

## Guide to enabling pop-ups

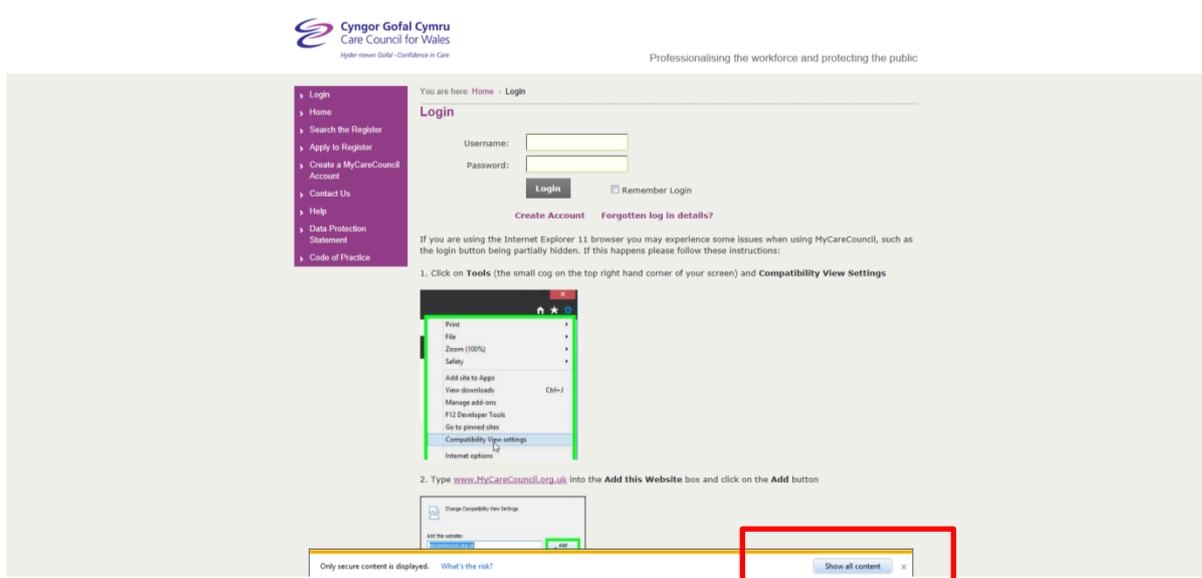
Pop-up windows, or pop-ups, are windows that appear automatically on websites. They vary in size but usually don't cover the whole screen.

There are areas of MyCareCouncil which require pop-ups to be enabled so that all functionality can be used. An example of this is the postcode finder function. This guide provides instructions on how to enable pop-ups for the most common internet browsers in use.

Below is a list of the most common browsers in use. For instructions on how to enable pop-ups please navigate to the browser which you are using.

### Internet Explorer

In IE you will receive a message saying "Only secure content is displayed" on the bottom of the page (see below). Clicking the "Show All Content" button on this bar will allow you to enable pop-ups.



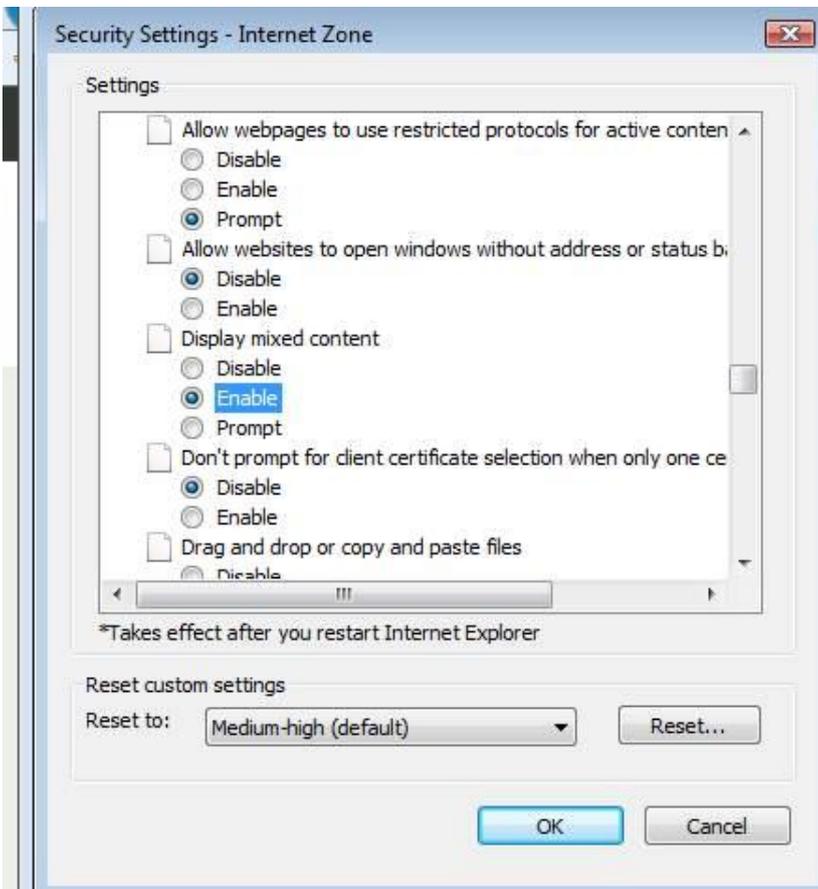
### Internet Explorer 8

There is a specific security feature in IE8 which will continuously ask you to **Show all content** (see image below).

