# Welcome to Italianglot!

Ciao! Thanks so much for becoming an Italianglot member! You're now officially an *italianglottino / italianglottina!*

Here's how the Italianglot project works: all the contents are available only on the website **italianglot.com** (and not on Patreon - although you'll need Patreon to access them).

Let's say you want to study *Episode #115: "Come usare i podcast per diventare fluenti in italiano".*

- Navigate to this page: **Episode 115**
- Scroll down to the bottom of the page and click on the button **Trascrizione**:
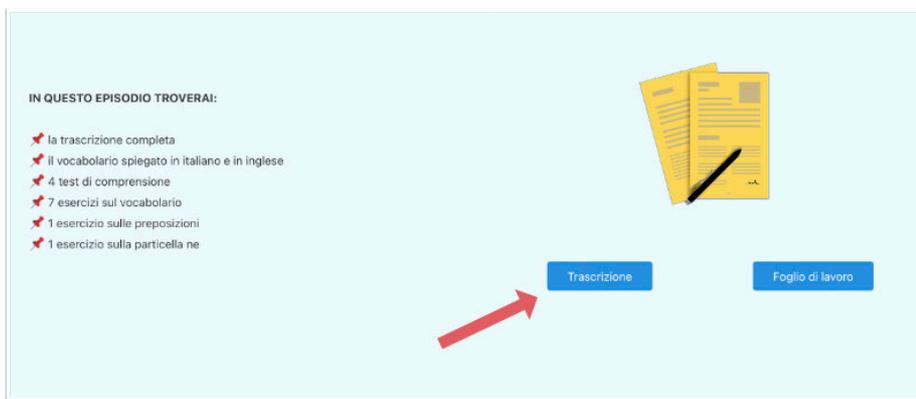
- If you see this page:

- Click on the **refresh** button at the bottom of the page. If you still get the same page, let's start over and do the following…
- Go to the **Patreon website** and if you're logged in, log out. On the bottom left corner you'll see three dots next to your name. Click on the three dots and then click on **Log out**
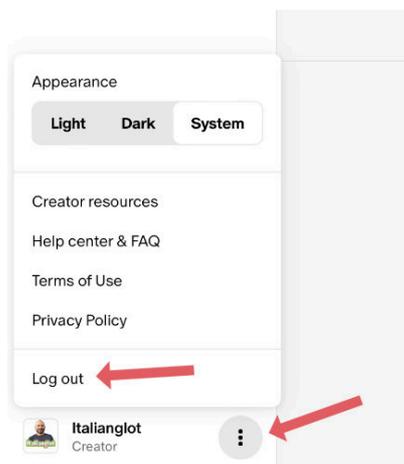


- Now let's go back to the Italianglot website: **Click here to access the Transcript Page**
- You should see this page again:
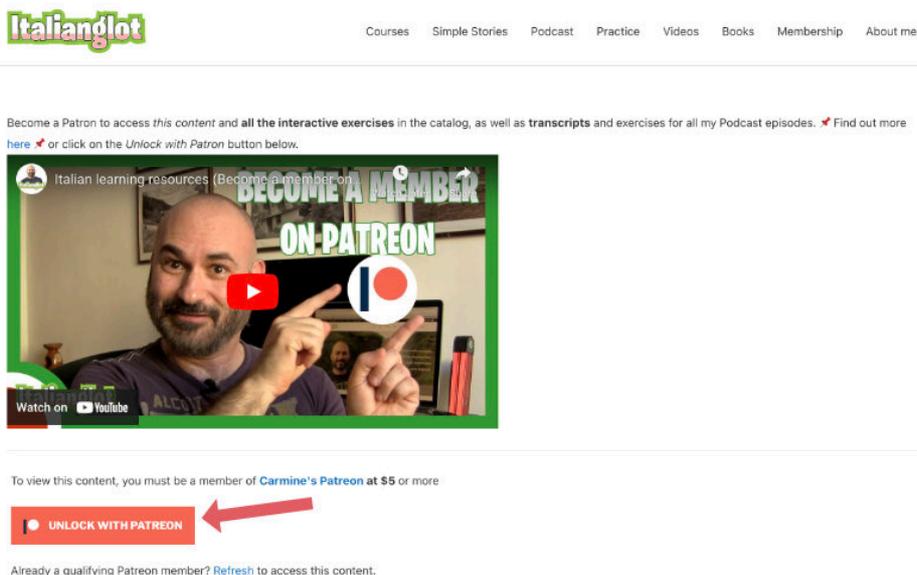
- This time click on the **Unlock with Patreon** button. You'll be automatically redirected to the Patreon website.

- You'll now see this page. Log in using the **same email** and password you used when you created your account on Patreon.com and you paid for the subscription:
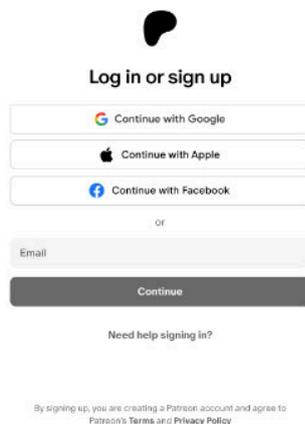
- Once you log in, you should be redirected to the Italianglot website again and you should see this page where you can now download the transcript:
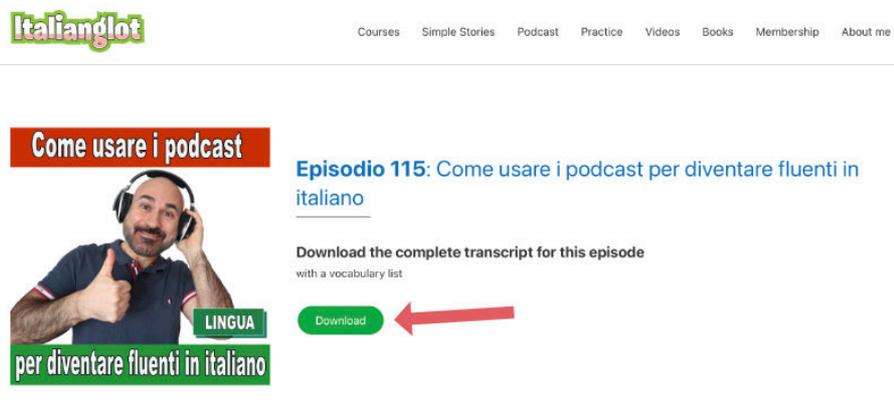
- If you still can't access this page, try this:

  ✶ Refresh the page (Press F5 on Windows / Cmd+R on Mac)
  ✶ Clear the cache of your browser and then refresh the page again
     Here's how to clear the cache on the most common browsers
  ✶ Try accessing the **transcript page** using a different browser (<u>Chrome</u>, <u>Firefox</u>, Safari, <u>Edge</u>…) and follow the same procedure as before.
  ✶ Verify that you can access the materials from the Patreon app on a mobile phone or tablet
  ✶ Just try again later. Sometimes it takes a while for Patreon to activate your account and lots of users have told me that the issue was automatically gone after a few hours.
  ✶ Contact me using this email: **italianglot@gmail.com**
  ✶ Visit the **Patreon Help Center**