

## D214 Web Browsers – Disabling Pop-up Blocking

### [Instructions for globally allowing pop-ups to resolve website issues](#)

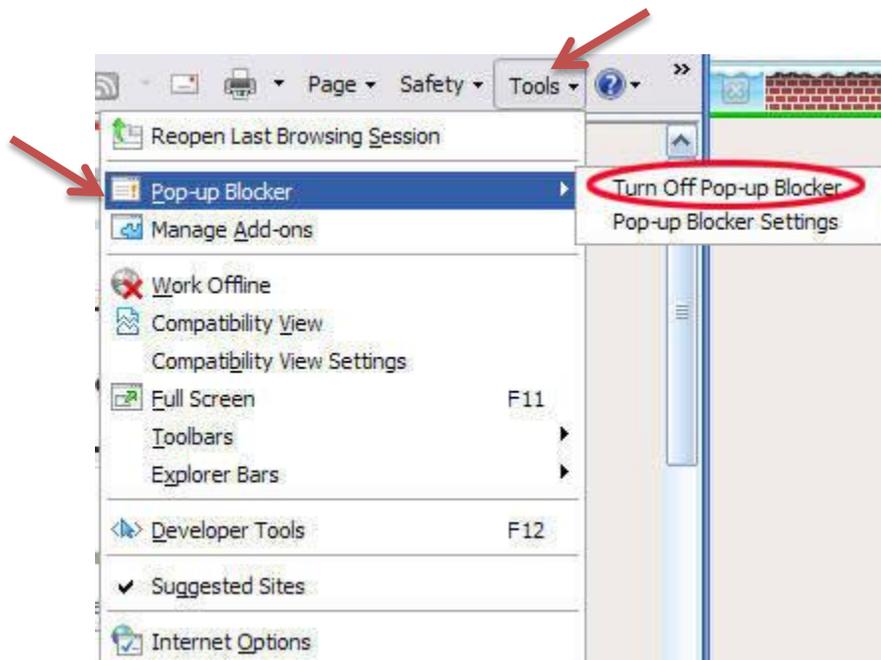
Use the following instructions to disable pop-up blockers across multiple browsers in order to resolve website content problems. Please note that these instructions assume common web browser configurations and may not be applicable in every situation.

*Also note that these instructions do not cover pop-up blocking performed by add-ins such as: Yahoo Toolbar, ASK Toolbar, Google Toolbar, and Anti-virus / Anti-Intrusion software.*

### PC Instructions:

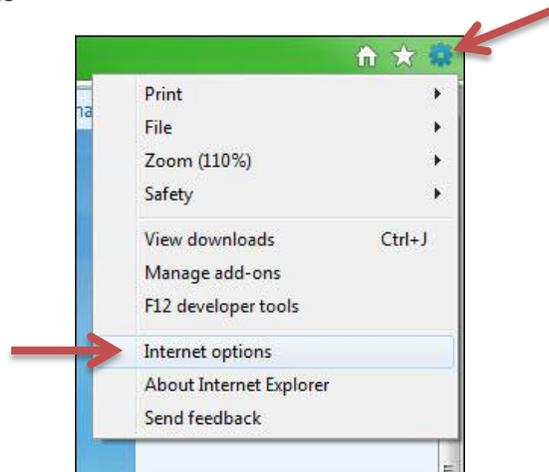
#### Internet Explorer 8

1. Click on the **'Tools'** dropdown menu in the upper-right area of the browser
2. Hold the cursor over **'Pop-up Blocker'**
3. Select **'Turn Off Pop-up Blocker'**

