

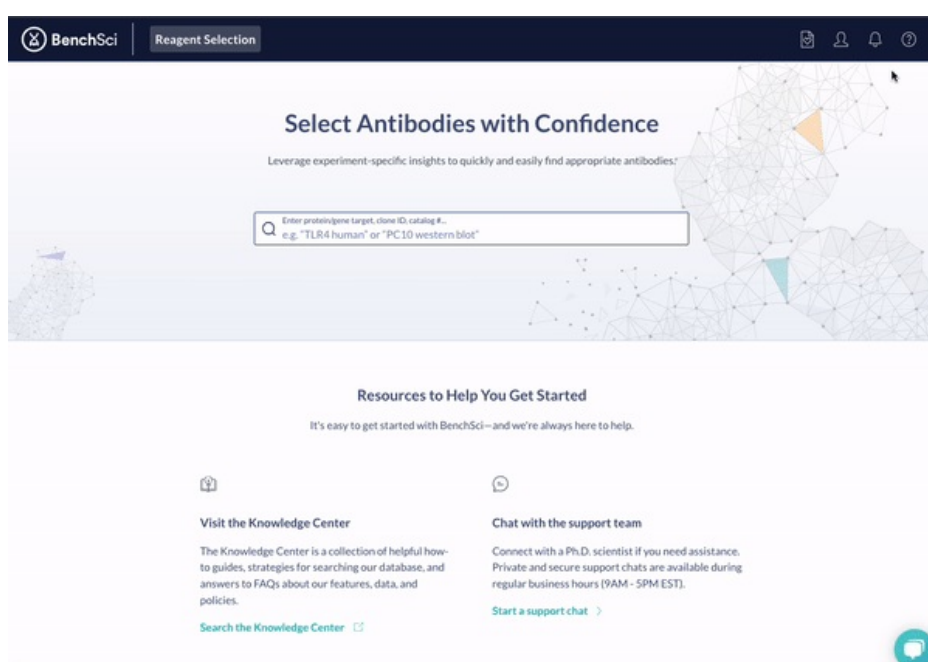
Opening the widget in private/incognito browsers

Last Modified on 18/09/2025 2:09 pm EDT

If you are accessing ASCEND through a private/incognito window you may not be able to open the widget

To ensure you are seeing relevant content, the widget feature relies on cookies from your session. Because cookies are generally blocked in private/incognito windows, this *may* affect the functionality of the widget.

If the widget doesn't open, clicking **Knowledge Center** within the app will still take you to knowledge.benchsci.com/home in a new tab in your browser. You may be asked to **log in** again.



If you have any questions, please feel free to reach out to us through the chat (bottom right corner) or by emailing support@benchsci.com.