

Infuriating PayPal error message:

Access Denied

You don't have permission to access "http://www.paypal.com/us/signin" on this server. Reference #.....

Dear ECRO delegates,

As of writing this, it's unclear why some of you have no permission to access PayPal on a computer, however, after much trial and error in the last couple of years, we were able to get mostly around it. Hopefully, these solutions work for you as well.

What is the problem and why?

These problems are unfortunately not due to our society or conference websites. They are unfortunately related to PayPal as well as other credit card organizations checking for fraud and hackers (WAF, the web application firewall). There are thus two different issues: (1) related to your organization or the place from which you contact PayPal, or (2) PayPal's own web application firewall (check of incoming traffic).

During the verification process, IP addresses and tracking cookies are investigated. Some organisations have very strong firewalls that prevent these credit companies to do this verification. Alas, the access denied information does not give us information regarding the issue in question.

If you contact us, please give us a little more information since we are unable to pinpoint the correct problem. We noticed that there are issues more related to either Microsoft or Macintosh computers which are not related to each other.

Again here some tips:

Issue from PayPal WAF (web application firewall): to fix this problem, make sure none of the data you are sending to PayPal (customer names, addresses, goods descriptions, etc) contains anything "html-ish", like angle <brackets> and ampersand & signs, especially if semicolons; follow - (;-) and probably also "quotes" and 'apostrophes'. **Thus, remove all the "special characters" and try again.** Most financial institutions also do not allow the special characters, specifically problems are caused by semicolons; & ^ < > [] : % \$ #

1. Open and use Google Chrome. In my experience, Safari (Mac browser) or Edge (Microsoft browser) suffers from the Access Denied error more often than Chrome does.
2. Find the **Menu Bar** at the top of the screen, and click the word **Chrome**.
3. Click **Clear Browsing Data...**
4. **Clear all instances of PayPal's website data to start fresh on a clean slate.**
5. Head back to the **Google Chrome** browser and attempt to access PayPal again.
6. Congrats, you should be in! Enjoy using PayPal normally.

Disable the VPN software, if any...

Sometimes, the VPN on your device might restrict you from visiting certain websites. Therefore, you can disable the website temporarily and then re-try to access the website for which you are seeing PayPal access denied error.

Disable the proxy server.

Issue with some Microsoft computers: Microsoft Edge keeps working in background on many PCs and independent if you use Chrome or other webbrowser. If you want to delete all cookies, you may have to check if Microsoft Edge is still installed on your PC. Then, **open Microsoft Edge and then select Settings and more > Settings > Site permissions. Select Cookies and site data.** Here you can set specific controls for cookies. Select See all cookies and site data. In case you thought you deleted Edge previously, this might not be the case (<https://www.windowcentral.com/how-remove-microsoft-edge-windows-10>)

Issue with Macintosh computers: Here we noticed that the Mac firewall could also cause a problem and the new way Mac computers allow accessibility to the computer.

Issue with both types of computers: Privacy windows within webbrowsers and contentBarriers from virus softwares blocking IP checking from Paypal.

Regards,
ECRO