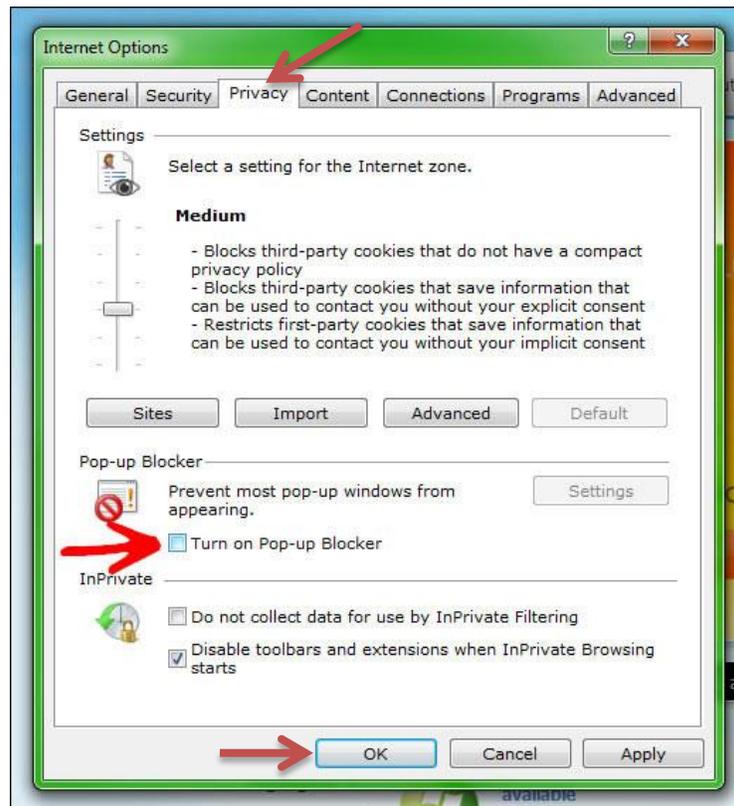


## Internet Explorer 9

1. Click on the 'Gear' icon or 'Tools' menu in the upper-right area of the browser
2. Click on 'Internet Options'



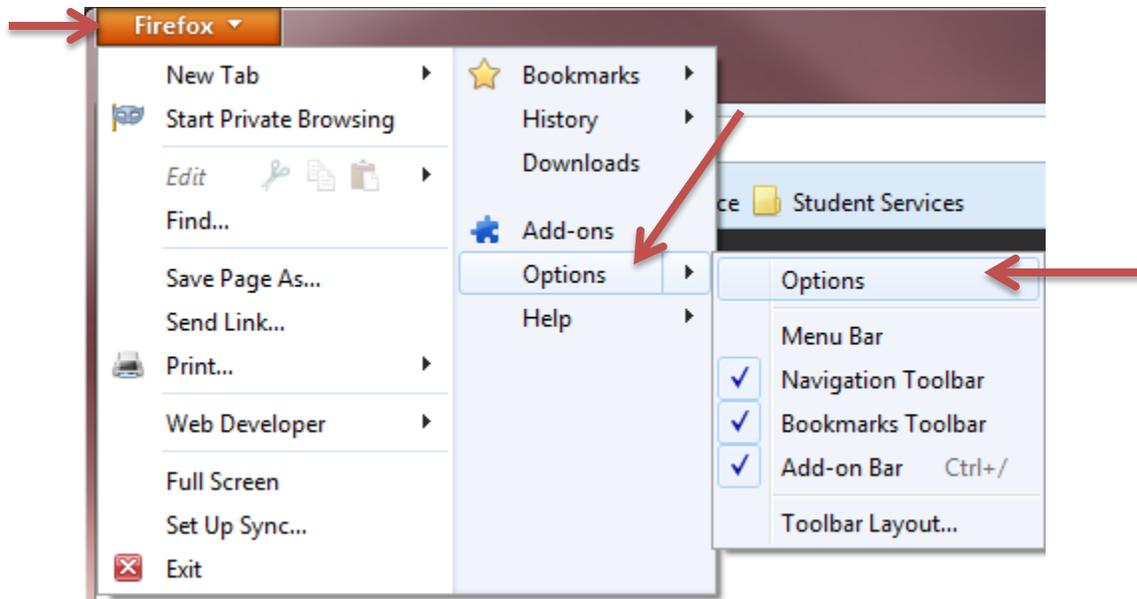
3. Click on the 'Privacy' tab
4. Toggle the box for 'Pop-Up Blocker' to turn on/off
5. Click 'OK'



