

How to Disable Common Pop-Up Blockers

Listed below are some of the most popular pop-up blocking software packages, and instructions to enable pop-up windows with them. Pop-up windows must be enabled to view the orientation materials, take exams, and print certificates. There are dozens of pop-up blocking software packages and we are unable to list each here, but we have chosen the most popular. Generally, most pop-up blockers will install themselves either within the browser toolbar, or within the Windows Taskbar.


Depending upon what is installed on your computer, it is possible that you may have more than one pop-up blocker running. You will have to disable all of them for this site to work properly.

Once you have reviewed these instructions and have disabled the pop-up blockers in your system, you may need to restart your browser. Return to the TCPSSM website as needed.

AOL Toolbar

Locate and click on the AOL Toolbar button which contains a red square over a white square with a number beside it as shown below, then choose "Allow Pop-ups from www.realtracs.net." – or in this case, TCPSSM!



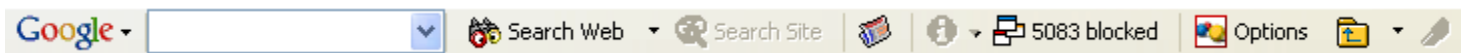
The Pop-Up Blocker button will now resemble a green square over a yellow square as show to the right and below: 



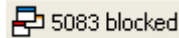
Once this is done, then you should be able to use the site properly. Once you are finished using the site, you can click the icon again to re-enable the pop-up blocker.

Google Toolbar

The Google Toolbar is provided by Google to facilitate searching the web, as well as providing pop-up blocking. This pop-up blocker is part of a menu bar and appears in the browser as follows:



The following icon is the pop-up blocker:



To allow pop-ups to appear, merely click on the icon. You should now see the following:



Once this is done, then you should be able to use the site properly. Once you are finished using the site, you can click the icon again to re-enable the pop-up blocker.

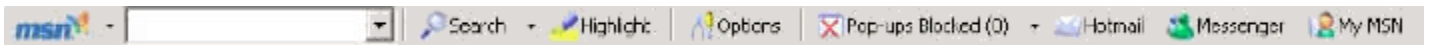
Note: if this is not sufficient to allow pop-up windows to appear, you may need to disable the Google toolbar completely by following the approach below.

Right-click on the toolbar and a Drop-Down will appear with a listing of all of the Toolbars.

Uncheck the entry **Google** to disable the Google Toolbar. To re-enable the Google Toolbar, right-click again in the toolbar area and recheck **Google**.

MSN Toolbar

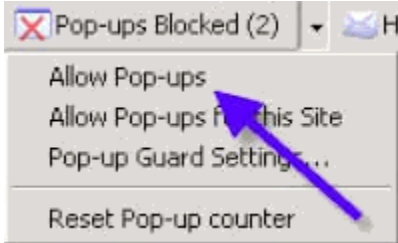
MSN Toolbar is also provided by Microsoft, as part of their online services. This pop-up blocker is part of a menu bar and appears in the browser as follows:



The following icon is the pop-up blocker:



To disable pop-up blocking, click on the down arrow to the right of the text, which will bring up the following menu:




Click on either the **Allow Pop-ups** or the **Allow Pop-ups for this Site** option. Once this is done, then you should be able to use the online system properly. Once you are finished using the online system, you can go back into the menu again to turn on the pop-up blocker.

Pop-Up Stopper

One of the more popular Pop-Up Blockers available, this software is designed solely for preventing Pop-Ups.

It will install an icon in the lower right corner of your Start Menu Toolbar.



The following icon is the Pop-Up Blocker:  To disable Pop-Up Blocking, right-click on the icon and a Pop-Up menu will appear with a list of options.



Uncheck the option **Block pop-up ad windows**.

To turn the Pop-Up Blocker back on, you can go back in and recheck the entry to re-enable their Pop-Up Blocker.

Mozilla Firefox

Mozilla's pop-up blocker is integrated into the browser, much like the pop-up blocker for Internet Explorer. To disable the pop-up blocker, open the **Tools** menu and click on **Options**.

