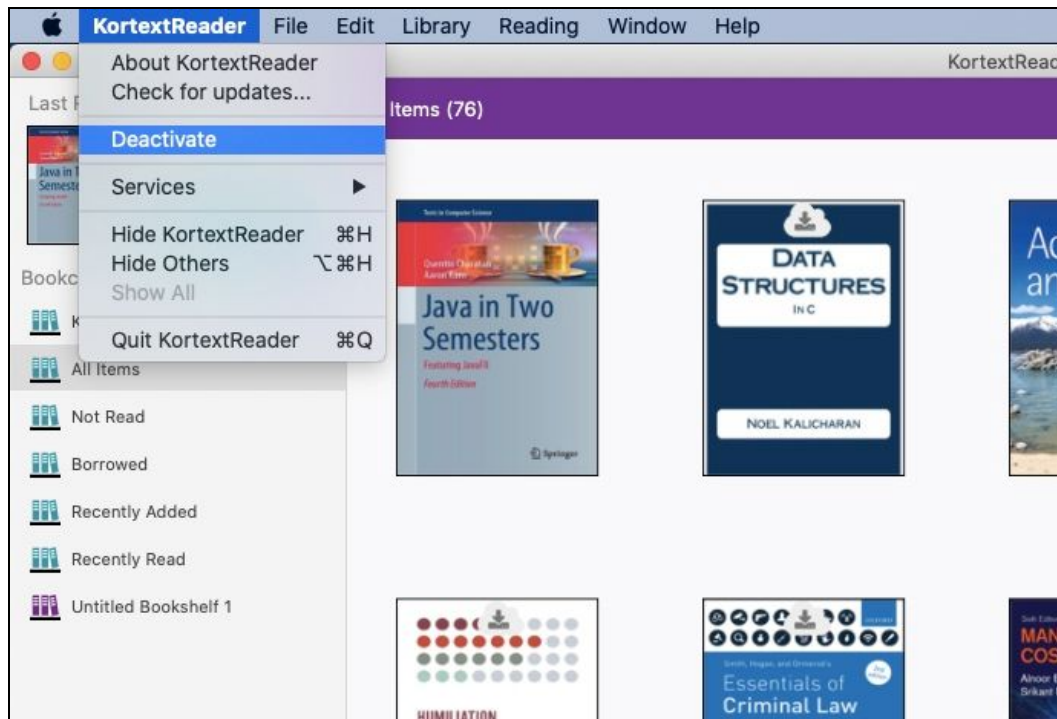


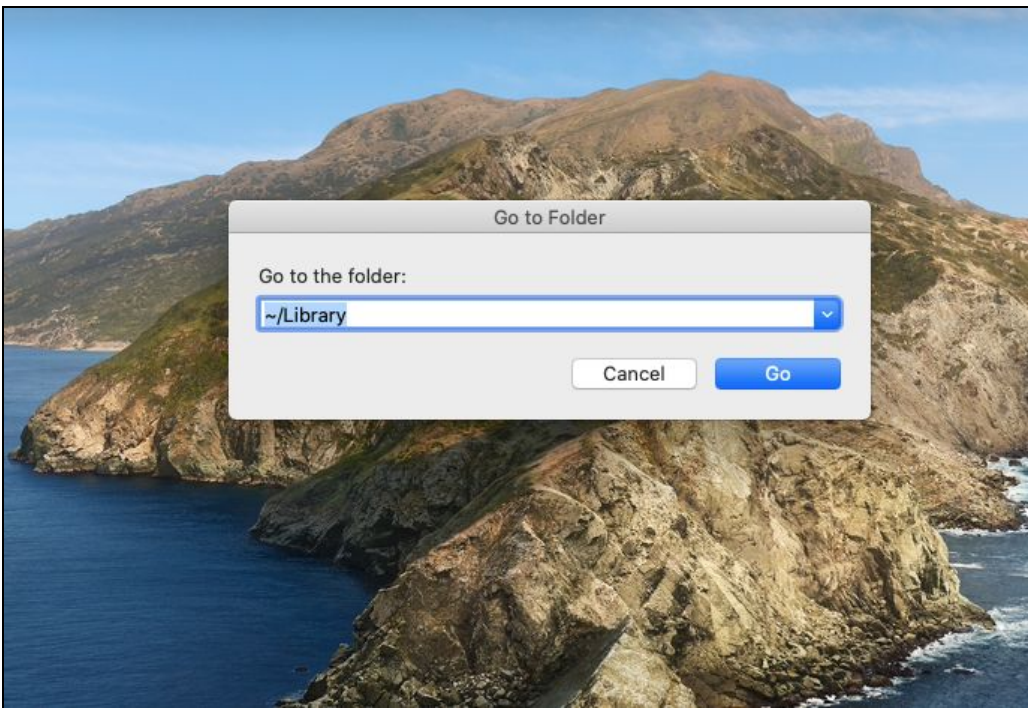
