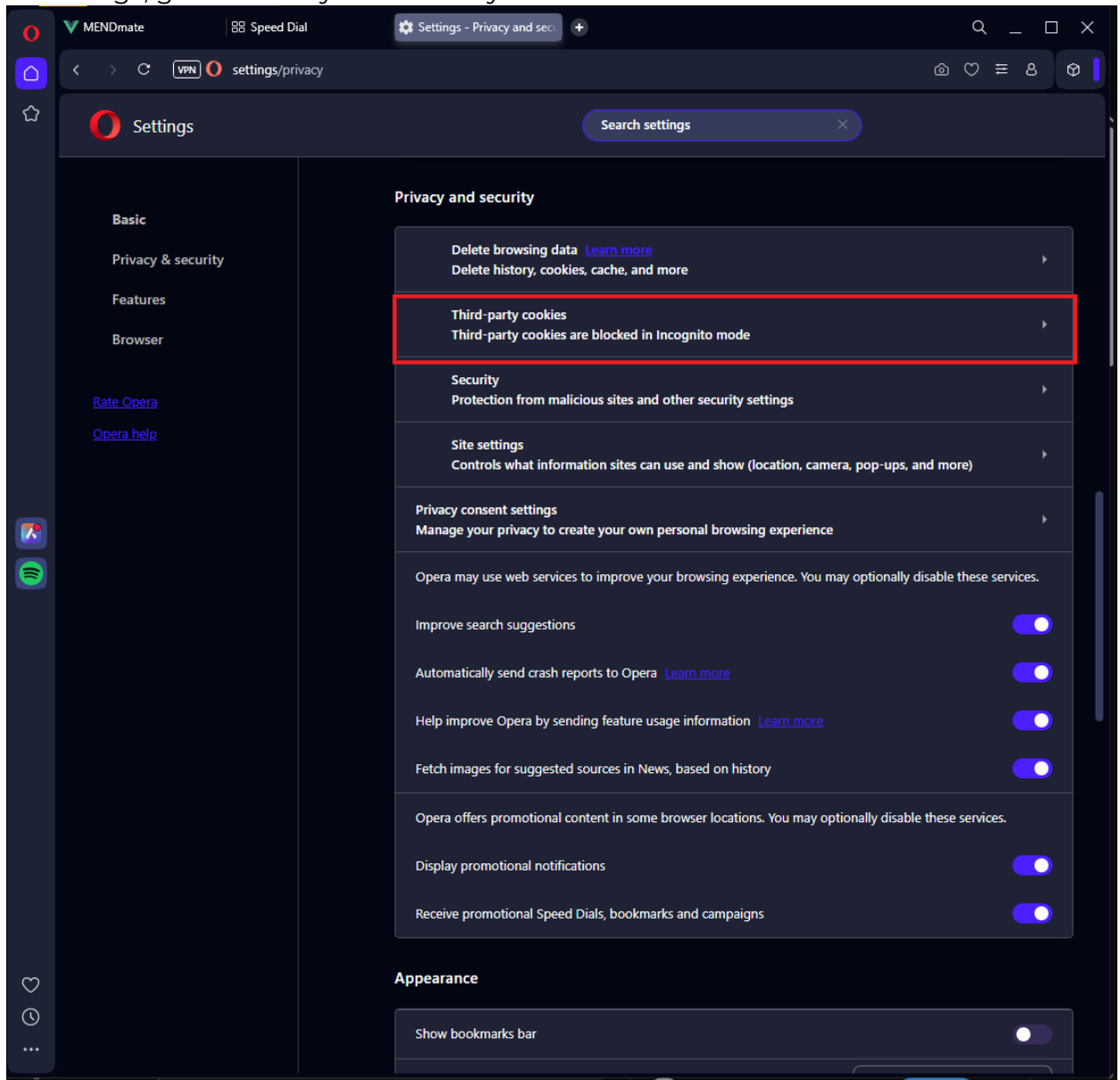
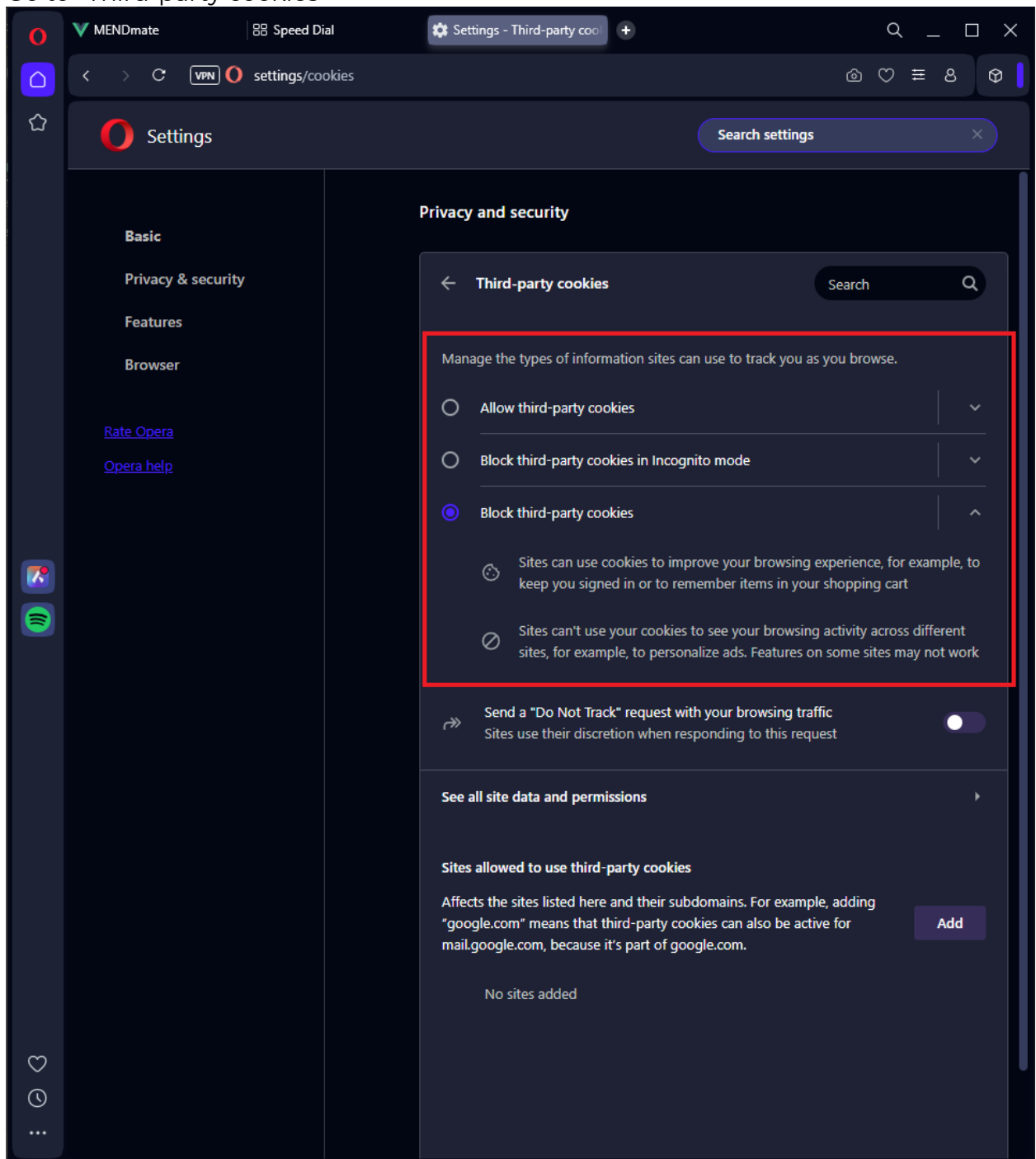5. Press "Save Changes"

