Guide to Disable Popup Blockers for Virtual Visits

You may be asked to disable popup blockers in order to launch your Virtual Visit. If so, please select your device below to be brought to detailed instructions. If you are using a device that is not listed below, you may contact Technical Support by calling 800-745-9683.

WINDOWS COMPUTER

- Internet Explorer 8 and Earlier
 Internet Explorer 9 and Later
 - C <u>Microsoft Edge</u>
- Firefox
- Chrome

MAC COMPUTER

- 🖉 <u>Safari</u>
- Firefox
- Chrome

iOS (iPad/iPhone)



Firefox

<u>Chrome</u>

ANDROID



Chrome



WINDOWS COMPUTER



Internet Explorer 8 and Earlier

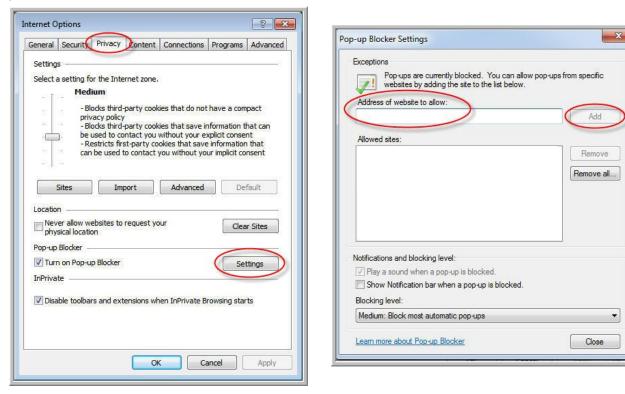
- **Click Tools** 1)
- Select Pop-up Blocker, and then click Pop-up Blocker Settings. 2)
- In the "Address of website to allow" box, type 3) (https://patientgateway.massgeneralbrigham.org) the website you want to see pop-ups from, and then click Add.

WINDOWS COMPUTER



C Internet Explorer 9 and Later

- Click the Tools icon 🔯 (Upper right corner) and select Internet Options. 1)
- Click the "Privacy" tab on the dialog box, click the "Turn on Popup Blocker" button to 2) add a tick.
- Click the "Settings" button to open the Pop-up Blocker Settings dialog box. 3)
- Type the website address in the address field 4) (https://patientgateway.massgeneralbrigham.org).
- Click the "Add" button and then click the "Close" button on the Pop-up Blocker 5) Settings dialog box.
- Click OK. 6)



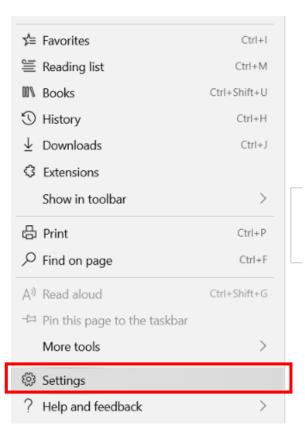
WINDOWS

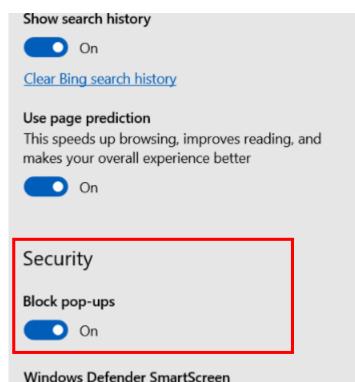


1) Open Microsoft Edge and navigate to the horizontal dots on the top toolbar.



- 2) Select "Settings"
- Select "Privacy & Security". Scroll down to the Security section and toggle off "Block pop-ups".





Help protect me from malicious sites and downloads with Windows Defender SmartScreen

WINDOWS



- 1) Select the menu button \equiv in the upper right corner to open the Firefox menu.
- 2) Click Options. Options
- 3) Select the Privacy & Security panel
 - Under the Permissions section, uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether.
 - Or, leave the Block pop-up box checked and click on **Exceptions...** to open a dialog box with a list of sites that you want to allow to display pop-ups.
- To enable the browser to recognize UD servers as trusted sites and, therefore, enable pop-ups from these sites, in the Address of web site field, type (<u>https://patientgateway.massgeneralbrigham.org</u>) and click Allow.

Allowed Websites - Pop-ups	×
You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you wa to allow and then click Allow.	int
A <u>d</u> dress of website	

- 5) Click "Save Changes".
- 6) Click OK to close the Options dialog box.

