

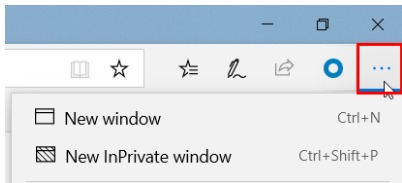
How do I disable pop-ups?

Last Modified on 08/05/2024 9:39 am BST

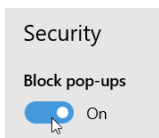
Sometimes your Internet settings can prevent connection from Webline to the providers' extranet sites to complete the e-apply journey. To prevent this, follow the instructions below:

Edge

1. Open Microsoft Edge browser. Click on "More actions" link (This is link with three dots (...)) at right side on address bar)



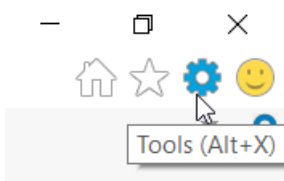
2. In "More actions" menu, Click on "Settings" to open Settings screen
3. In "Settings" screen, click on "Privacy & Security"
4. Scroll to the bottom of the page, turn ON toggle button below the "Block pop-ups" to block the pop-ups. Turn OFF toggle button to unblock the pop-ups.



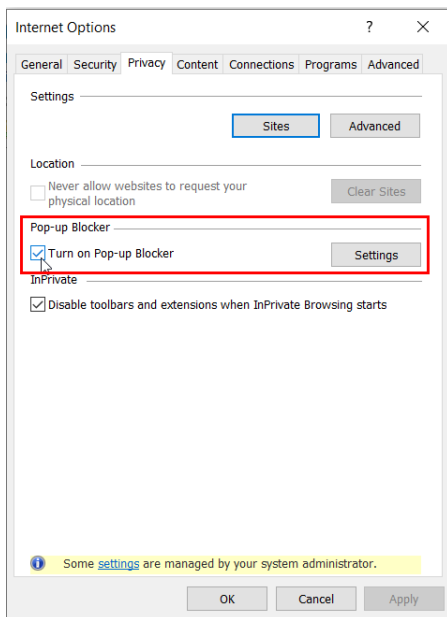
5. Close down the browser and re-open

Internet Explorer

1. Open Internet Explorer and click on the Tools button.



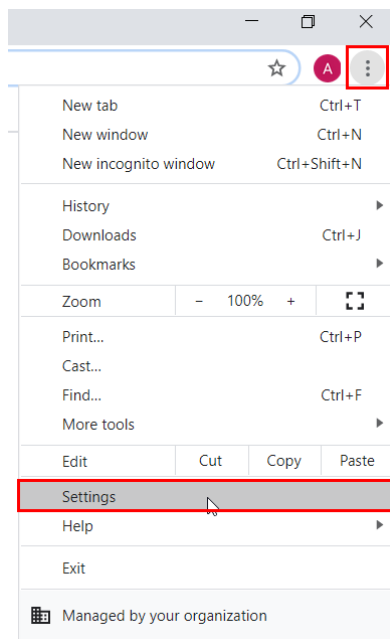
2. Click on "Internet options".
3. Select the Privacy tab
4. Un-tick 'Turn on pop-up blocker'.



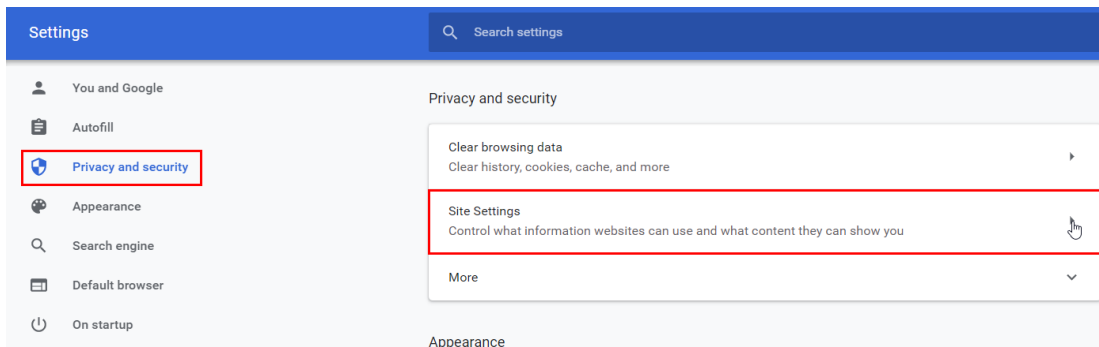
5. If you select the settings option you can enter in the website & 'Add'
6. Close down the browser and re-open

