PLURALSIGHT | HELP CENTER

Membership plans aren't visible during checkout

Tags: **ACG**

Our checkout uses a number of geographic checks to ensure that the correct pricing, tax and currency are shown for users. However, on rare occasions, this process can display the incorrect membership plans. If you experience this issue, please try the following troubleshooting tips:

- **Verify the VPN:** Please ensure you're not using a proxy or VPN that may change the reported location of your connection. Also check that your billing address matches your card's country of issue. We need to know your country to generate the correct taxes and currency, and a VPN can hinder an accurate lookup and prevent plans from appearing.

- **Block that blocker:** You may need to temporarily disable your ad blockers or try using another computer or smartphone, on another network connection, to successfully check out. We've been advised that Ad Blockers (AdblockerPlus, uBlock etc.) and browser privacy tools (Ghostery, Privacy Badger, NoScript) have caused problems in the past

- **Browse your browser:** Please check your browser's console logs. You should see an error message about being unable to load either prices, plans or currency. To access your browsers console log, you can use the Account and video playback troubleshooting guide.

If you need help, please email Pluralsight Support (opens email form) for 24/7 assistance.