WINDOWS



By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

- 1) Go to a page (https://patientgateway.massgeneralbrigham.org) where pop-ups are blocked.
- 2) In the address bar, click Pop-up blocked.
- 3) Click the link for the pop-up you want to see.
- 4) To always see pop-ups for the site, select Always allow pop-ups and redirects from [site] > Done.

	□ ↓ ↓	3 =
1	The following pop-ups were blocked on this page:	
	https://patientgateway.massgeneralbrigham.org	
	Always allow pop-ups from hris.k-state.edu	
	Continue blocking pop-ups	
	Manage pop-up blocking Done	

MAC COMPUTER

- 💋 Safari
- 1) From the Safari menu, select Preferences.
- 2) Click Websites at the top of the window.
- 3) Select Pop-up Windows.
- To allow specific pop-ups, navigate to the web page (https://patientgateway.massgeneralbrigham.org), follow steps 1-3 and then select Allow next to the name of the site.

neral	Allow pop-up windows on the websites below:	L
Reader	Currently Open Websites	
Content Blockers	https://patientgateway.massgener	albrigham.org/
Auto-Play	the denverpost.com	Block and Notify
		Block and Notify
Page Zoom		Block and Notify 💽
Camera		Block and Notify 💽
Microphone		Block and Notify
	Genverpost.com	Block and Notify
Location		Block and Notify
Notifications	😥 electronis.org	Block and Notify
Pop-up Windows	W en.wikipedia.org	Block and Notify
	🔒 😥 electronis.org	Block and Notify 💽
		Block and Notify

MAC COMPUTER



- 1) From the Firefox menu, click Preferences.
- 2) Click the Content icon.
- 3) Click the Content icon located at the top of the window.
- 4) Make sure that Block pop-up windows is activated (checkbox).
- 5) Click the Exceptions button located to the right of Block pop-up windows.
- 6) You will see the Allowed Sites dialog box.
- 7) To enable the browser to recognize UD servers as trusted sites and, therefore, enable pop-ups from these sites, in the Address of web site field, type (https://patientgateway.massgeneralbrigham.org) and click Allow.
- 8) Click Close
- 9) Click OK to close the Options dialog box.

🛄 General	Content	0
Q Search		
Content	DRM content	
Application	IS Play DRM content	Learn more
🗢 Privacy	Notifications	
🖴 Security	Choose which sites are allowed to send you notifications Learn more Do not disturb me	C <u>h</u> oose
🗘 Sync	No notification will be shown until you restart Firefox	
€ Advanced	Pop-ups	Exceptions
	Fonts & Colors	
	Default font: Times New Roman Size: 16	<u>A</u> dvanced
		<u>C</u> olors
	Languages	
	Choose your preferred language for displaying pages	Ch <u>o</u> ose

MAC COMPUTER



By default, Chrome will notify you when a pop-up is blocks and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

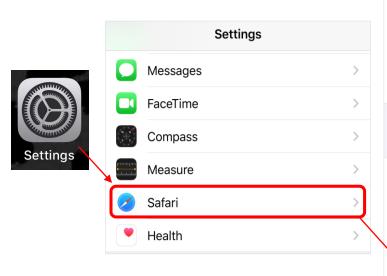
- 1) On your computer, open Chrome.
- 2) Go to a page (<u>https://patientgateway.massgeneralbrigham.org</u>) where pop-ups are blocked.
- 3) In the address bar, click Pop-up blocked.
- 4) Click the link for the pop-up you want to see.
- 5) To always see pop-ups for the site, select Always allow pop-ups and redirects from [site] > Done.



iOS (iPad/iPhone)



- 1) Open Settings.
- 2) Scroll down to Safari and tap it.
- 3) Scroll down under General until you find Block Pop-ups.
- 4) Toggle off Block Pop-ups.

