SSMHealth.

How to Turn Off Pop Up Blockers

Telehealth/Video Visits - Patient Instructions

Some patients have shared that they are unable to connect to Zoom due to a pop-up blocker. This pop-up blocker prevents the Zoom window from presenting on their home laptop or computer.

How to Turn off Pop Up Blocker for a specific Browser

Please follow the instructions below depending on which browser you will use to connect to video visits.

Google Chrome

1. On your computer, open Chrome.



3. Select Settings.

4. On the left-hand side, open Privacy and security.



- 5. Select Site settings.
- 6. Select Pop-ups and redirects.
- 7. At the top, turn the setting to Allowed.

Internet Explorer



- 1. On your computer, open Internet Explorer.
- 2. At the top right corner, click the **Tools** icon, which looks like a gear



- 3. Select Internet options.
- 4. Select the **Privacy** tab along the top.

5. Within the Privacy tab, uncheck the box next to turn on pop up blocker.



Safari (Mac Computers)



- 1. On your computer, open Safari.
- 2. Select the Safari menu and click on preferences.



3. Select **Websites** at the top and click on **Pop-Up Windows** on the left-hand side.

Beader	Allow pop-up windows on the websites below:	
E Reader	Currently Open Websites	
Content Blockers	😵 anenadic.github.io	Allow
Auto-Play	Chatsupport.apple.com	Allow
	😵 d1b10bmlvqabco.cloudfront.net	Allow
Page Zoom	🛅 discovery.ucl.ac.uk	Allow
Camera	🖽 docs.google.com	Allow
Microphone	🥐 docs.python.org	Allow
	📜 easybib.com	Allow
Location	K elifesciences.org	Allow
Notifications	₩ get.adobe.com	Allow
Pop-up Windows	d getsupport.apple.com	Allow
	O github com	Allow
	e giringeroon	

4. At the bottom right, you will see a selection for **When visiting other websites.** Click **Allow**.

Location	🦙 elifesciences.org	Allow	
Notifications	₩ get.adobe.com	Allow	
Pop-up Windows	getsupport.apple.com	Allow	
	Q github.com	Allow	
	d go.proctoru.com	Allow	
	Remove When visiting other websites	Allow	
		3	