



THE ~~UN~~OFFICIAL COMPANY

CUSTOMER NAVIGATION GUIDE OUTDATED BROWSERS

***Note!**

All Logos and Font
have been replaced
for IP purposes

USING THIS GUIDE

01

For browser-based software, technical issues can be a real pain in the peg leg!

Unfortunately, most issues that customers face ARRRRR due to problems on their end, like browser settings or printer issues, and not because of the the company itself.

This guide was made to help our team troubleshoot login issues customers may experience due to browser security or system time errors.

Keep in mind: we are shipping pirates not technical pirates! We're always to help, but it's important to keep our troubleshooting to things within our scope, like security! If the issue persists beyond what's outlined here, customers may need more advanced troubleshooting on their end!



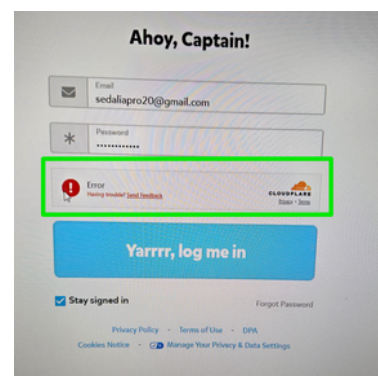
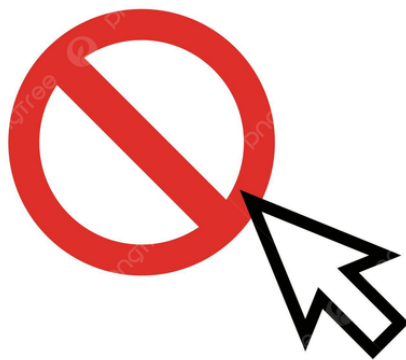
COMMON ISSUES AND WHY THEY HAPPEN

02

If a customer is having trouble logging in outside of 2-factor authentication (2FA) or password issues, it could be a security issue where their request to log in is getting rejected due to any of the following:

- An outdated browser
- The computer's date and time are incorrect
- The login request taking too long to reach the server due to network resources being maxed out on Windows Updates
- A DNS issue

You may see:



Always start with the most simple solution first.

STEP 1: CHECK IF THE BROWSER IS UP TO DATE

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One of the biggest culprits for login issues is an outdated browser! Pirate Ship uses security features that don't always play nice with out-of-date browsers!

- ☐ www.whatismybrowser.com will tell them right away if their browser needs an update and how to do so!
- ☐ If their browser is outdated, they'll need to complete the update and try logging in again!

How to Explain It:

"It looks like your browser might be out of date! Pirate Ship works best with a modern, secure browser, so if yours isn't up to date, that could be why you're having trouble. You can check by going to www.whatismybrowser.com. If an update is available, go ahead and install it, then try logging in again!"

Pushback:

"I totally understand that interrupting your workflow to update things can be annoying, but older browsers just don't have the security needed to work with Pirate Ship. If updating isn't an option, I'd recommend trying to log in on a different device that's up to date."

STEP 2: CHECK THE

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COMPUTER'S DATE AND TIME

Believe it or not, having the wrong date or time on their computer can mess with their ability to log in to websites securely and prevent them from logging in! You will most likely see this issue with Windows computers. If their date or time is wrong, they'll need to fix it, then refresh Pirate Ship and try again.

Manually Set the Date and Time

Go to Settings > Time &
Language > Date & Time
> Turn off "Set time zone
automatically" > Manually set it
to the correct time zone

How to Explain It:

"This one's a little weird, but if your computer's date and time are off, our security system might not recognize your login attempt. Can you check to make sure your date and time are set correctly? That should do the trick!"



STEP 3: IF THEY'RE USING A 04

BRAND NEW COMPUTER

If the customer mentions that they have a brand new computer running into these issues, there's a good chance that Windows Updates running in the background are interfering with security checks!

Why Would Updates Affect Their Ability to Log In to our website?

- Windows Updates are sent to a computer on a rolling basis. If the computer was made in 2022 and purchased in 2025, that's 3 years of updates, which can take a lot of the new computer's network resources and delay security checks!
- Windows Defender is the built in antivirus responsible for real-time protection. Every time you visit a website, Defender is discreetly checking the information against its databases. Normally, this happens so quickly, you don't even notice it happening. But if the computer is devoting most of its resources to updating and setting up Defender, the action may time out—the server decides it's taking too long to get cleared by Defender.
- Pending reboots can also cause login issues if the system doesn't have critical updates installed.