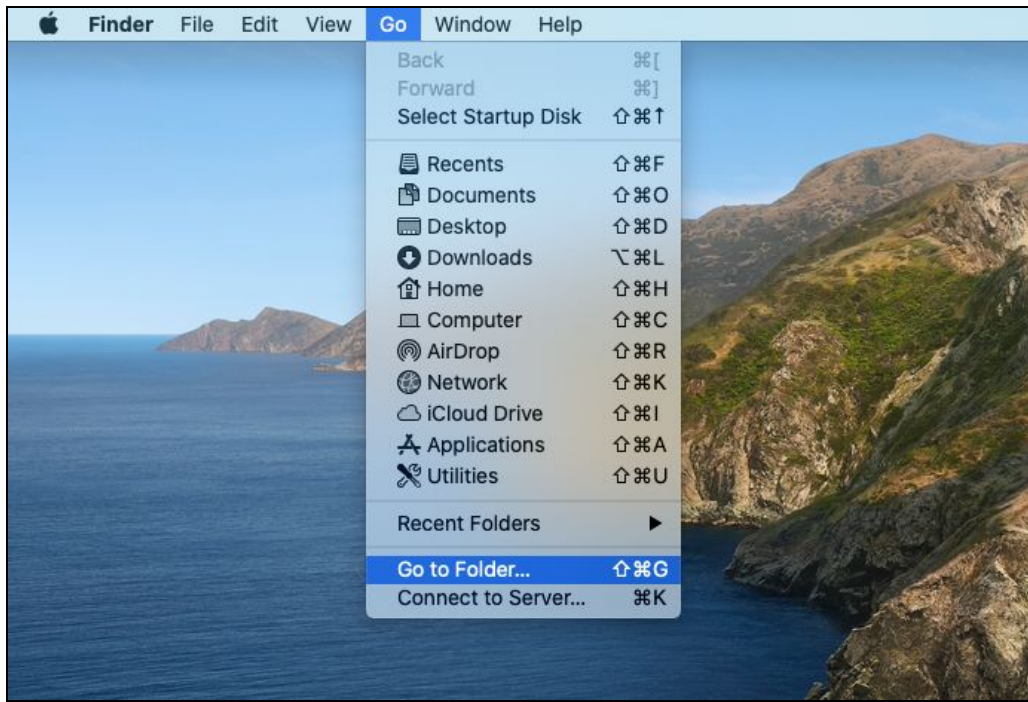
Kortext