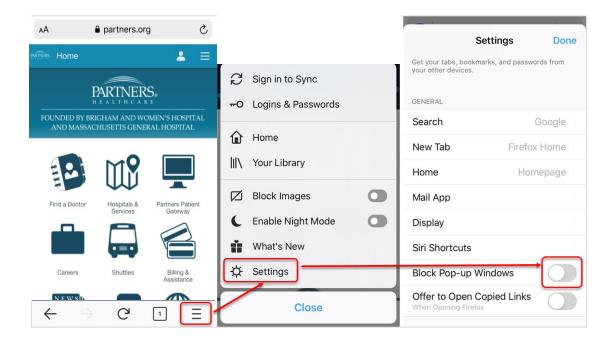


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Safari Suggestions	
Quick Website Search	On >
Preload Top Hit	
About Safari Search & Privacy	
GENERAL	
AutoFill	>
Frequently Visited Sites	
Favorites	Favorites >
Block Pop-ups	
Downloads	On My iPhone >

iOS (iPad/iPhone)



- 1) Open Firefox.
- 2) Tap the three horizontal bars in the toolbar and choose "Settings"
- 1) Turn on the toggle for Block Pop-up Windows to block pop-ups or turn it off to allow pop-ups.

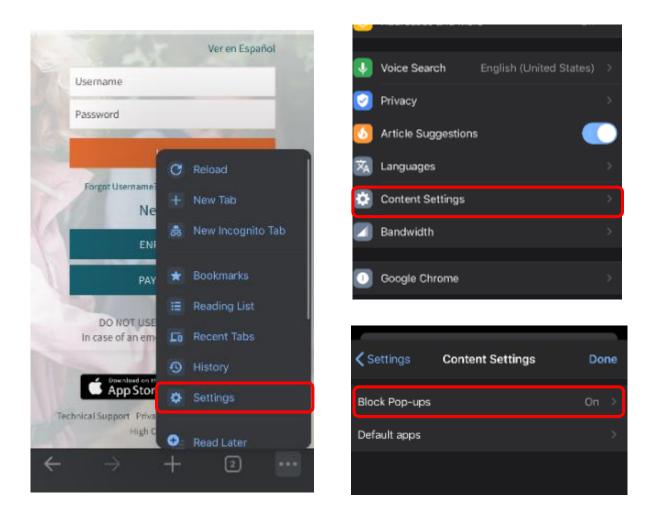


iOS (iPad/iPhone)



Chrome

- 1) On your iPhone or iPad, open the Chrome app
- 2) Select the 3 horizontal dots on the toolbar and select "Settings"
- 3) Select "Content Settings" and toggle "Block Pop-ups" off.

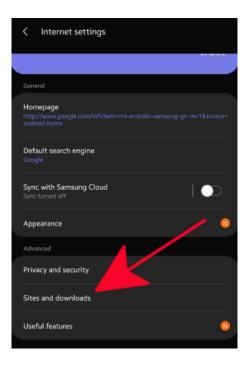


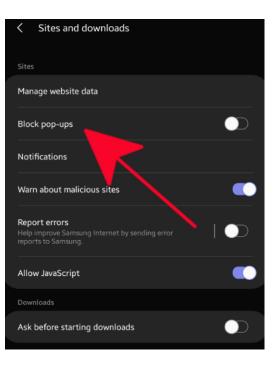
ANDROID



Samsung Internet Browser

- 1) On your Android device, open the Samsung Internet app.
- 2) Tap the Menu icon (three vertical lines).
- 3) Select Settings.
- 4) Navigate to "Sites and downloads."
- 5) Slide Block Pop-ups to off (white) to disable pop-up blocking.



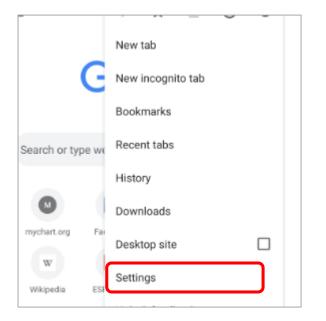


ANDROID

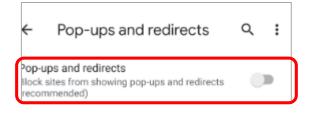


1) Open Chrome and select the vertical dots on the toolbar

- 2) Select "Settings" and "Advanced"
- 3) Toggle off "Pop-ups and redirects"



Themes		
Advanced		
Privacy		
Accessibility		
Site settings		
Languages		
Lite mode Off		
D		



ANDROID



- 1) Open Firefox.
- 2) Type about:config in the address bar.
- 3) Search for dom. disable_open_during_load.
- 4) Set it to false to allow pop-ups.

abou	tconfig		¢×
	you like to turn on search stions?	NO	YES
G	aboutconfig		

+ Q, Dom		8	
true			
dom.dialog_element.enabled			
false			
dom.disable_beforeunload			
Talise			
dom.disable_open_click_delay			
1000			
dom.disable_open_during_load			
false	Reset	Toggle	