Google Chrome

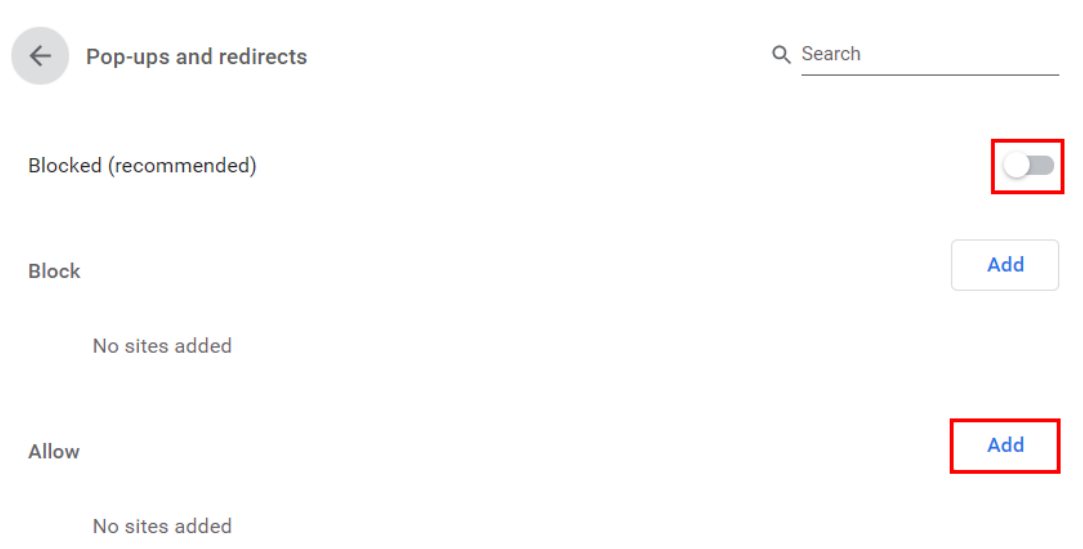
1. Open Chrome and click on the "More" button
2. Click on "Settings".



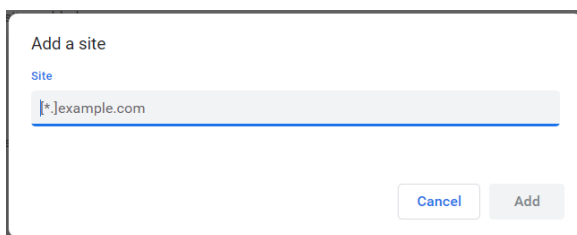
3. Under "Privacy & Security" click Site settings.



4. Scroll down to "Pop-ups and redirects"
5. Turn ON toggle button below the "Block pop-ups" to block the pop-ups. Turn OFF toggle button to unblock the pop-ups.

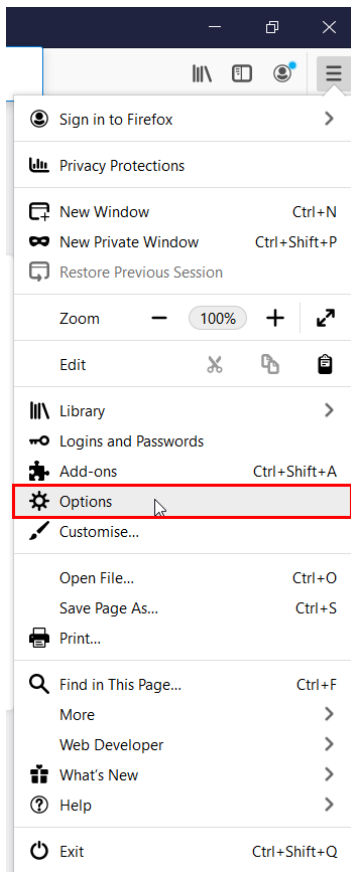


6. If you want to choose which websites to allow and still keep the blocker functionality, click 'Add' under 'Allow' instead.



