

# Disable Pop-Up Blockers

Users impacted: Video Visit users

Sites impacted: CentraCare and Carris Sites

## How to Disable Pop-Up Blocker: **Chrome (Desktop)**

1. Open your Chrome browser
2. In the upper right-hand corner, click the three vertical dots, then select **Settings**
3. At the bottom of the menu, click **Advanced**
4. Scroll down to “Privacy and security,” and select **Site Settings**
5. Select **Pop-ups and redirects**
6. At the top of the menu, toggle the setting to **Allowed** to disable the pop-up blocker

## How to Disable Pop-Up Blocker: **Firefox (Desktop)**

1. Open your Firefox browser
2. Click the **Menu** button, then select **Options**
3. Select **Privacy & Security**
4. Under **Permissions**, uncheck **Block pop-up windows** to disable the pop-up blocker

## How to Disable Pop-Up Blocker: **Edge**

1. Open your Microsoft Edge browser
2. Go to **Settings**, then select **more > Settings > Privacy & security**
3. Under **Security**, switch **Block pop-ups** to off to disable the pop-up blocker

## How to Disable Pop-Up Blocker: **Safari (Mac)**

1. Select **Safari > Preferences**, then select **Websites**
2. Select **Pop-up Windows**
3. Use the **When visiting other websites** drop-down menu and select **Allow** to disable the pop-up blocker

## How to Disable Pop-Up Blocker: iPhone/iOS

### Safari for iOS:

1. On your iOS device, open the **Settings** menu
2. Select **Safari**
3. Slide **Block Pop-ups** to off (white) to disable pop-up blocking

### Chrome for iOS:

1. On your iOS device, open the Chrome app
2. Tap **More > Settings**
3. Tap **Content Settings**, then tap **Block Pop-ups**
4. Turn **Block Pop-ups** off to allow pop-ups

## How to Disable Pop-Up Blocker: Android

### Chrome:

1. On your Android device, open the Chrome app
2. Tap **More > Settings**
3. Tap **Site settings**, then **Pop-ups and redirects**
4. Turn **Pop-ups and redirects** on to allow pop-ups

### Samsung Internet

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