The following window will appear:



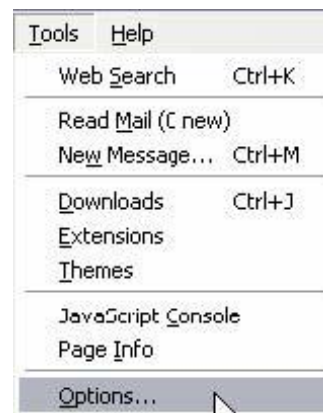
Click on the **Web Features** icon in the list on the left navigation bar. Remove the checkmark from **Block Popup Windows** option.

Click **OK** to close the window.

Once you are finished, you can go back into the menu again to turn on the pop-up blocker.

Netscape

Netscape's pop-up blocker is integrated into the browser, much like the pop-up blocker for Internet Explorer. To disable the pop-up blocker: from the **Edit** menu, select the **Preferences** option. The following window will appear:



Click on the arrow beside the **Privacy & Security** option on left-hand side of the window, to make it display the options. Click on the **Popup Windows** option. Remove the checkmark from beside the **Block unrequested popup windows** option. Click **OK** to close the window.

Once you are finished, you can go back into the menu again to turn on the pop-up blocker.



Yahoo

The Yahoo! Toolbar is available from Yahoo! as part of their service's offerings. The graphic image below is how the bar will appear within Internet Explorer:

To disable Pop-Up Blocking, Click on the Down Arrow next to the icon to bring up the Menu



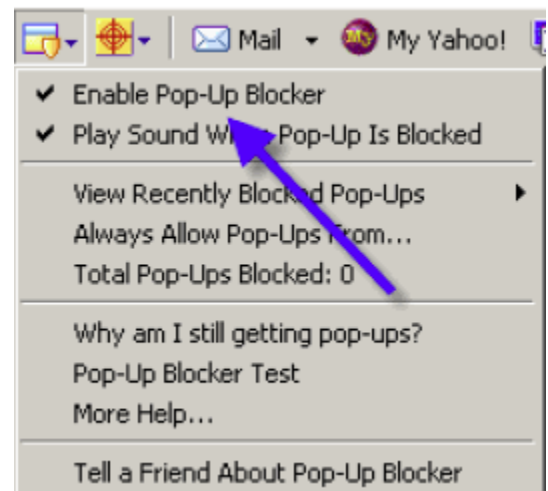
The following icon is the Pop-Up Blocker:



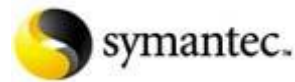
To disable Pop-Up Blocking:

1. Click on the Down arrow in the icon to bring up a menu:
2. Uncheck the **Enable Pop-Up Blocker** option.

To re-enable pop-up blocking, re-check the **Enable Pop-Up Blocker** option.



Norton Internet Security/Firewall Pop-up Blocker

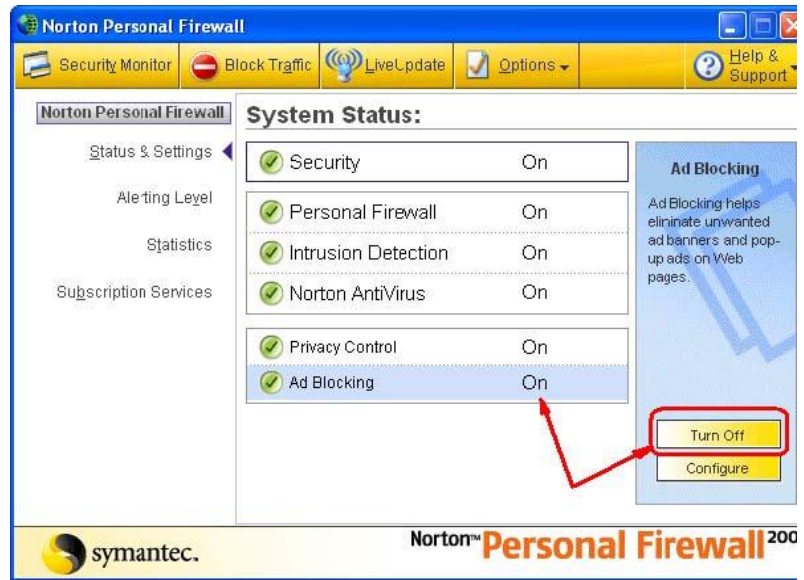


To disable pop-up blocking in Norton's Internet Security/Firewall, do the following:

Bring up Norton Internet Security's/Firewall's main window. This can be accomplished by opening the Windows Start menu, selecting Programs (or All Programs) and then Norton Firewall. A window like the following should appear:

Click on the Ad Blocking line.