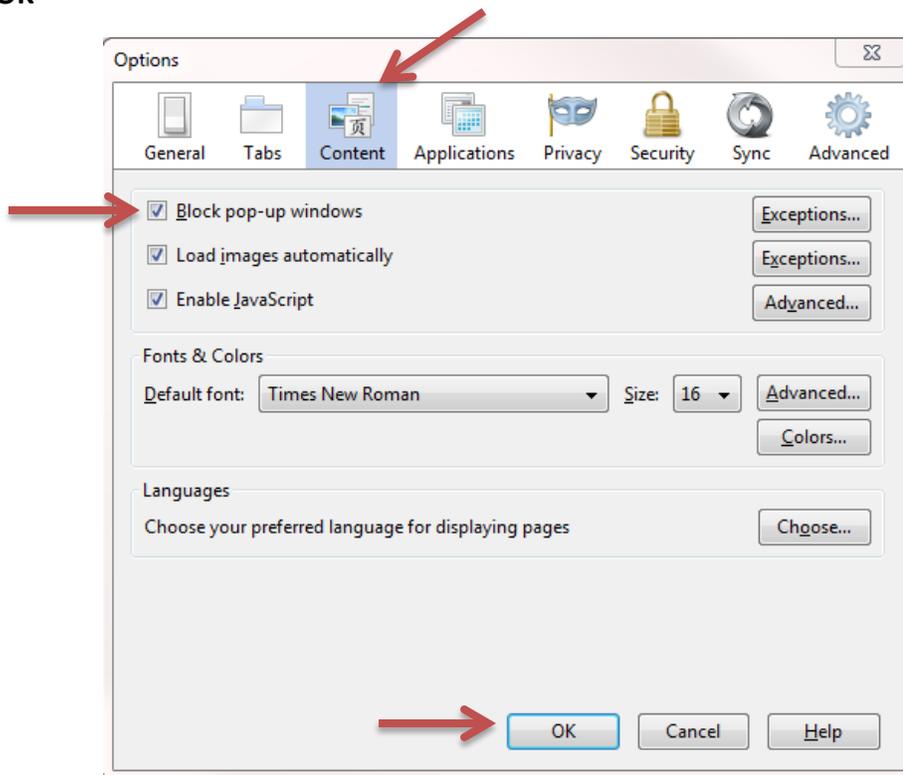
*(The pop-up blocker control may appear inaccessible or grayed-out for some users as these settings may be managed by your administrator)*

## Firefox

1. Click on the '**Firefox**' drop-down menu in the upper-left corner of the browser
2. Hold the cursor over '**Options**' and then click on '**Options**' in the sub-menu