Only secure content is displayed. What's the risk?

This can be removed by following the steps below:

1. Go to **Tools** -> **Internet Options** -> **Security**
2. Select the **Security** tab -> Click the **Custom Level** button
3. In the Miscellaneous section change **Display Mixed Content** to **Enable** (see image below)
4. Close and re-open MyCareCouncil for the change to take effect



### Google Chrome

If you click on the shield icon on the browser bar (usually top-right hand corner) you will have the option to allow un-secure content. Chrome will then show a 'Pop-up blocked' message where the shield icon was and you will be able to allow the pop-up to appear.

### Safari (Macintosh)

Click on *Safari* in your browser menu, located at the top of your screen. When the drop-down menu appears, choose *Preferences* (see below).



Click on the Security tab. Within the Web Content section is an option titled Block pop-up windows with a checkbox. If the check box is populated then the pop-up blocker is enabled. If not enabled you can click on the check box to activate pop-up blockers.

Alternatively click on the Gear icon, also known as the Action Menu, located in the upper right hand corner of your browser window. When the drop-down menu appears, navigate to the *Block Pop-Up Windows* option. If a check mark is found to the left of this option then Safari's integrated pop-up blocker is currently active. If it is not enabled, simply click on this option to complete the activation process

### Safari (iPad, iPhone or iPod)

Select the *Settings* icon on your iPad screen.



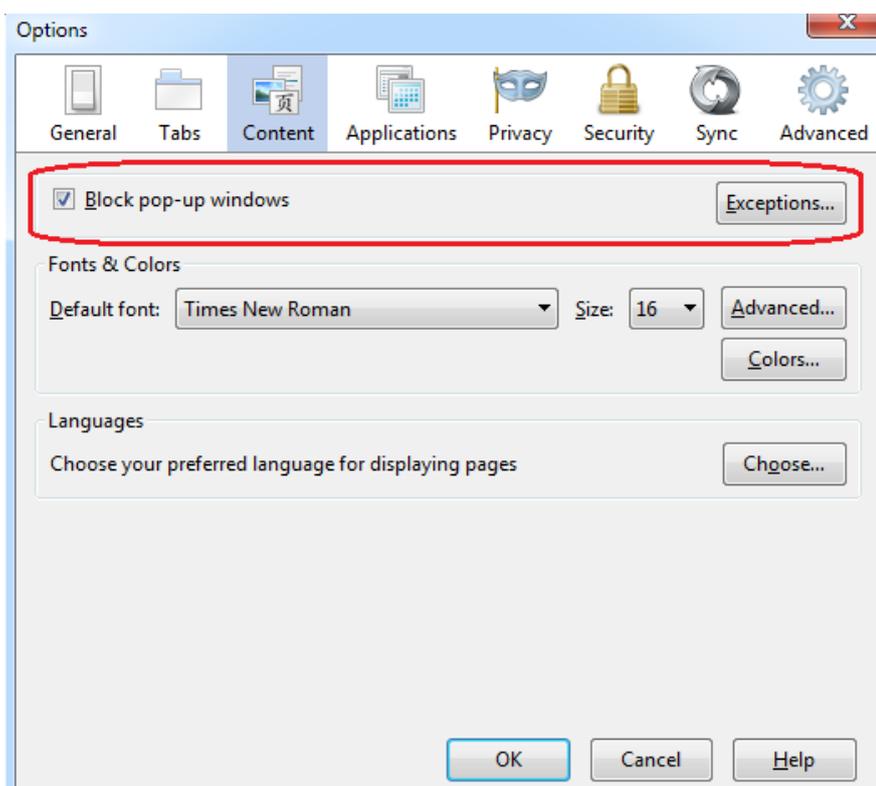
Scroll down until you see the option labeled *Safari*. Select this option.

Safari's *Settings* screen should now be displayed. The third option in the *Security* section, *Block Pop-ups*, can be enabled or disabled by selecting ON/OFF button.

### Firefox

At the top of the Firefox window, click on the Firefox button and then select Options

Select the Content panel.



In the content panel:

- *Block pop-up windows*: Uncheck this to disable the pop-up blocker altogether.

### **Opera**

1. From Tools select Preferences
2. Under the General tab ensure 'Block unwanted pop-ups' is activated in the Pop-ups drop down box
3. Click OK