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## Issue with Order It! Bookmark plug-in for Amazon Orders in Alma (NA Region)

- **Product:** Alma
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### Question

The Order It! bookmark plug-in is not working for Amazon.com - it used to work fine. How can I fix this?

### Answer

Since November 2025, it has been observed that for some customers in the NA region who use the Order It! bookmark to place orders from Amazon into Alma, the bookmark does not work—clicking it results in no action. This issue is due to changes in Amazon's cookie policy and is outside the scope of our product, so no solution can be provided at this time. However, the following workaround has been effective for some customers:

1. In one browser tab, ensure you are logged into Alma.
2. In a separate new tab, navigate to Amazon.com.
3. Return to the Alma tab and click on the bookmark. The bookmark should be present on this tab, and the modal window should appear.
4. Next, go back to the Amazon.com tab, ensure you are signed in to your Amazon account, search for the book you wish to order, and then click on the bookmark
5. This time, the bookmark should work, and the modal window should appear (if this does not work, please see the note below).
6. The modal window may prompt you to allow cookies for Amazon; please allow this.
7. You can then complete the modal window with the bibliographic and fund details as usual and submit your order.

If the above do not work, please remove all the Amazon-related cookies and retry.

Please note that if, in step #5, when you are signed into Amazon, and the modal window does not display when the bookmark is clicked, perform the following workaround:

Open a separate, private browser window at amazon.com and sign in to your Amazon account for the actual ordering of the book within Amazon. At the same time, have a separate browser window open with a tab logged into Alma, and a tab for Amazon but not logged in. This is the tab to use the bookmark on for the modal window to appear and for the step of getting a POL automatically created in Alma.

If nothing works, please open a support case in our Support Portal for further assistance.

Please note that this is a known issue as documented in our Known Issues portal [here](#)

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