Opera

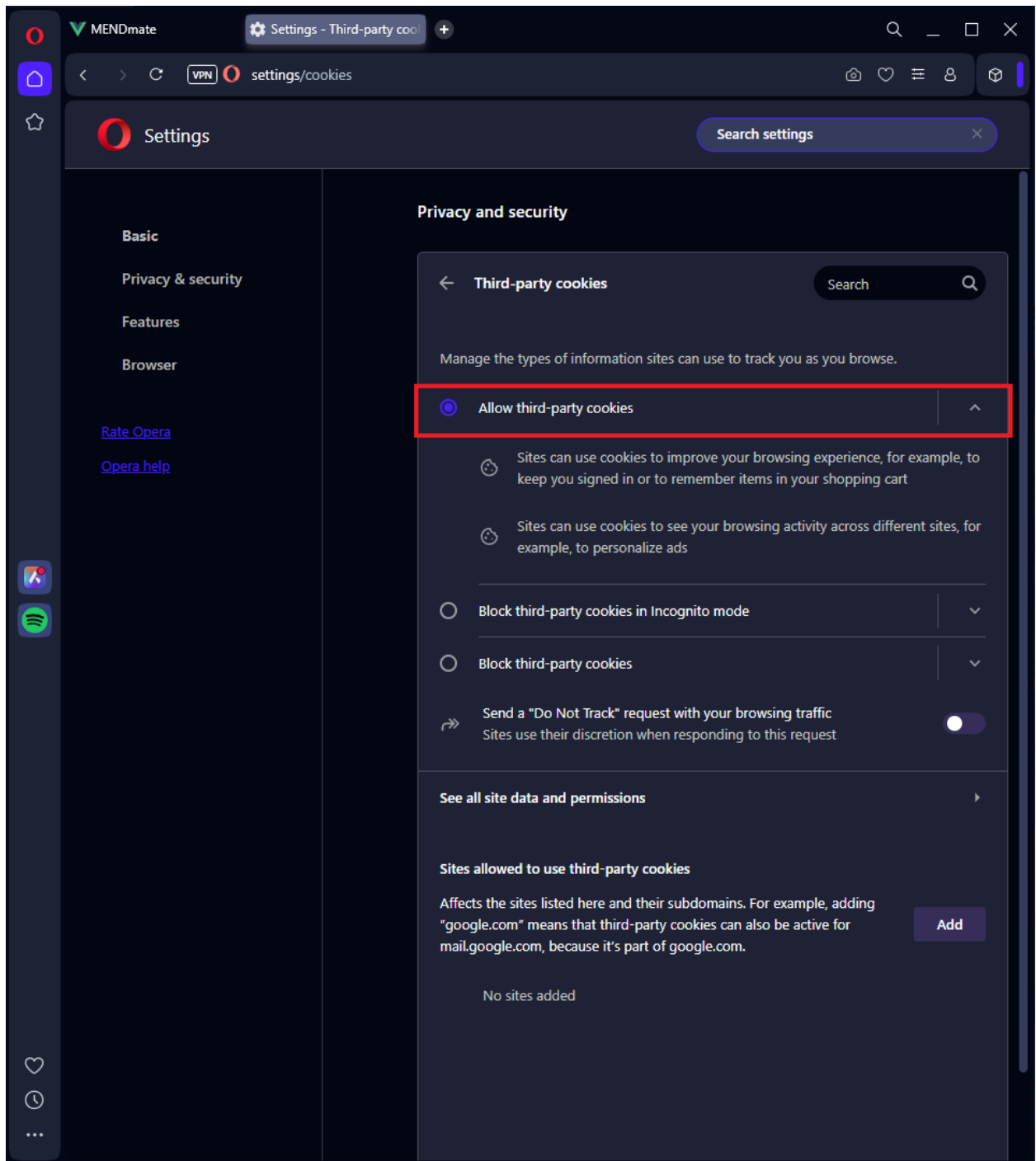1. Go to settings

2. In settings, go to "Privacy and security"

3. Go to "Third-party cookies"

If you have the "Block third-party cookies" option enabled in this menu, MENDmate will not function properly, as it relies on third-party cookies for authentication purposes. Your two options for resolving this issue are to allow third-party cookies or whitelist MENDmate's backend service.
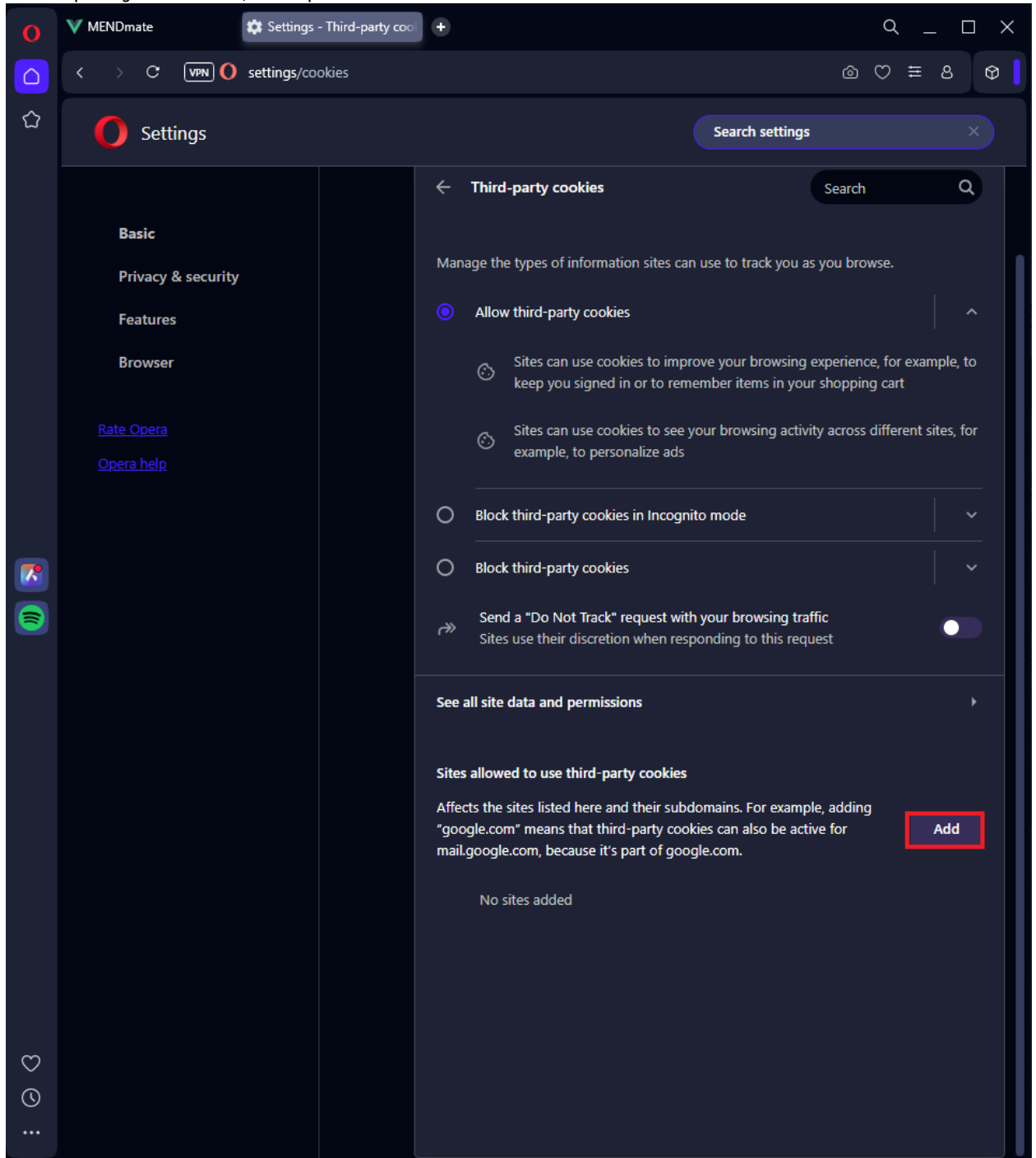
How to allow third-party cookies.

