

# 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.

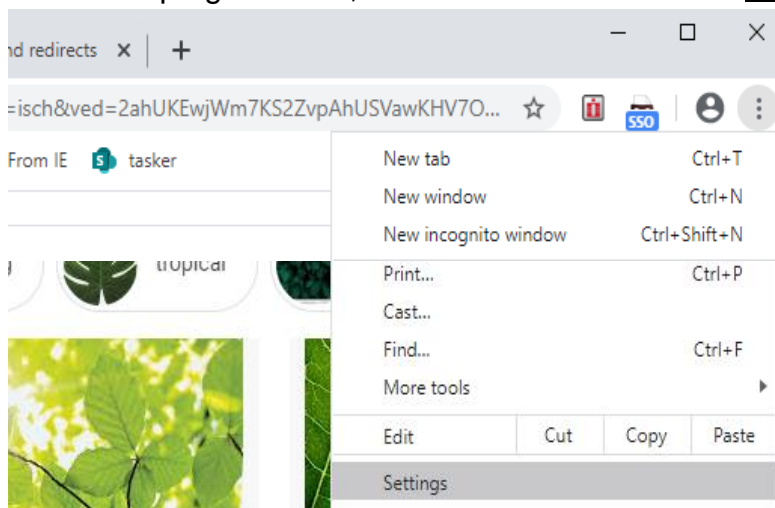
### How to Turn off Pop Up Blocker for a specific Browser

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

#### Google Chrome

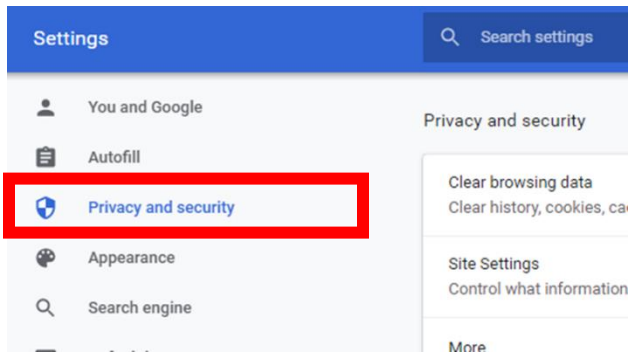


1. On your computer, open Chrome.
2. At the top right corner, click the **Customize** icon. 



3. Select **Settings**.


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

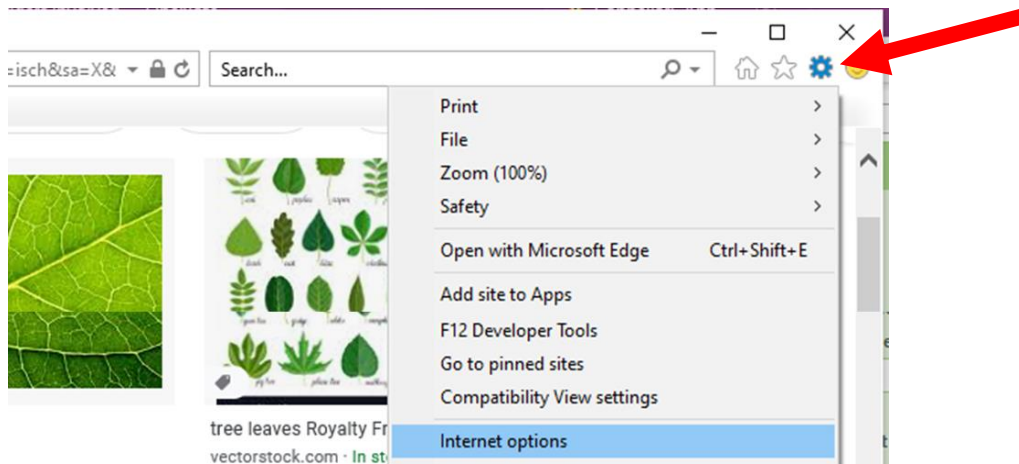


5. Select **Site** settings.
6. Select **Pop-ups and redirects**.
7. At the top, turn the setting to **Allowed**.

## Internet Explorer

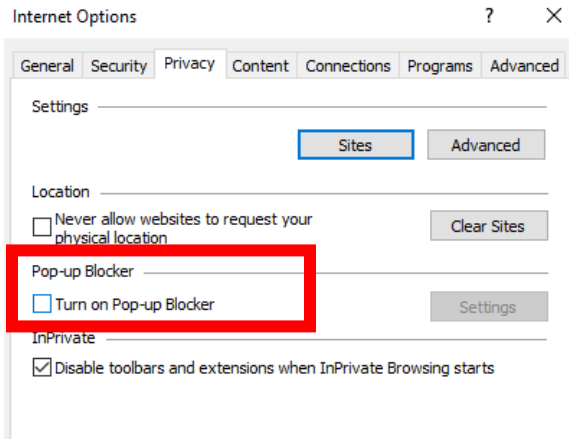


1. On your computer, open Internet Explorer.
2. At the top right corner, click the **Tools** icon, which looks like a gear 



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

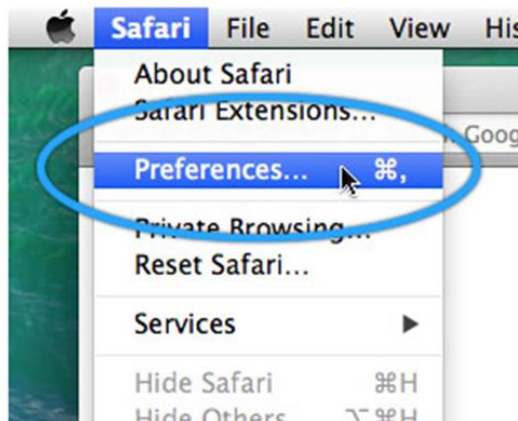
5. Within the Privacy tab, uncheck the box next to **turn on pop up blocker**.



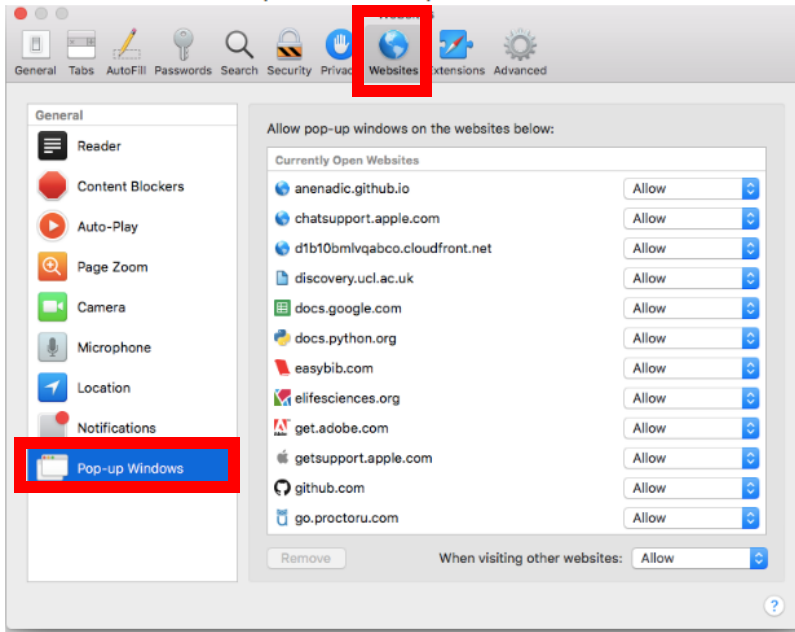
## Safari (Mac Computers)



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.



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