Mozilla Firefox

1. Click the menu button and choose Options:

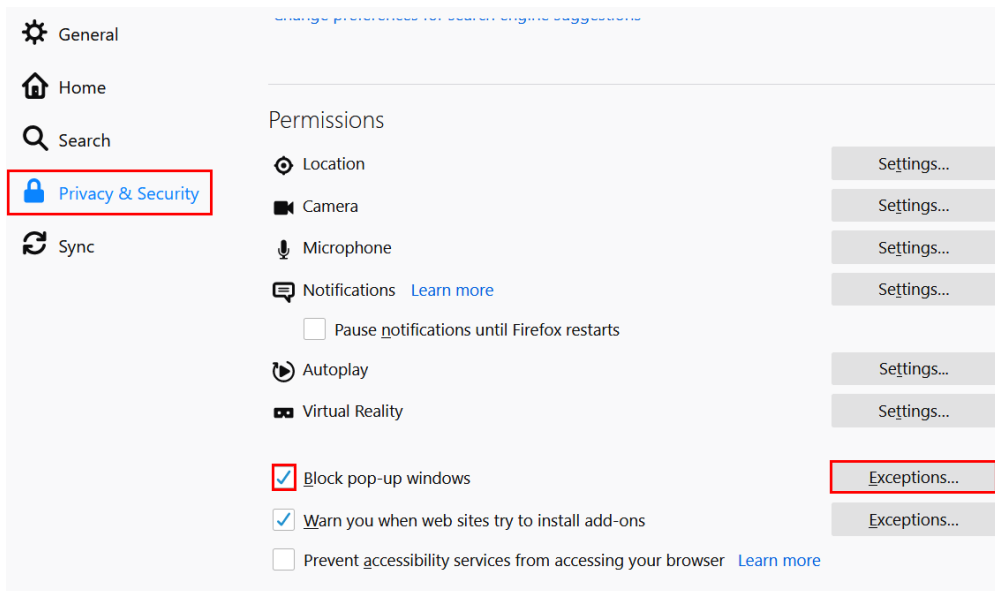


2. In the 'Privacy & Security' area, scroll down to the 'Permissions' area

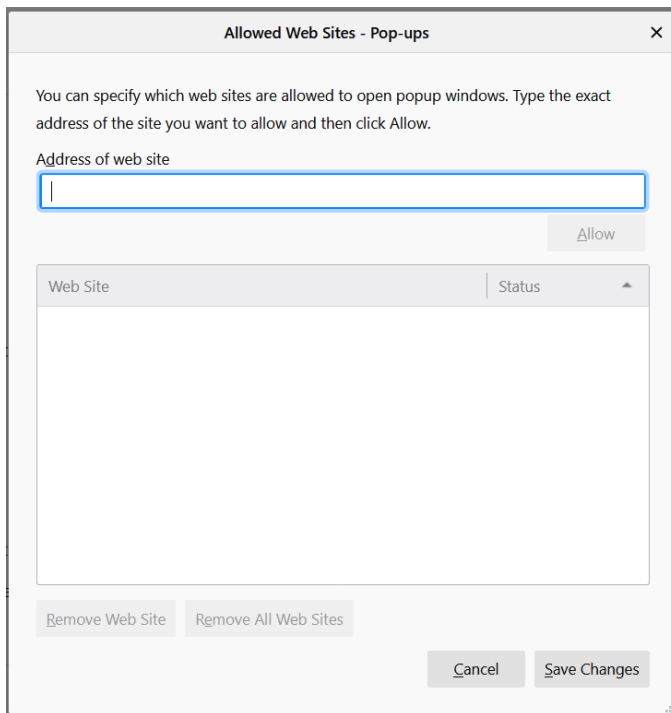


3. Uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.

4. Click on Exceptions... opens a dialog box with a list of sites that you want to allow to display pop-ups.



5. Enter address of website and click 'Save Changes'



6. Close down the browser and re-open

Please note that disabling the pop up blocker will allow all pop ups and you should consider choosing which websites to allow.
