



## How to Disable Common Pop-Up Blockers

Listed below are some of the more popular Pop-up Blocking software Packages, and the workarounds in order to disable them to view our Programs. There are literally hundreds of Pop-Up blocking software packages, so it is next to impossible to document the procedure for disabling each one. In general however, most Pop-Up Blockers will install themselves either within the browser toolbar, or within the Windows Taskbar along the bottom right corner.

**Note: There have been cases in which individuals have had up to 25 different pop up blocking programs on their computer. You must turn off ALL the pop-up blocking software on your computer!**

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Once you have configured Ad Blocking or Pop-up Blocking, information may still be blocked on the Web site. This may be because the Web site information is being stored in your Web browser's cache. You must clear the cache for the changes to work.

### To clear the cache in Internet Explorer

1. Start Internet Explorer.
2. Click **Tools > Internet Options.**
3. Click **Delete Cookies.**
4. When you see the prompt "Delete all cookies in the Temporary Internet File folder?" click **OK.**
5. Click **Clear History.**
6. When you see the prompt "Are you sure you want Windows to delete your history of visited Web sites?" click **Yes.**
7. Click **OK.**

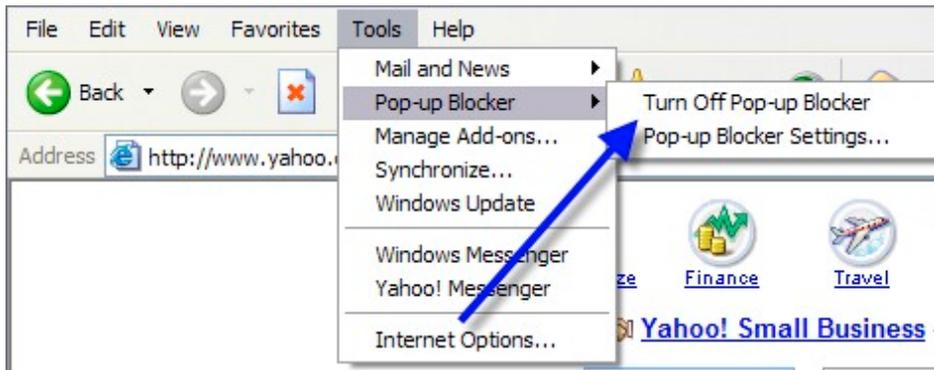
Alternatively, you can hold down the Ctrl and Shift keys simultaneously and click the Refresh button for your browser. This loads the Web page without using the Web browser's cache.

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## Microsoft Service Pack 2 (SP2) and windows XP computers

With the release of Microsoft's Service Pack 2, Pop-Up Blocking is now directly integrated into Internet Explorer. **Note: By default Pop-Up blocking is Enabled within SP2**

Listed below is the location of the menu within Internet Explorer:



Click on **Turn Off Pop-up Blocker**. Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can go back in and recheck the entry to re-enable their Pop-Up Blocker.

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## Yahoo Toolbar

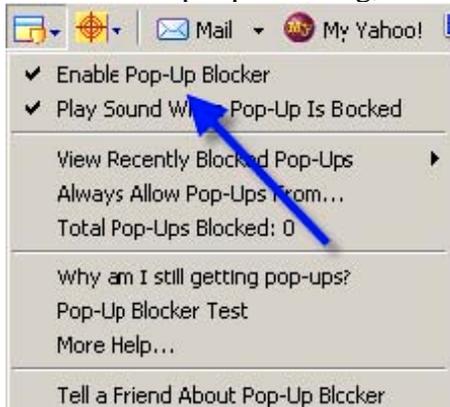
Probably the most popular toolbar, this program allows several other functions besides Pop-Up Blocking. Listed below is how the bar will appear within IE:



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, Click on the Down arrow to bring up the Menu:



**Uncheck** the entry **Enable Pop-Up Blocker**. Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can go back in and recheck the entry to re-enable their Pop-Up Blocker.

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## Google Toolbar

Google has their own brand of toolbar that is very similar to Yahoo's. It offers other features on top of Pop-Up blocking, and looks like the following:



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, right-click on the toolbar and a Drop-Down will appear with a listing of all of the Toolbars.



**Uncheck** the entry **Google**. You will now be able to view the Program. Once completed, to re-enable the Google Toolbar, right-click again in the toolbar area and recheck **Google**.