Click on the Turn Off button. Close the Window

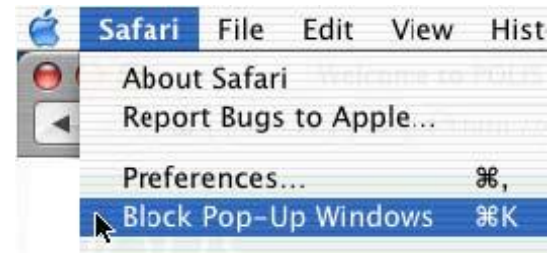


Safari

The Safari browser does not allow you to selectively allow pop-ups from individual web sites, so you will have to globally turn the pop-up blocker on and off.

There are two ways to disable Safari's pop-up blocker.

1. Go to the "Safari" menu and un-check the option to "Block Pop-up Windows." You may also use the -K keyboard shortcut.
2. Go to the "Safari" menu and select the "Preferences..." option. Click on the "Security" icon, find the "Web Content" section, and then un-check the box next to "Block pop-up windows."



Once you are finished, you can go back into the menu again to turn on the pop-up blocker.

Clearing your Cache & History

Once you have configured your browser and plugins to allow Pop-ups, information may still be blocked on the Web site. This may be because the Web site information is being stored in your Web browser's cache. You must clear the cache for the changes to work.

Each time you access a file through your web browser, the browser caches or stores it on your computer as a Temporary Internet file. Thus, the browser doesn't have to newly retrieve files (including any images on the page) from the remote web site each time you click **Back** or **Forward**. This sometimes results in less than current versions of web pages being displayed. When the cache fills up, performance can slow down and your hard drive may run out of space. You should periodically clear the cache to allow your browser to function more efficiently.

A browser's history is a log of sites that you visit. When you press a browser's **Back** button, you are moving back one entry the history log. Browsers will normally clear history at regular intervals, but you may want to clear it manually for privacy reasons.

Internet Explorer 8 and above

- Open **Internet Explorer**.
- Click **Tools** in the upper toolbar or click on the **Tools** icon.
- Click **Internet Options** and choose the **General** tab.
- Click **Delete** under "Browsing History".
- Click **Delete Files** under "Temporary Internet Files".
- Click **Yes** on the **Delete Files** dialog box.
- Click **Close** and then **OK**.

Internet Explorer 7

- Open **Internet Explorer**.
- Click **Tools** in the upper toolbar or click on the **Tools** icon.
- Click **Internet Options** to open **Internet Properties**.
- Click the **General** tab
- Click **Delete** under "Browsing History".
- Click **Delete Files** under "Temporary Internet Files".
- Click **Yes** on the **Delete Files** dialog box.
- Click **Close** and then **OK**.

Firefox 3.5 and above for Windows

- From the **Tools** menu, select **Clear Recent History**
- From the **Time range to clear** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
- Click the down arrow next to "Details" to choose what history elements to clear (e.g., check **Cookies** to clear cookies). Click **Clear Now**.

Safari 4.0

- Open **Safari**.
- Click on **Tools (gear icon)** in the upper right toolbar and Select **Reset Safari**.
- Click **Empty Cache** and **Remove All Cookies**.
- Click the **Reset** button.
- Exit and re-launch the browser.

Firefox 3.5 and above for Mac OS X

- From the **Tools** menu, select **Clear Recent History**.
- From the **Time range to clear** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
- Click the down arrow next to "Details" to choose which elements to clear. Click **Clear Now**.

Final comment

Note: There are other pop-up blocking utilities – this resource has just addressed the most popular. If you are unsure whether or not you have a Pop-up Blocker installed, one way to test is to navigate to <http://www.popuptest.com> and click on the **Multi Pop-up Test** link. It will open 10 pop-up windows. If it does not, then you either have something blocking the pop-ups.