In Privacy->Third-party cookies, enable "Allow third party cookies. This should resolve any issues
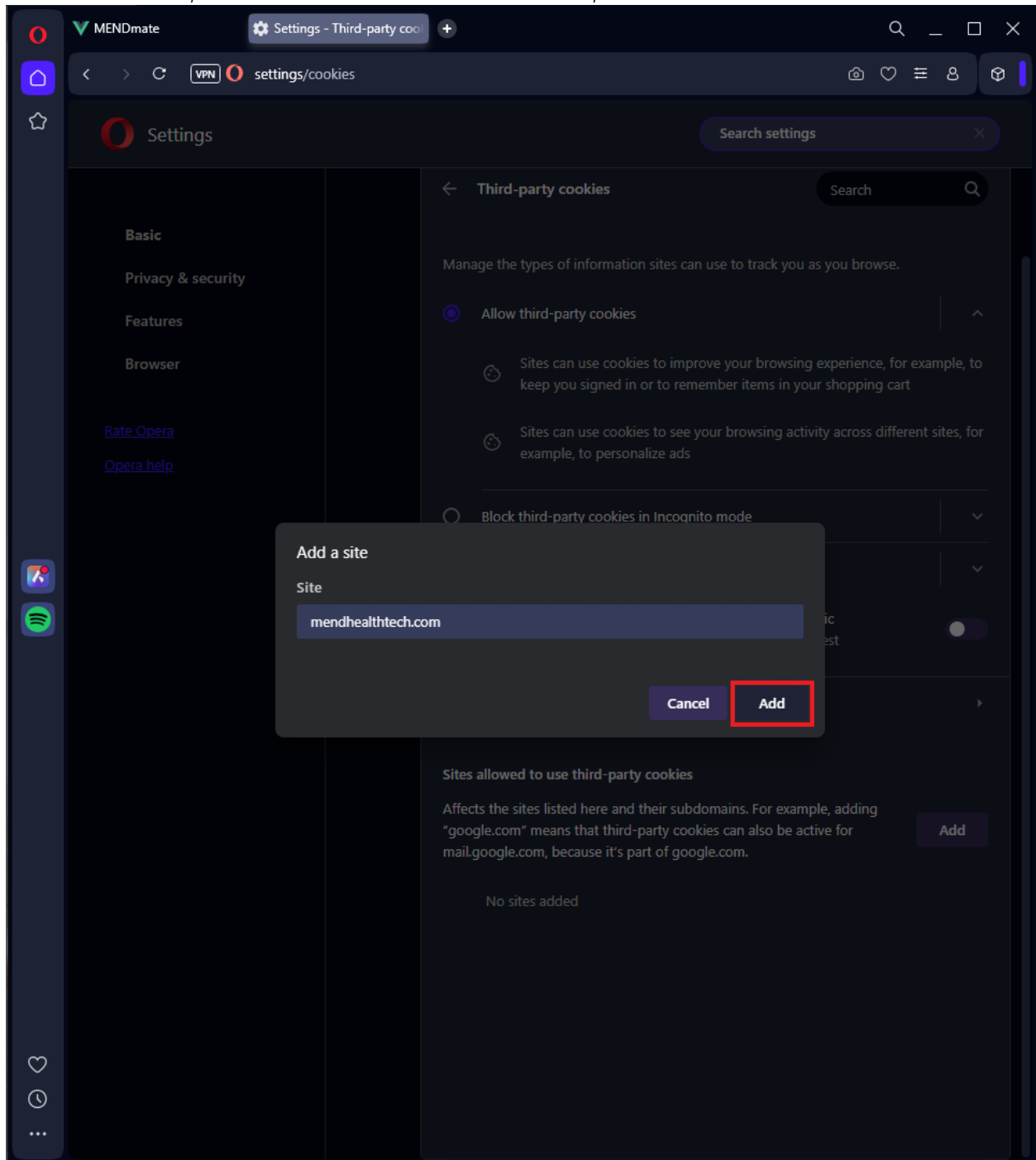
How to whitelist MENDmate.