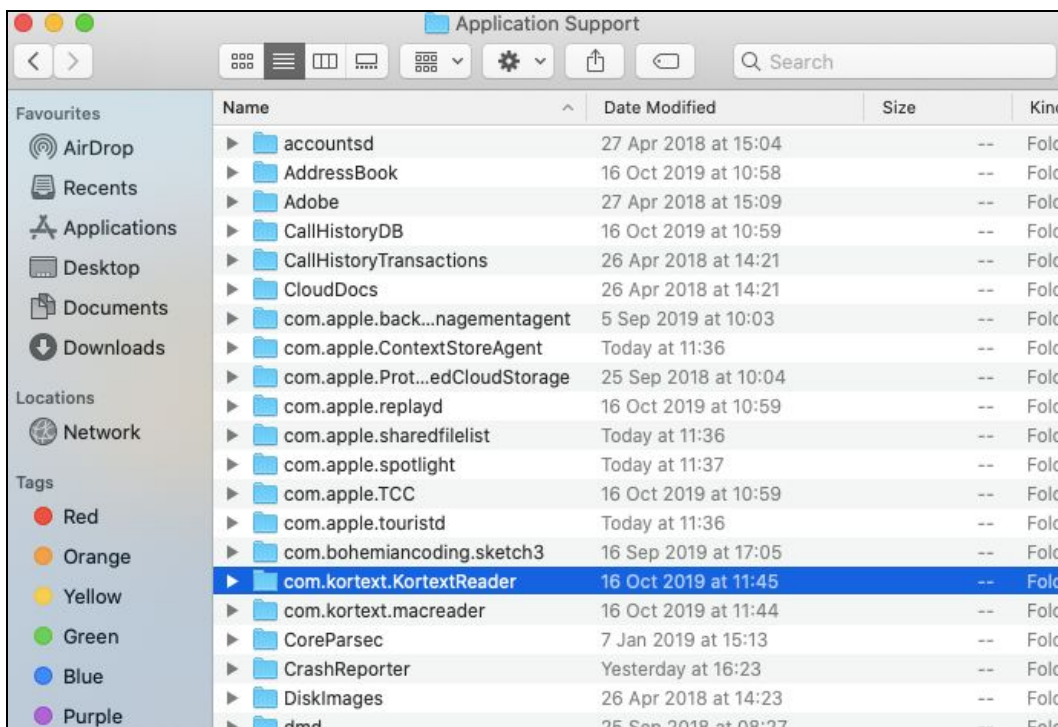
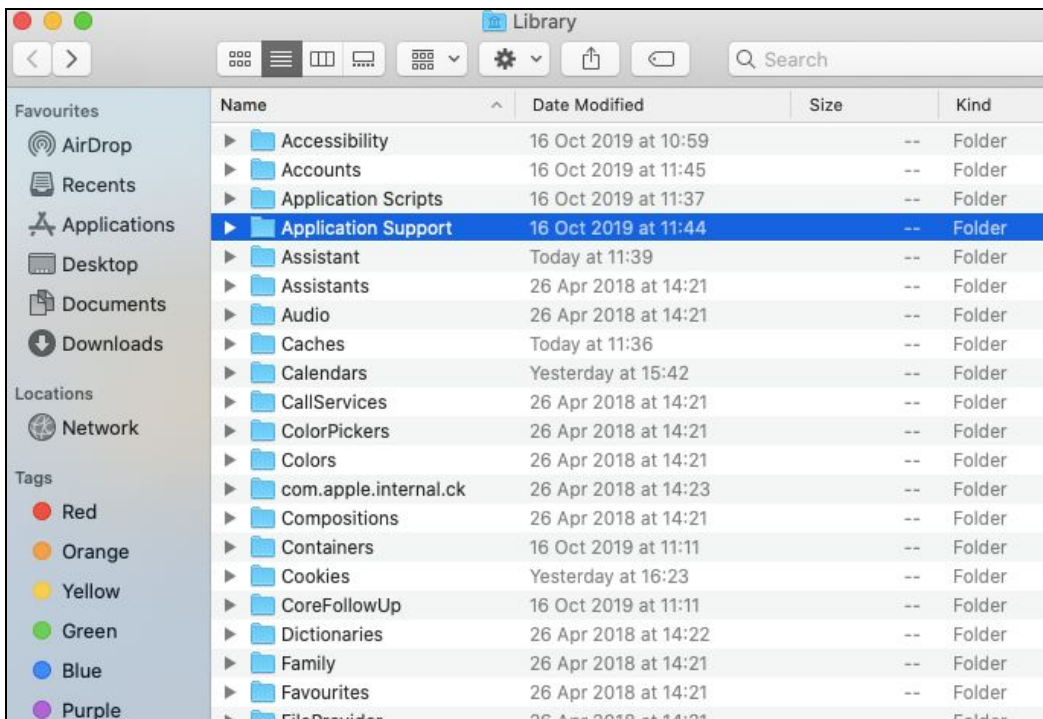
If you're having issues after upgrading your macOS or installing a new version of the Kortext Mac App, please follow the steps below:

Step 1 - In case you're able to start the app, please make sure you have an active internet connection, and then log out (deactivate) from the currently installed app. Otherwise, jump to Step 2.



