Frequently Asked Questions (FAQ)

Q. What should I do if I receive the "Sorry*! Something went wrong :(*" error when trying to connect with Facebook?

A. This error originates from Facebook's login system. Please try logging in again, as the issue often resolves successfully on a second attempt.

Q. What should I do if I receive the "*User cancelled login or did not fully authenticate*" error when trying to connect with Facebook after clicking on a reference link?

A. This error usually means that your browser blocked the Facebook login popup window. When that happens, you don't get a chance to approve the connection between Facebook and the Urantia Reference application. To fix it you must enable Pop-ups for the application. Here are the steps for Edge and Chrome:
- Click the lock icon next to the website address
- Choose "Site settings"
- Find "Pop-ups and redirects" and set it to Allow

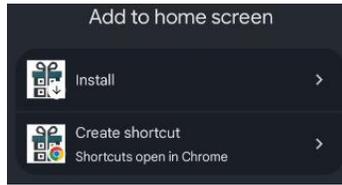**Q.** How to install the Urantia Reference application on my Android smartphone?

A. Here are the steps to install the Urantia Reference application using…
Google Chrome
- Launch the Google Chrome browser and go to the Urantia Reference login page (https://urantiasolutions.com/app/reference)
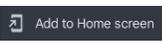
- Click on the ⋮ and then the ⤒ Add to Home screen

- Select your preferred option in
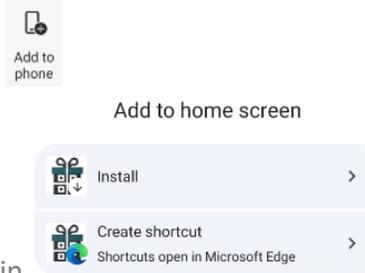- Click the action to confirm the installation of the application

- You now have the Urantia Reference icon on your phone

Microsoft Edge
- Launch the Microsoft Edge browser and go to the Urantia Reference login page (https://urantiasolutions.com/app/reference)

- Click on the ☰ and then the 📱 Add to phone

- Select your preferred option in
- Click the action to confirm the installation of the application

- You now have the Urantia Reference icon on your phone

Q. How to install the Urantia Reference application on my iPhone smartphone?

Here are the steps to install the Urantia Reference application using…
Safari
- Launch the Safari browser and go to the Urantia Reference login page (https://urantiasolutions.com/app/reference)

A.
- Tap the **Share icon** (square with an arrow pointing up) at the bottom of the screen.
- Scroll down and tap **Add to Home Screen**.
- Rename the app if desired, then tap **Add**.
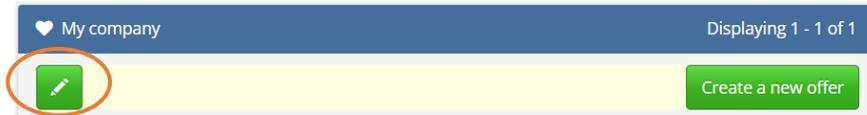- The web app will now appear on your Home Screen like a regular app.

Q. My offers are not available for publication/printing.

For an offer to be publishable or printable, the company must be active. To do so, simply open the company profile

A. and activate the company by selecting the checkbox