### Important Note:

**Changing the icon to reflect that Pop-Ups are now allowed will NOT allow our Programs to run, even though it shows the following:**



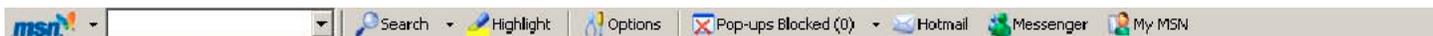
**You MUST disable the entire Toolbar.**

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## MSN Toolbar

MSN Toolbar is the latest of the toolbars, but is starting to gain popularity. As with Yahoo and Google Toolbars, it allows other features on top of Pop-Up Blocking. Below is the MSN Toolbar:



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, Click on the Down arrow to the right of the text to bring up the Menu:



Click on **Allow Pop-ups**. Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can go back in and recheck the entry to re-enable their Pop-Up Blocker.

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## AOL Toolbar

AOL Toolbar is another fairly new toolbar from one of the big Online Providers. Like the others, this Toolbar offers multiple features, and appears in the browser as follows:



The following icon is the Pop-Up Blocker:



To allow Pop-ups to appear, merely click on the icon. You should now see the following:



Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can click the icon again to re-enable their Pop-Up Blocker.

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## Pop-Up Stopper

One of the more popular Pop-Up Blockers available, this software is designed solely for preventing Pop-Ups. It will install an icon in the lower right corner of your Start Menu Toolbar



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, right-click on the icon and a Pop-Up menu will appear with a list of options:



**Uncheck** the option **Block pop-up ad windows**. Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can go back in and recheck the entry to re-enable their Pop-Up Blocker.

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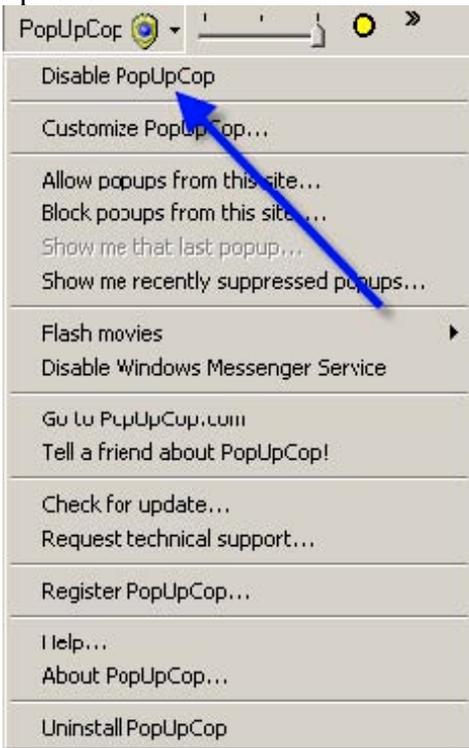
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## PopUpCop

Another popular Pop-Up Blocker, this software is also designed solely for preventing Pop-Ups. It installs the following toolbar within the browser:



To disable Pop-Up Blocking, click on the arrow to the right of the badge and a menu will appear with a list of options:



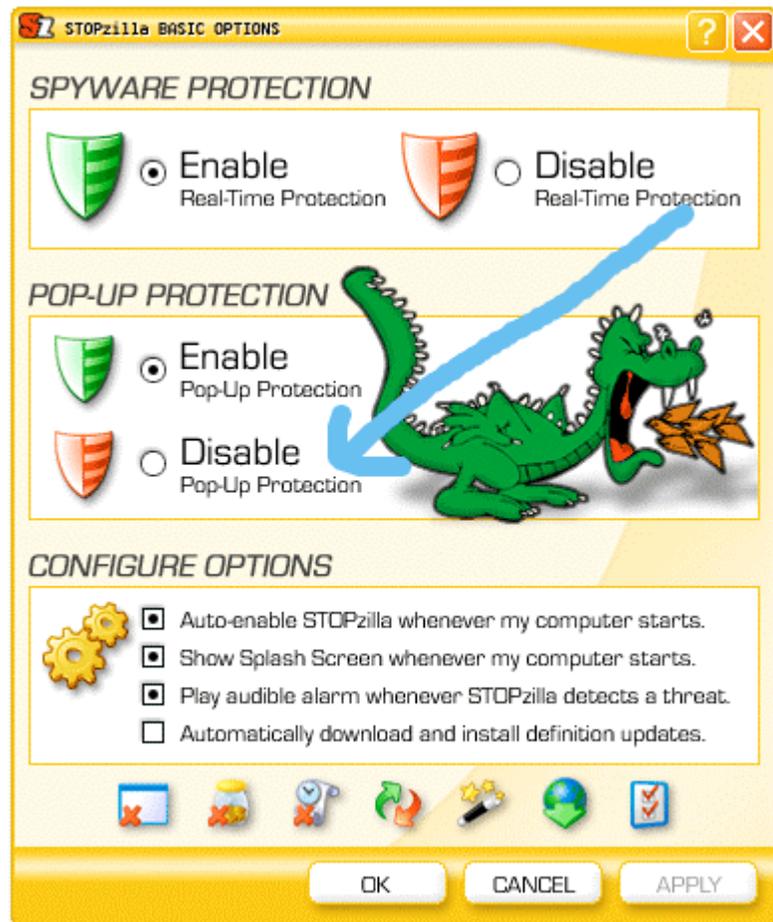
Click on **Disable PopUpCop**. Once this is done then the user should be able to view the program. Once they are finished watching the Program, they can go back in and recheck the entry to re-enable their Pop-Up Blocker.

