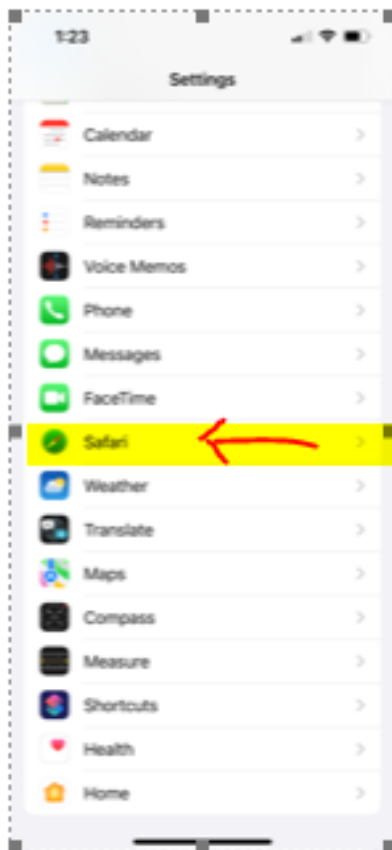
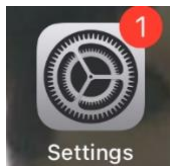


## **Accessing BenMod Messages and Attachments Using Safari**

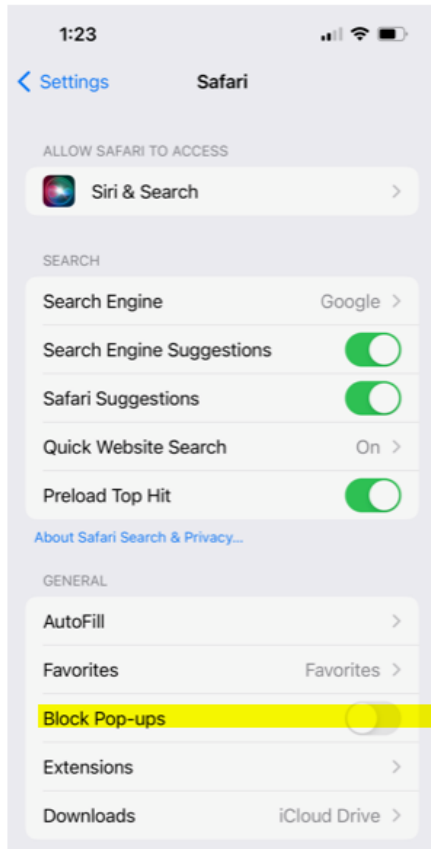
It has been reported that claimants and/or staff attempting to access messages and attachments within the UC system, using Safari as the browser, are having difficulties. In many cases, the attachments may not be opening and are unviewable.

To resolve this issue, it is recommend that users follow these steps:

1. From Settings, go to Safari.



2. Change Block Pop-ups to "Off" by sliding the button to the left (it should not be green).



3. Access the message and click the attachment link.



4. Choose "Allow" when prompted with the message "This site is attempting to open a pop-up window."