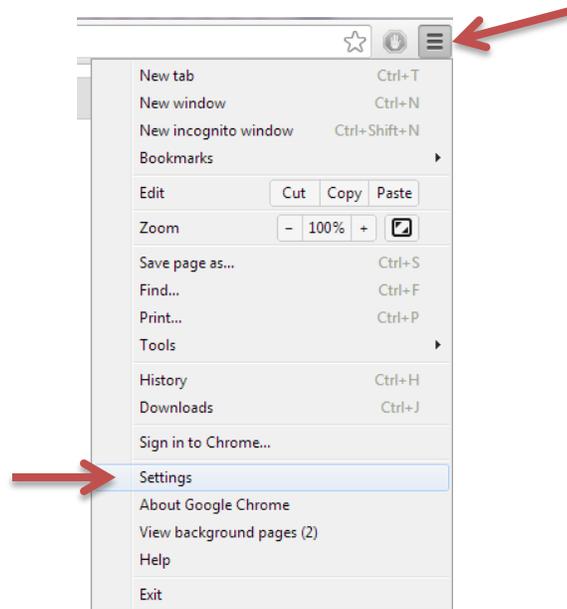


3. Click on the '**Content**' Tab
4. Toggle the box for '**Block pop-up windows**' to turn on / off
5. Click '**OK**'

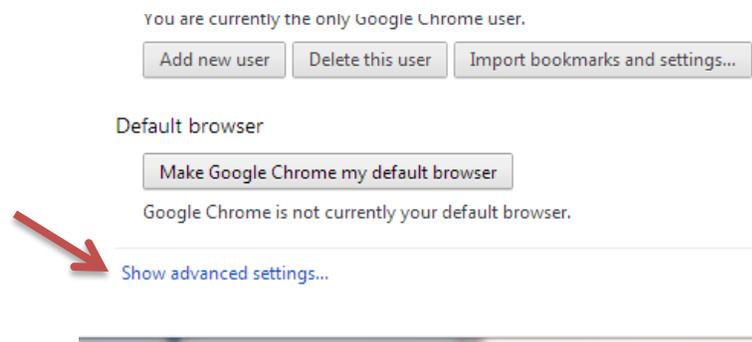


## Chrome

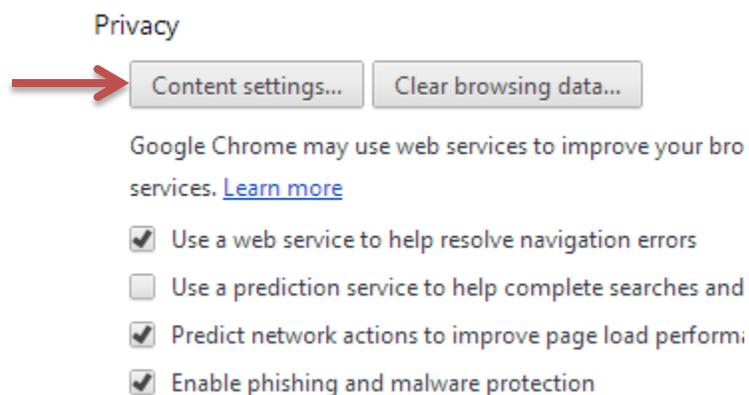
1. Click on the settings **'Wrench'** or **'Menu'** button to the right of the address bar
2. Click on **'Settings'**



3. Click the **'Show advanced settings...'** link at the bottom of the page

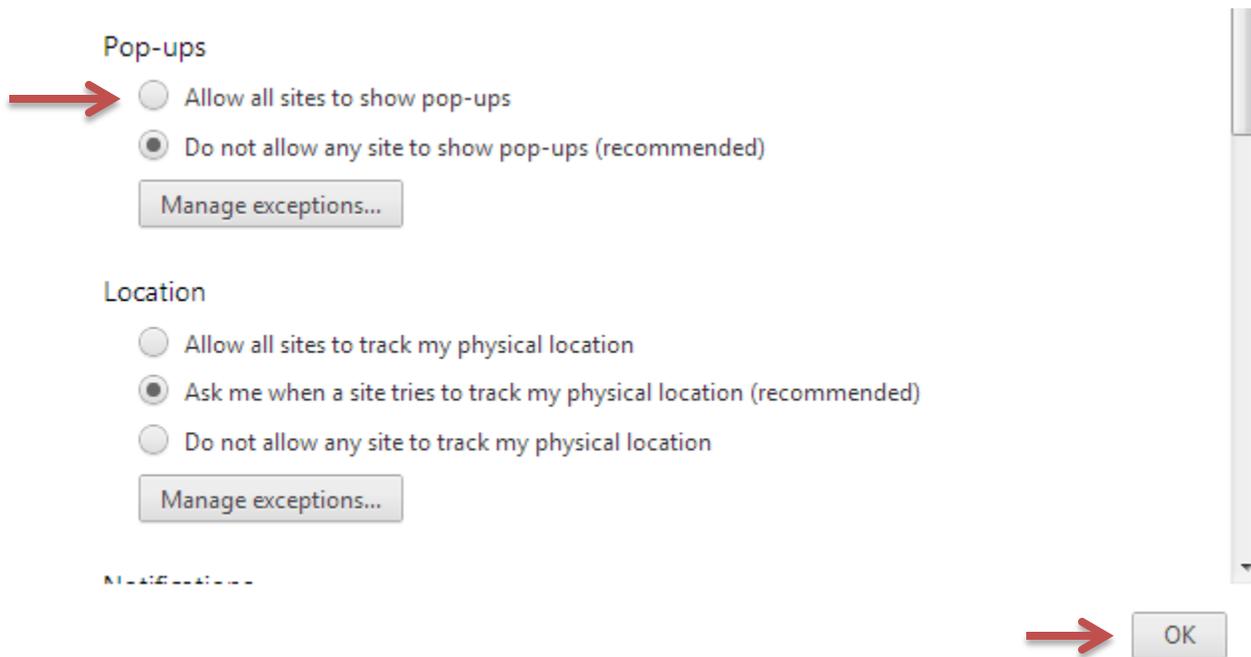


4. Under the **Privacy heading**, click the **'Content Settings...'** button



5. Scroll down to the **Pop-ups section** and select '**Allow all sites to show pop-ups**'

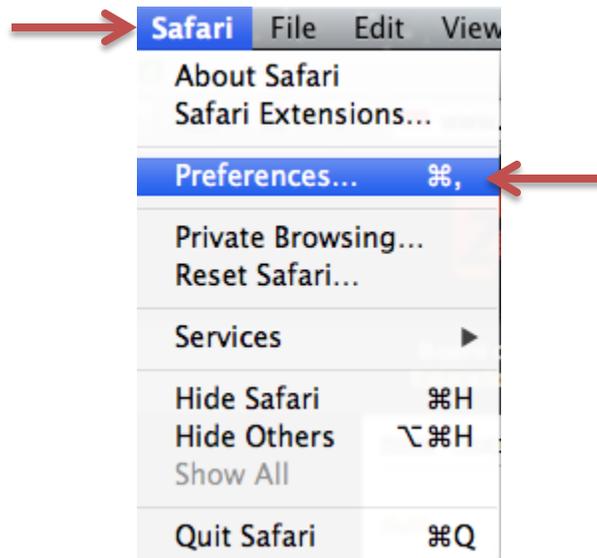
6. Click '**OK**'