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## STOPzilla



Norton  
**Internet Security™**



## Norton Internet Security

### Norton AntiSpam and Norton Internet Security 2005 and 2006

The status (on or off) of Pop-up and Ad Blocking is displayed on the Norton AntiSpam interface.

#### To disable Ad Blocking

1. In the main window, on the left side click **Norton AntiSpam**.
2. Click **Ad Blocking > Turn Off**.

#### To disable Pop-up Blocking

1. In the main window, on the left side click **Norton AntiSpam**.
2. Click **Pop-up Blocking > Turn Off**.

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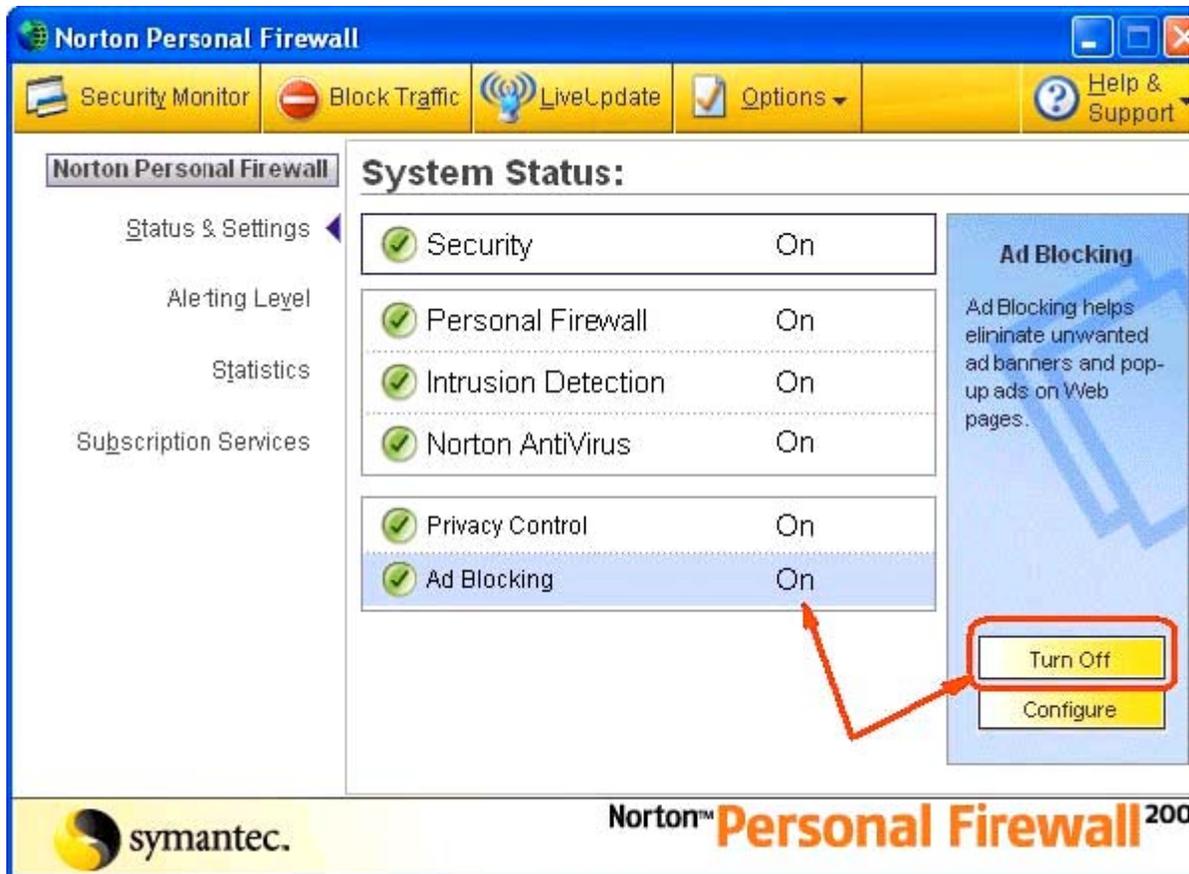
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## Norton Internet Security/Firewall Pop-up Blocker

To disable pop-up blocking in Norton's Internet Security/Firewall, do the following:

1. Bring up Norton Internet Security's/Firewall's main window. This can be accomplished by opening the Windows Start menu, selecting Programs (or All Programs) and then Norton Firewall. A window like the following should appear:



1. