



## Disable Pop-up Blockers

**Often pop-up blockers are enabled in browser or mobile device settings. You must disable the pop-up blockers to allow the use of pop-ups for a successful video visit.**

### **Chrome Browser:**

1. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
2. Select **Settings**.
3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
4. Click **Popups and redirects**. Click **Add** button to the right of **Allow** (not Block!).
5. Type **<Your Organization Website>** and then click **Add**

### **Safari Browser on MAC:**

1. Click the Safari drop down menu
2. Select **Preferences** from the drop-down. Then click **Websites**
3. Click **Pop-up Windows** located on the left side, Ensure the **Block Pop-up** window option is **NOT** checked. This **ALLOWS** pop-ups
4. Click the drop-down to allow **<your organization's website>**
5. Close and reopen Safari for changes to take affect

### **Firefox Browser:**

1. Click the Open menu button (three bars) in the upper-right corner. Then click **Options**
2. Select **Privacy & Security**
3. Scroll down to **Permissions**
4. If **Block Pop-up windows** is not checked, you're done. If it is checked, click **Exceptions...** to the right of it and type **<your organization's website>** and then click **Allow** and **Save Changes**
5. Close and relaunch the Firefox browser for changes to take affect

### **Microsoft Edge Browser (Use this browser instead of Internet Explorer):**

1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
2. In the search box at the top of the Windows Setting window, type "pop" and press Enter
3. Click on **Block or allow pop-ups**
4. If Turn on Pop-up Blocker is not checked, you're done. If it is checked, click **Settings** to the right of it and type **<your organization's website>** and then click **Add** and **Close** and **OK**
5. Close and relaunch Edge for changes to take affect

### **iPhone or iPad iOS:**

1. Open the **Settings** app in iOS and go to Safari browser
2. Under **General** on right side, toggle the switch **Block Pop-ups** to the OFF position

### **Android phone or tablet:**

1. Open the Chrome app. To the right of the address bar, tap the 3 dots and the click **Settings**.
2. Tap **Site settings**. Click **Pop-ups and redirects**. Make sure they are **Allowed**.