In Privacy->Third-party cookies, find the section called "Sites allowed to use third-party cookies", and press the "Add" button.
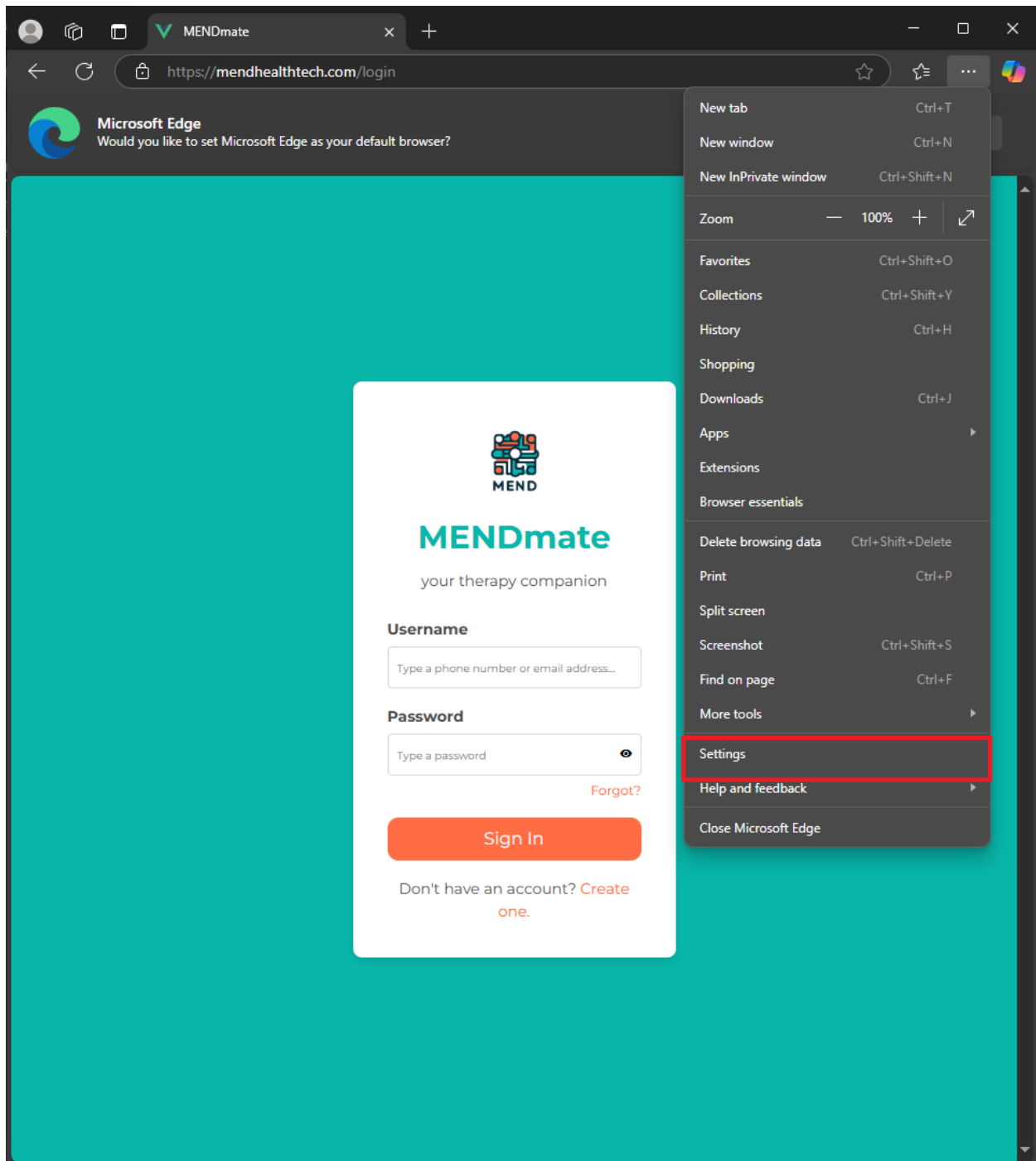
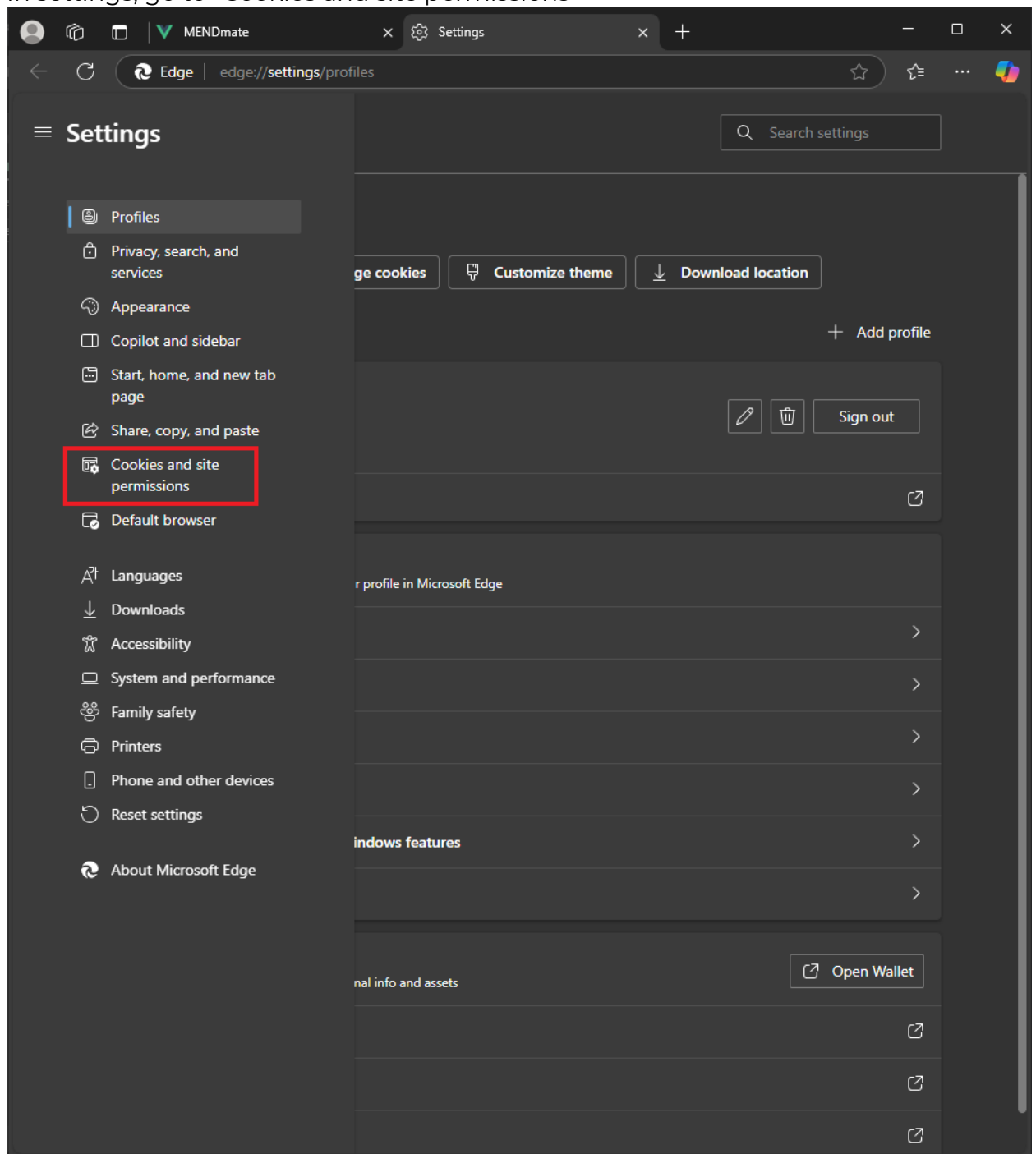In the text field, enter MENDmate's web address, "mendhealthtech.com".

After these steps are taken, any issues should be resolved. If issues persist, try restarting your browser. If issues persist after restarting your browser, please contact MENDmate's customer support team.
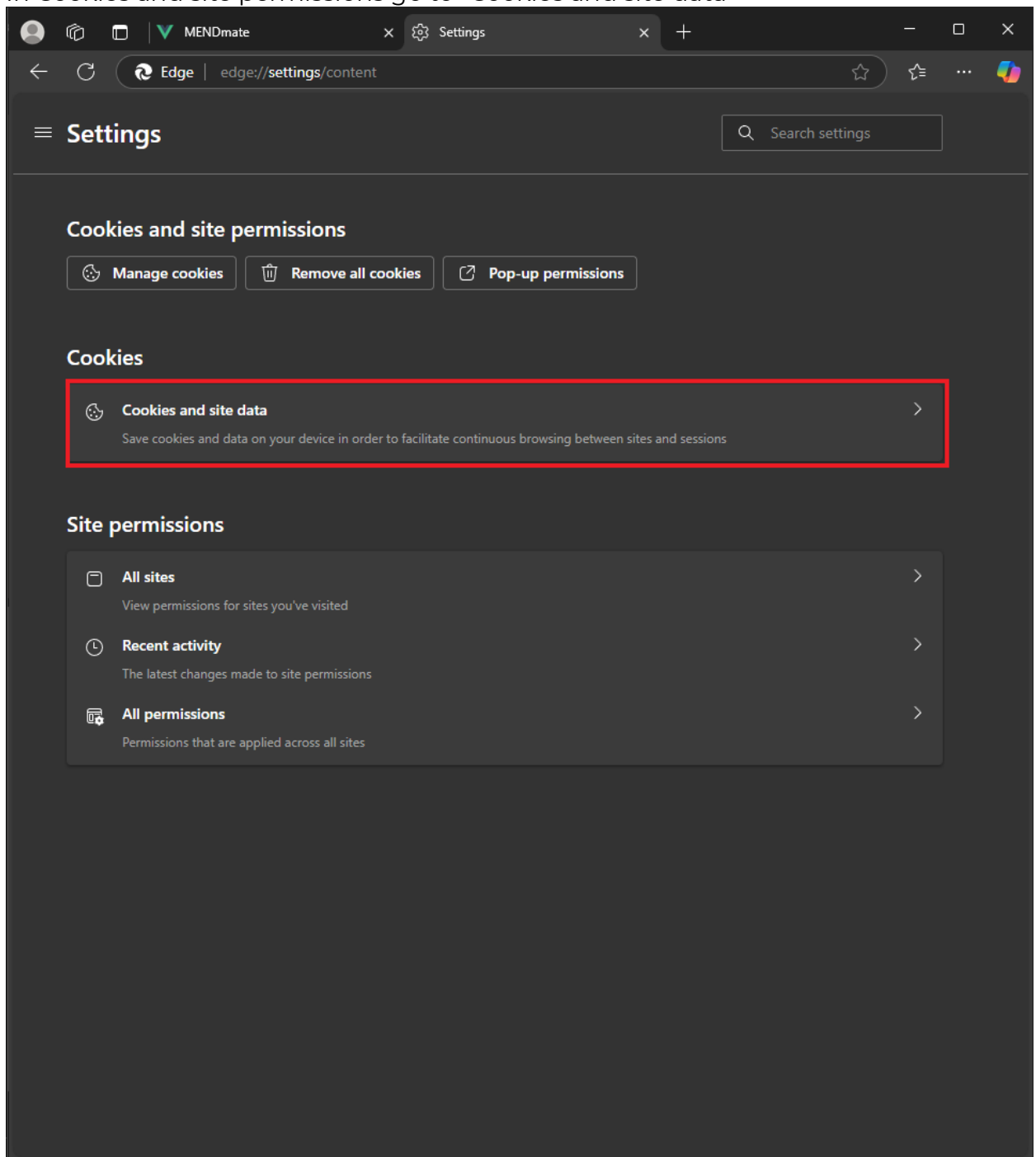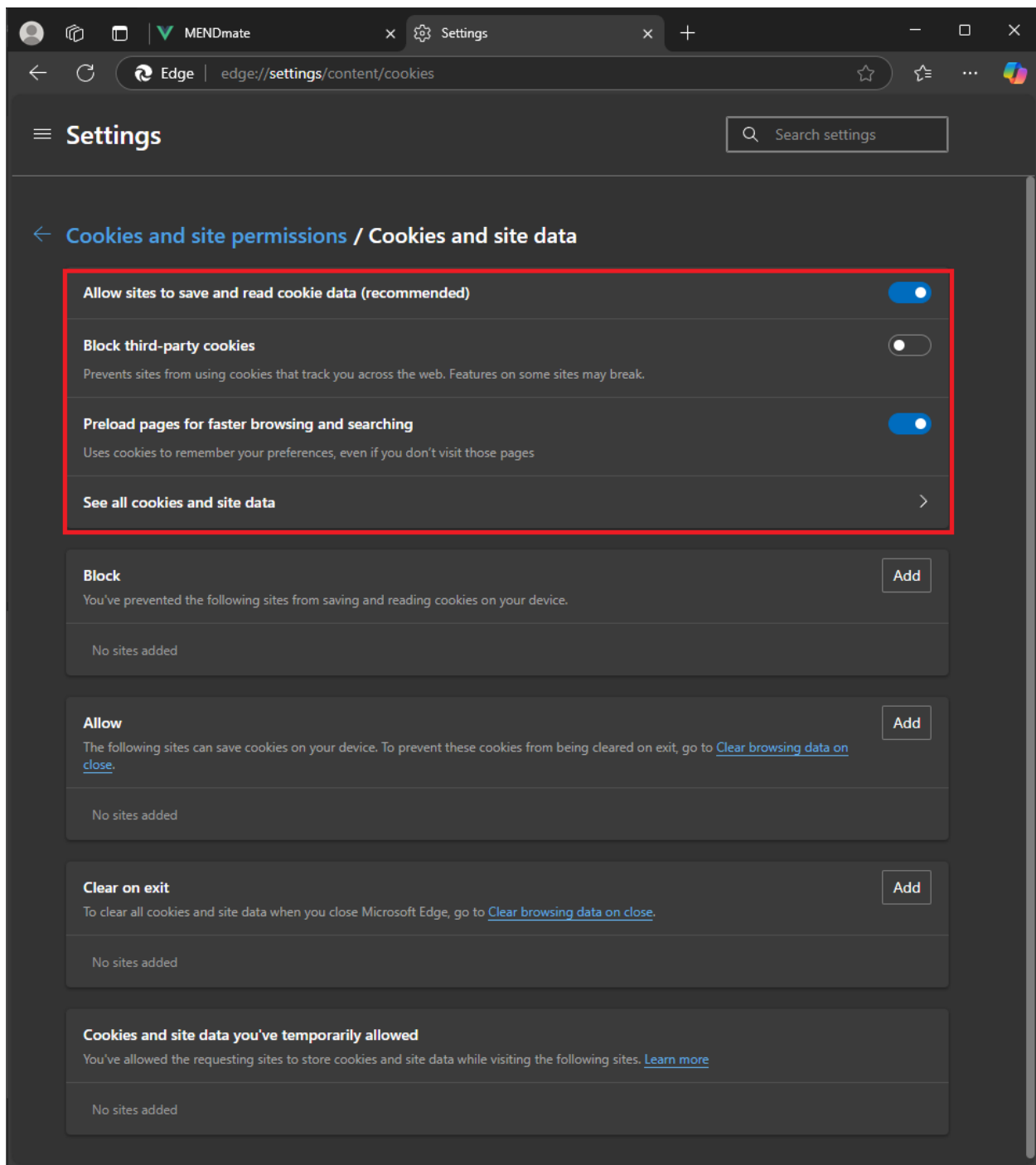
Microsoft Edge

1. Go to settings

2. In settings, go to "Cookies and site permissions"

3. In Cookies and site permissions go to "Cookies and site data"

If you have the "Block third-party cookies" option enabled in this menu or if you have "allow sites to save and read cookie data" disabled in this menu, MENDmate will not function properly, as it relies on third-party cookies for authentication purposes. Your two options for resolving this issue are to allow third-party cookies or whitelist MENDmate's backend service.
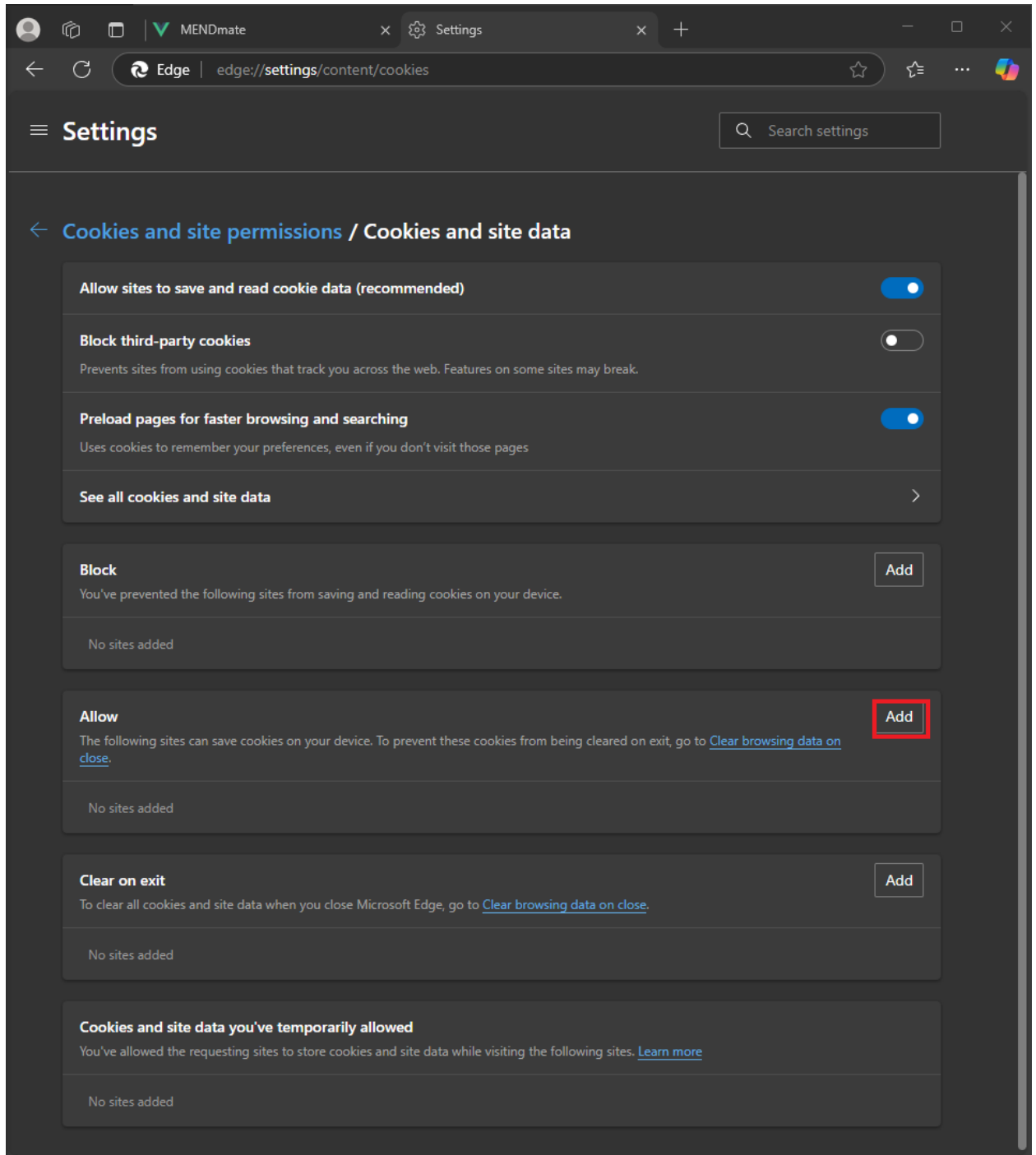
How to allow third-party cookies.

In Privacy->Third-party cookies, enable "Allow third party cookies" and disable "Block third-party cookies". This should resolve any issues
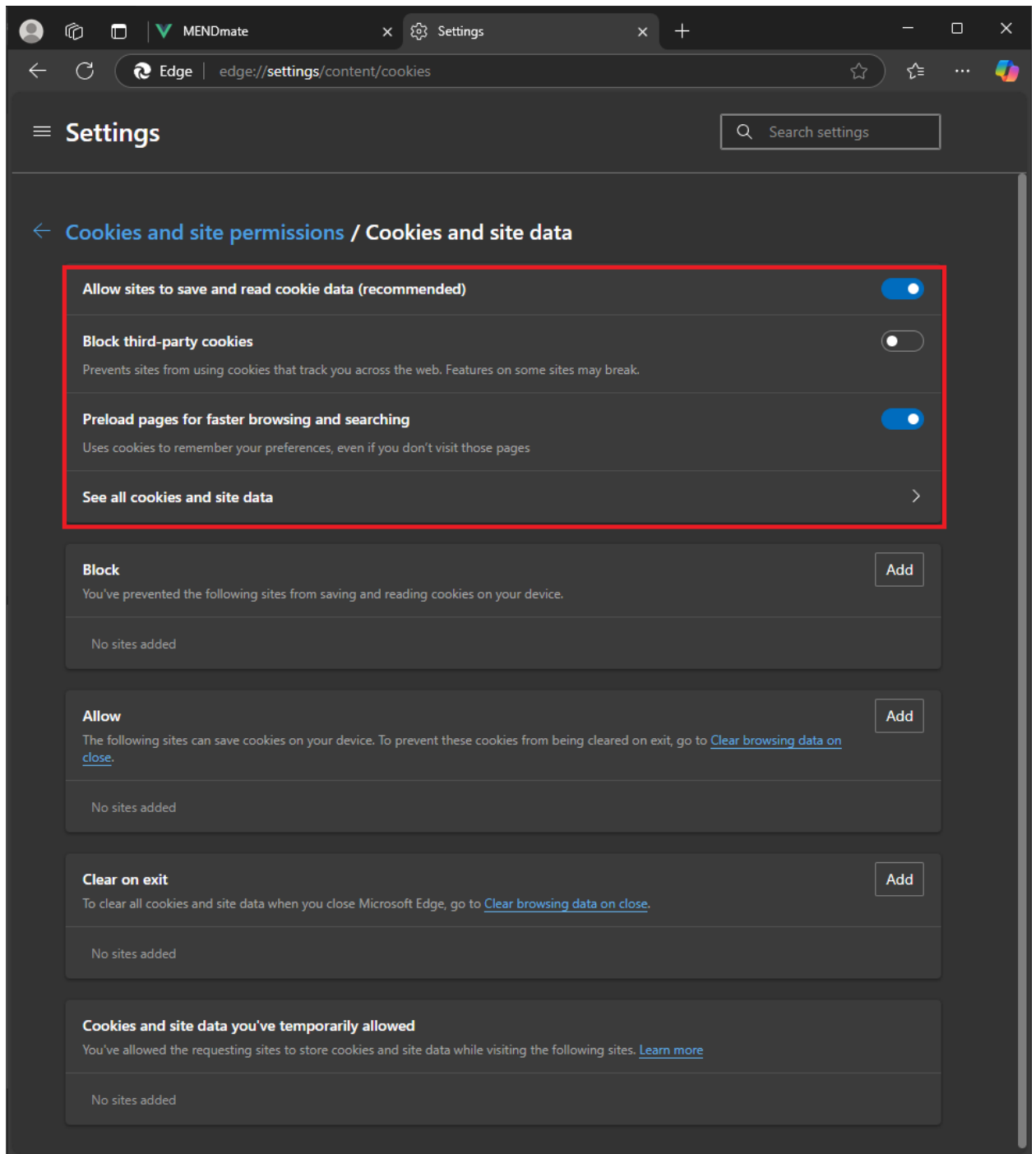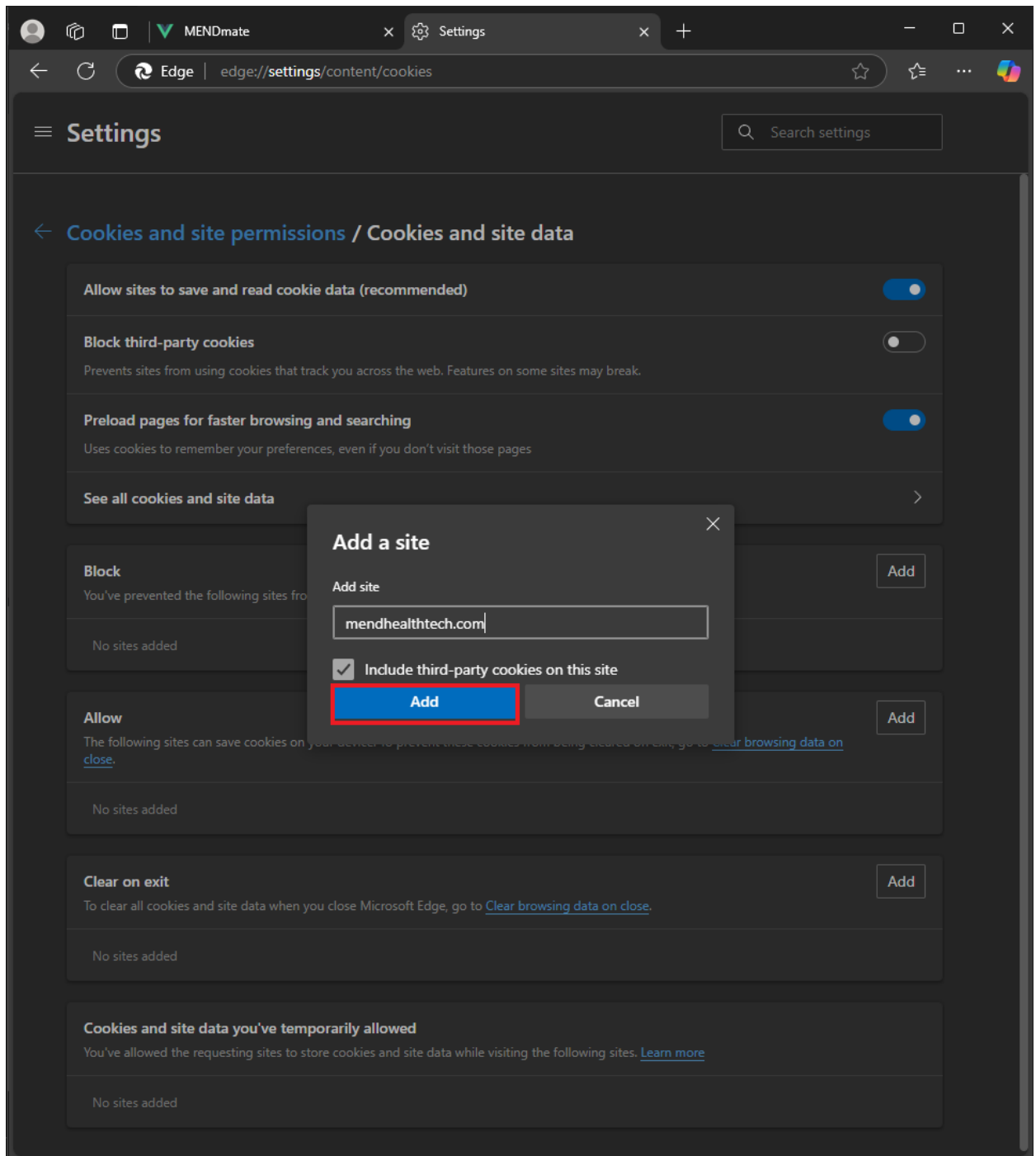
How to whitelist MENDmate.