## Mac Instructions:

### Safari

1. Click on the 'Safari' menu in the top left corner
2. Click on 'Preferences...'

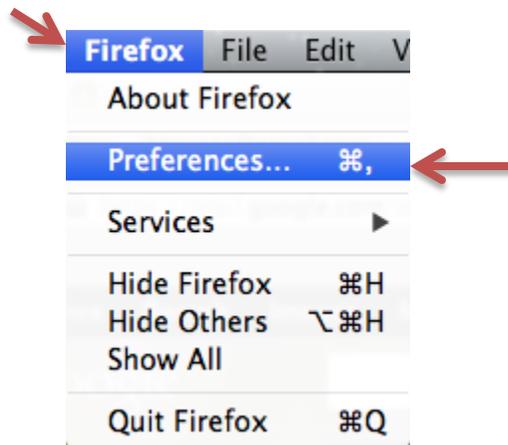


2. Click on the 'Security' tab
3. Toggle the box for 'Block pop-up windows' to turn on / off
4. Click the 'red circle' in the top-left corner to close the preference window

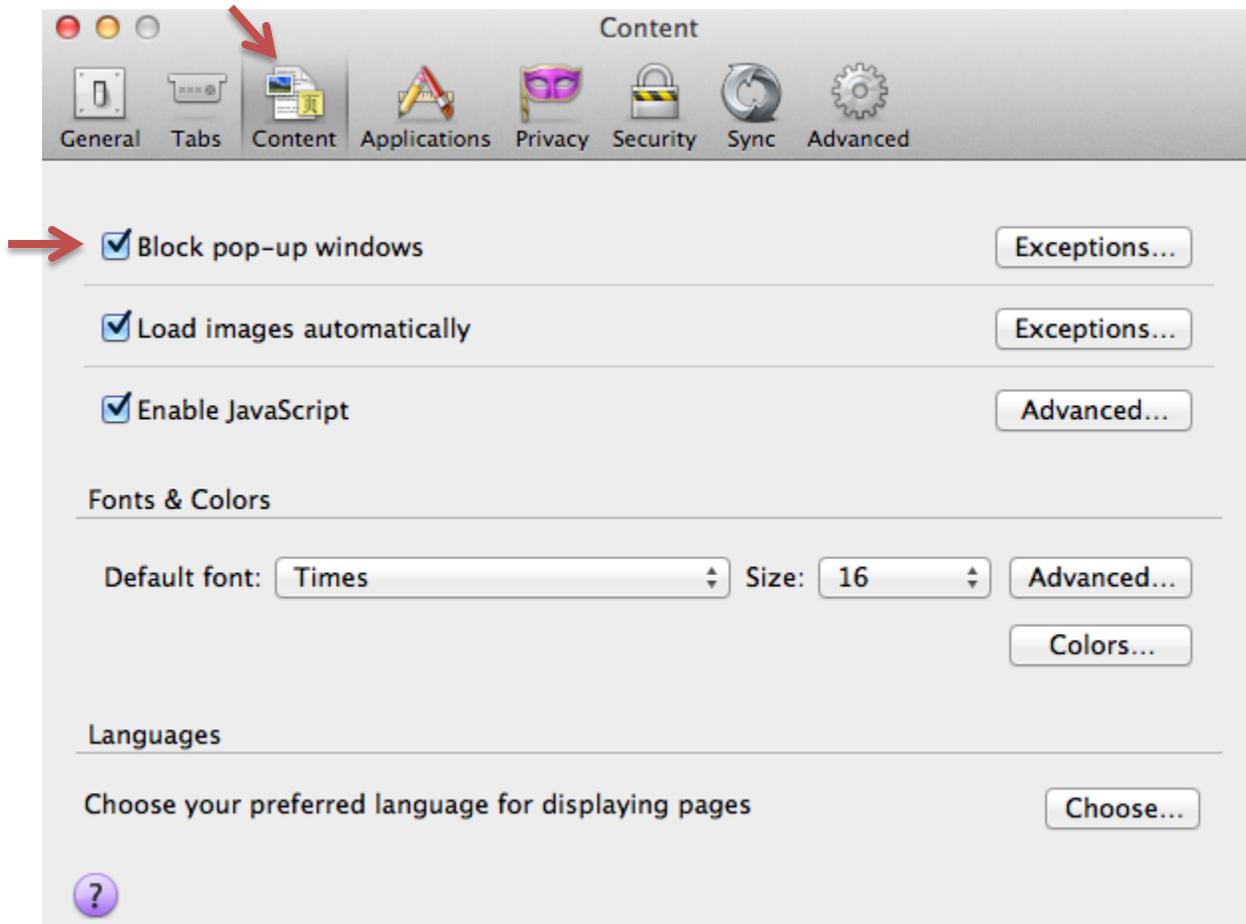


## Firefox

1. Click on the 'Firefox' menu in the top left corner
2. Click on 'Preferences...'

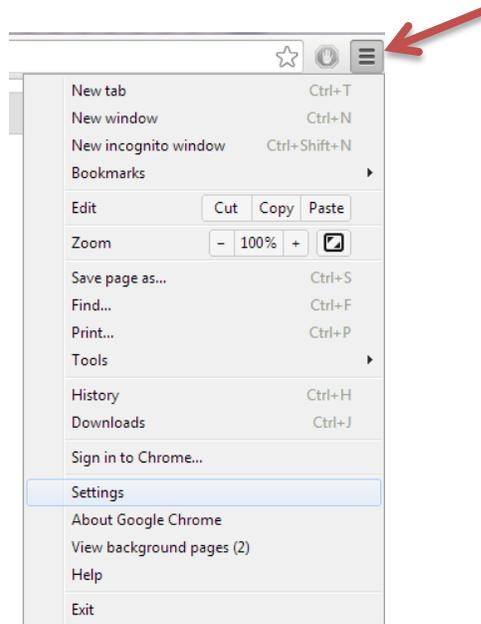


3. Click on the 'Content' tab
4. Toggle the box for 'Block pop-up windows' to turn on / off
