

Allowing Pop-ups on your Device

Enable Pop-ups in Your Browser

If you're unable to view the module content for your course, your browser may be configured to block all pop-up windows. While this is a great way to prevent unwanted pop-ups while browsing the web, it can interfere with legitimate pop-up functions such as the ones to access EduCare's eLearning content.

Below, you'll find information about how to allow pop-ups across the key browsers and devices. However, please be aware that these are updated from time to time so it may be useful to view your browser's help pages for the most up-to-date information on how to enable pop-ups.

Firefox

In Firefox, you can add specific websites to an allowed or exceptions list. Once you add a site to this list, pop-ups from that site are always visible. Mozilla's support pages show you how to [manage pop-up blocker settings in Firefox](#).

Chrome

In Chrome you can add specific sites to an allowed list so pop-ups for that site always appear. For more information on how to manage pop-up settings in Chrome, have a look at [Google's support documentation](#).

Safari

If you've enabled [Safari's pop-up blocker](#), you can still view your campaign's Pop-up Preview as expected. Safari's pop-up blocker doesn't block pop-ups from opening if you've clicked on a button or link on a web page.

Internet Explorer

[Microsoft's FAQ](#) shows you how to turn Internet Explorer's pop-up blocker on and off. Choose your browser version from the drop-down menu on the upper right.

iOS (iPad, iPhone, iPod touch)

The Safari pop-up blocker can be turned on and off on an iOS device as follows:

1. From the home screen, open the **Settings** app.
2. Scroll down the list and tap the **Safari** option.
3. In that new list, find the *GENERAL* section.
4. In that section is an option called **Block Pop-ups**. Tap the button to toggle the option on and off. It will turn green to indicate that Safari is blocking pop-ups.

Android

Popups can be turned off on android's default browser by:

1. Open the **browser** app. (for example it could be called Browser, Internet or [Chrome](#)).
2. At the top right of the program select **More** alternatively it could be **Settings** or **3 vertical dots**.
3. Select **Settings** from the menu.
4. Click **Advanced**.
5. Untick **Block pop-ups**.