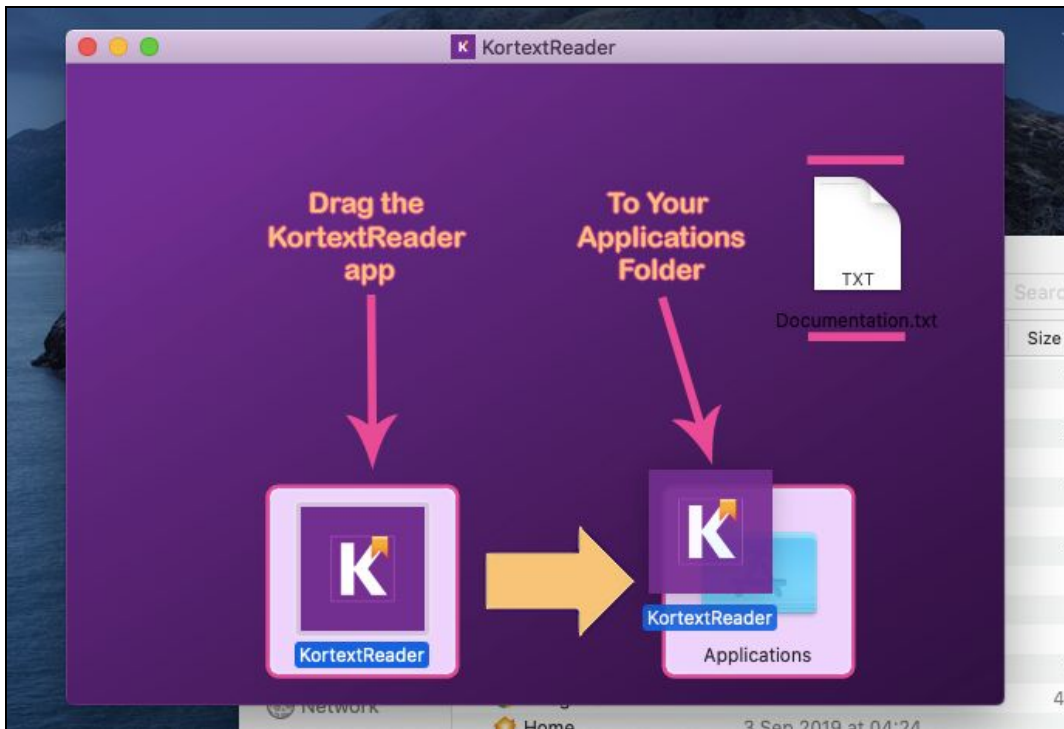
Step 2 - Delete your data directory (~/.Library/Application Support/com.kortext.KortextReader)
Using the "Go Menu" select "Go to Folder" and open the folder called "~/.Library/Application/Support" and then delete the folder called "com.kortext.KortextReader"