In Privacy->Third-party cookies, find the section called "Sites allowed to use third-party cookies", and press the "Add" button.

In the text field, enter MENDmate's web address, "mendhealthtech.com".

After these steps are taken, any issues should be resolved. If issues persist, try restarting your browser. If issues persist after restarting your browser, please contact MENDmate's customer support team.
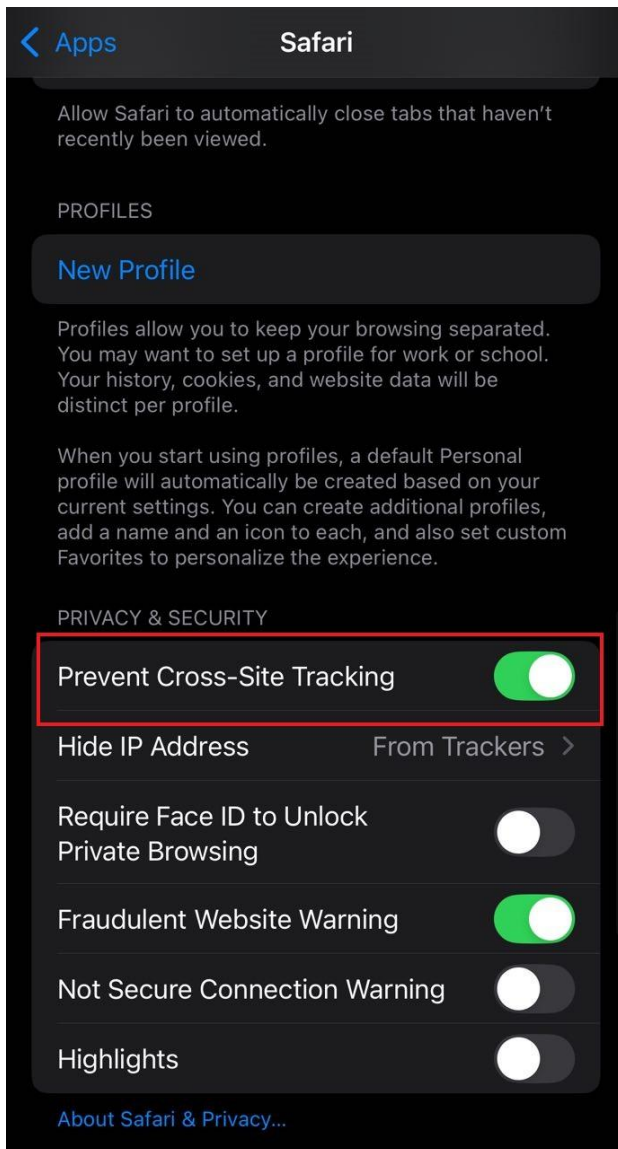
iOS

Safari

1. Go to iOS settings
2. Go to Safari settings

3. Disable the "Prevent Cross-Site Tracking" option in the Privacy and Security section
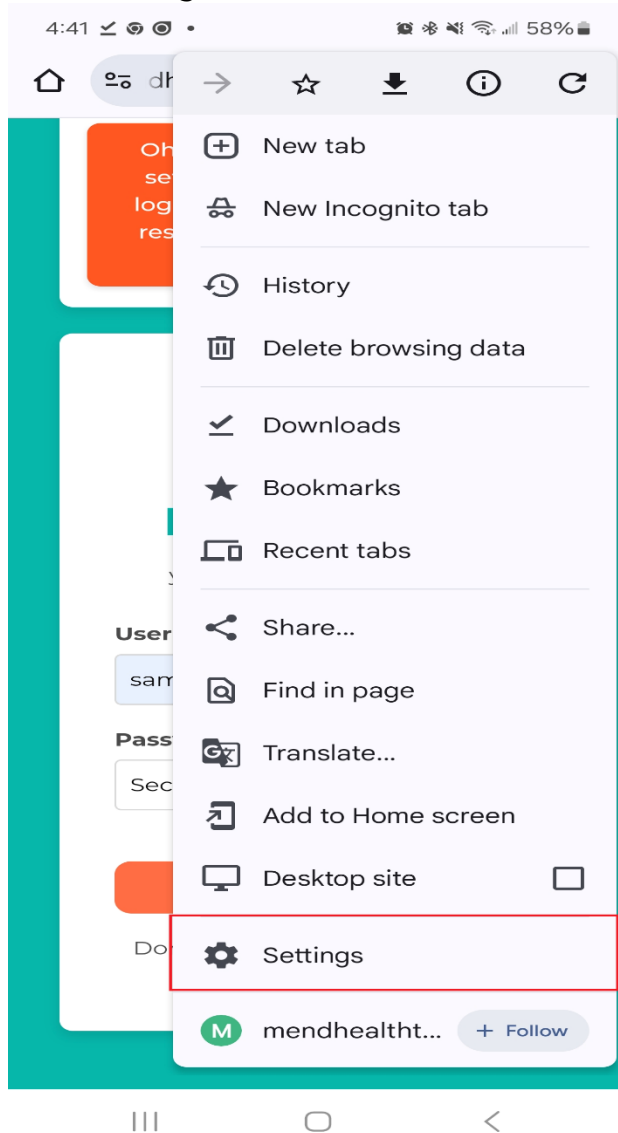