How to Explain It:

"If you've just gotten a brand new computer, Windows Updates might be running in the background and causing temporary login issue. This can slow things down or interfere with security checks. Try letting the updates finish, restart your computer, and then see if you can log in!"

IMPORTANT NOTE!

We are not asking them to turn off security features!

- They should not permanently disable their antivirus, malware detection, or security settings!
- If Windows Defender is interfering, they can temporarily disable real-time detection to see if that's the issue, instead of disabling it completely!

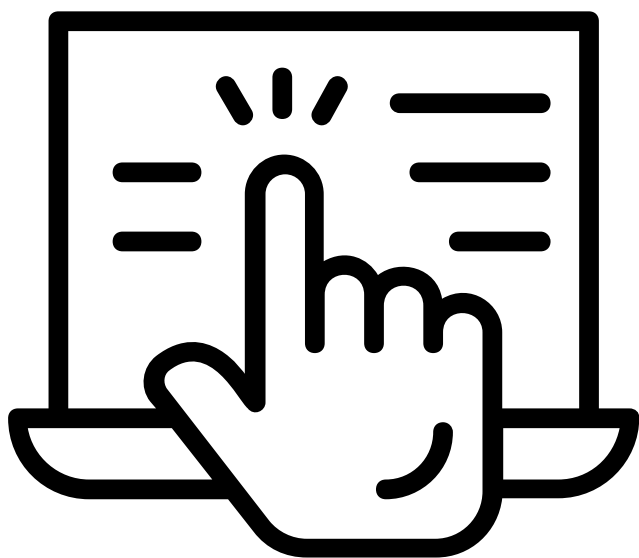
STEP 4: THIS MAY BE A DNS ISSUE

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If the previous steps aren't the problem, it's probably a DNS issue, which is a little more complicated and outside of what we can troubleshoot!

What Can We Suggest?

- Try logging in from a different device
- Try switching to a different internet connection (like using mobile data or a different Wi-Fi network)
- Restart their modem/router



How to Explain It

"It looks like this might be an issue within your network setup. That's not something we can fix on our end but you may be able to get connected with a different device or changing to a different network!"

HANDLING CUSTOMER OBJECTIONS

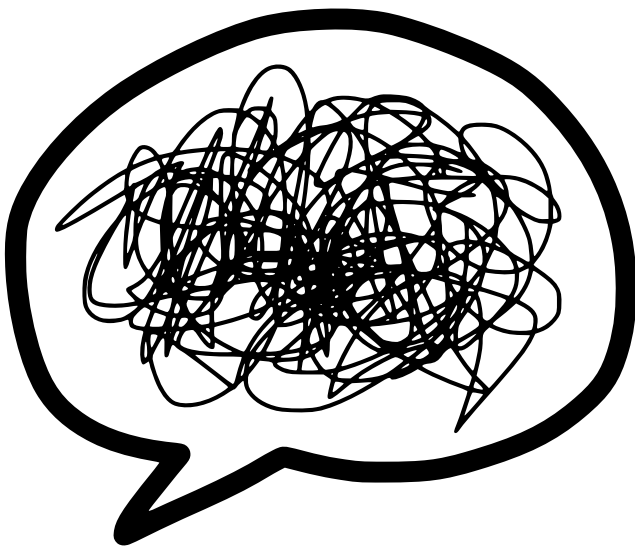
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I can't afford a new device.

"I completely understand. It's just that older devices sometimes can't run updated browsers, which means certain websites (like ours) won't work properly. If you can, you might try using a different device, like your phone or a friend's computer, or even a computer at a public library!"



Why does this even matter?



"Our service handles shipping and payment information, so keeping everything secure is super important.

Older browsers and incorrect settings can create security risks, which is why Cloudflare might block logins when something seems off. Keeping things up to date helps make sure your information stays safe!"

FINAL REMINDERS

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Technical issues are a pain in the peg leg for everyone, so we always do our best to steer them straight!

- If none of these steps fix the issue, let the customer know that we can't provide further troubleshoot and they'll need to try a different device or get technical help on their end.
- Be friendly, but firm– we want to help, but we're not IT support.
- If a lot of people are reporting the same login issue, this may be a problem on our end and worth escalating!

Thank you for always helping our customers sail smoothly!