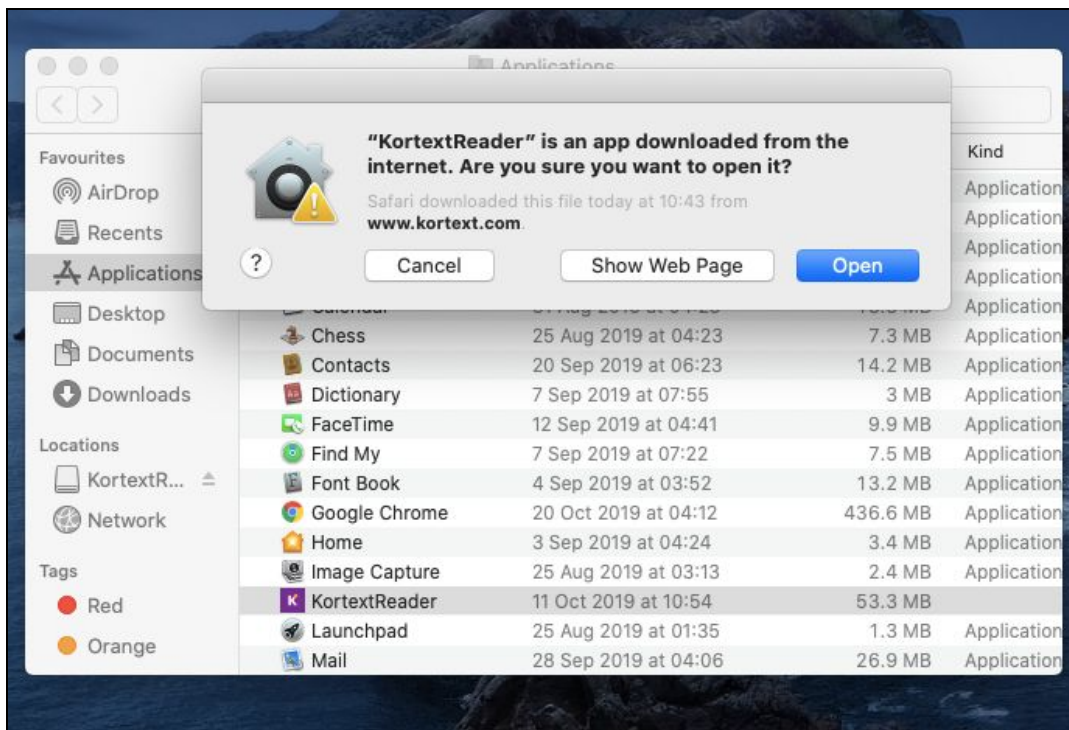


Step 3 - Download the latest version of the app from [here](#)

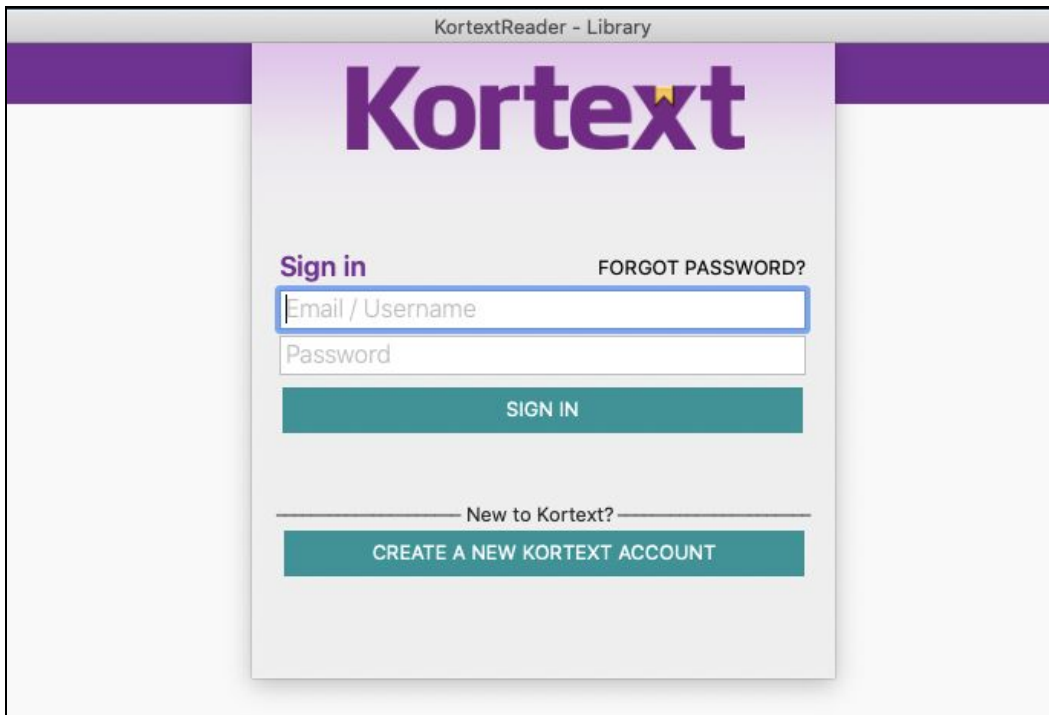
Step 4 - Drag KortextReader to your Applications folder



Step 5 - Click on KortextReader in the folder, you'll then see a pop-up saying "KortextReader" is an app downloaded from the internet. Are you sure you want to open it? - select 'Open'



Step 6 - Sign in to the app with your Kortext username and password



If you're still having issues after going through these steps, please contact us at support@kortext.com.