Other browsers

Currently, MENDmate only supports Safari on iOS. Please use Safari or a desktop version of the app. We apologize for the inconvenience and are working on implementing MENDmate on other browsers.
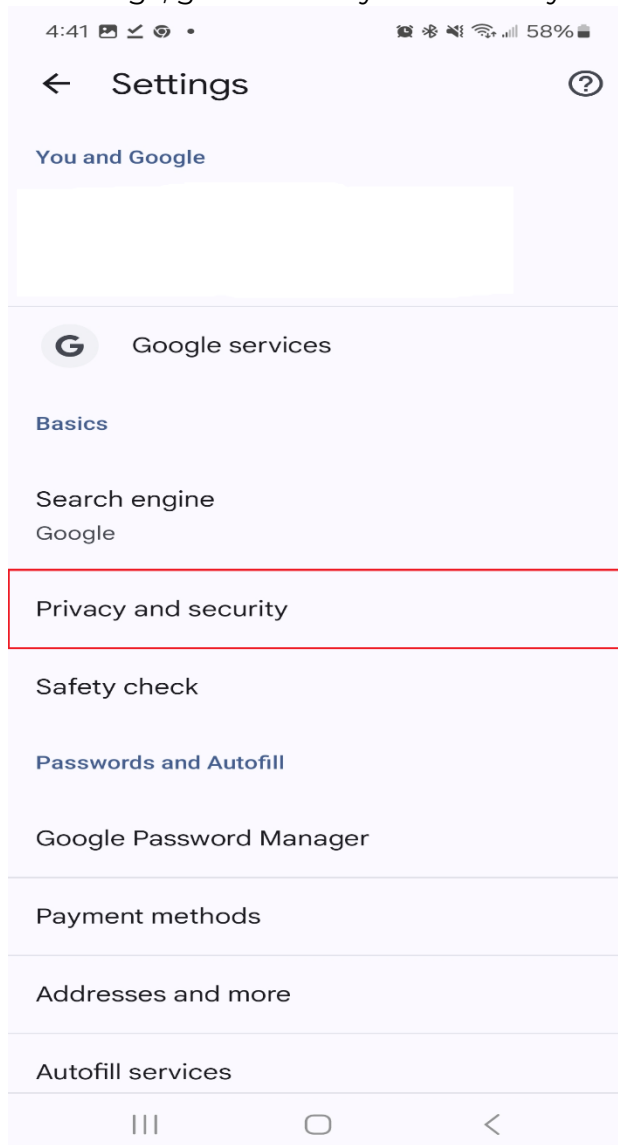
Android
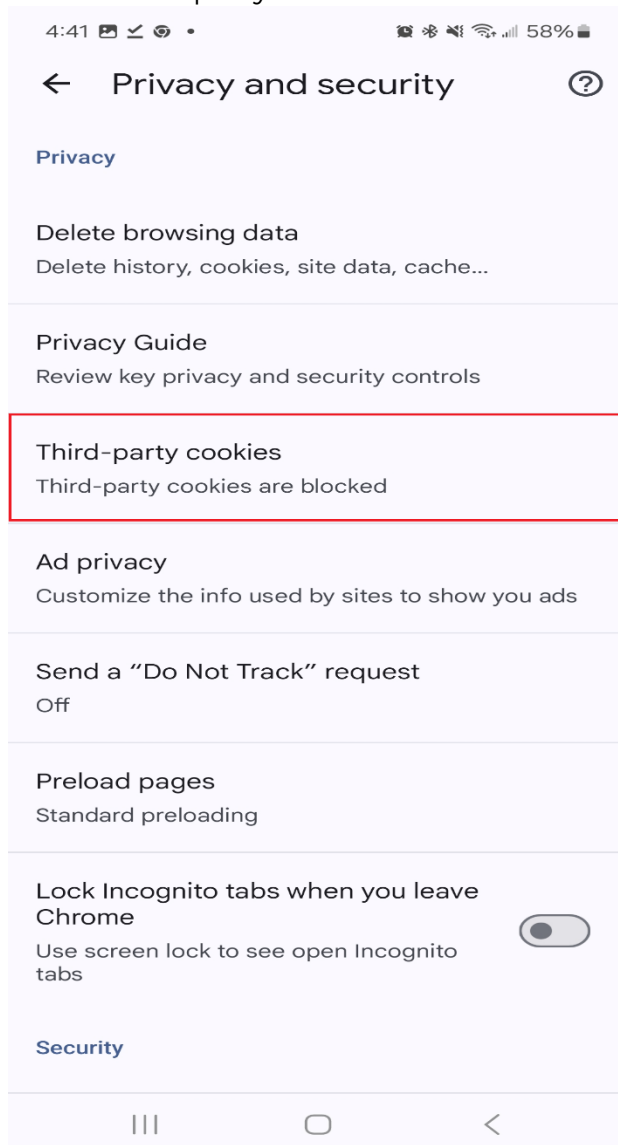
Google Chrome

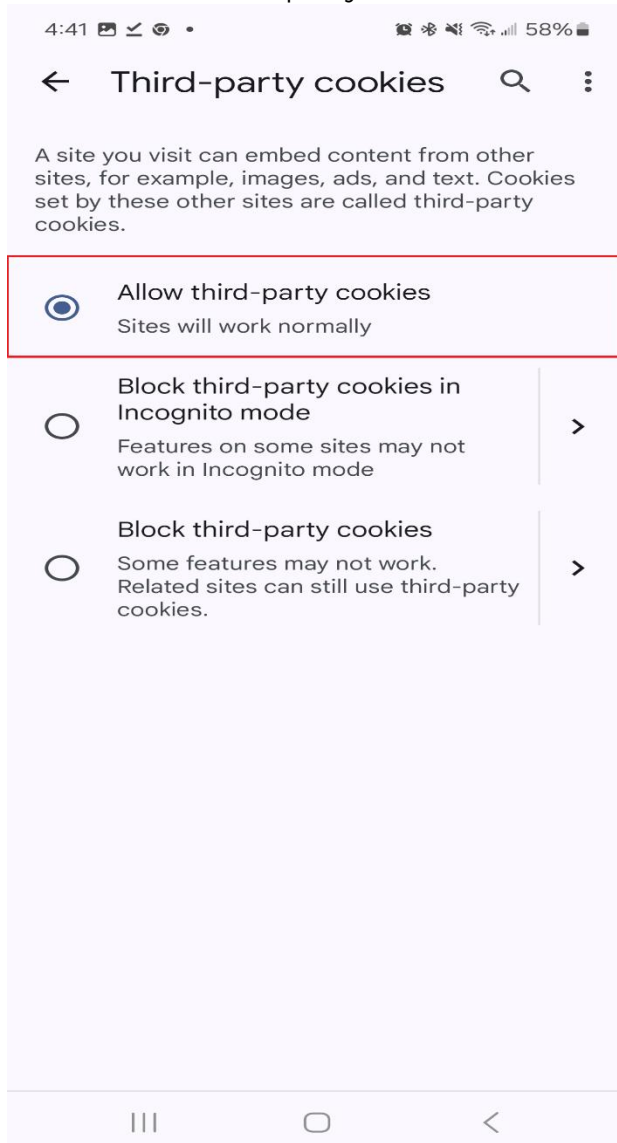1. Go to settings

2. In settings, go to "Privacy and security"

3. Go to "Third-party cookies"

4. Select "Allow third-party cookies"

Other browsers

Currently, MENDmate only supports Google Chrome on Android. Please use Google Chrome or a desktop version of the app. We apologize for the inconvenience and are working on implementing MENDmate on other browsers.