5. Click the 'red circle' in the top-left corner to close the preference window

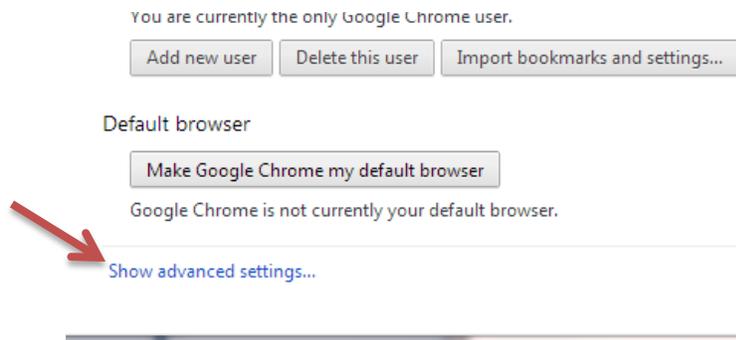


## Chrome

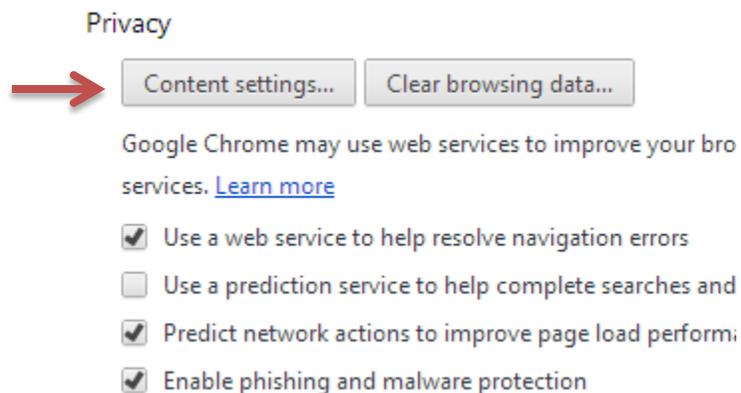
1. Click on the settings **'Wrench'** or **'Menu'** button to the right of the address bar
2. Click on **'Settings'**



3. Click the **'Show advanced settings...'** link at the bottom of the page



4. Under the **Privacy heading**, click the **'Content Settings...'** button



5. Scroll down to the **Pop-ups** section and select '**Allow all sites to show pop-ups**'

6. Click the '**OK**' button

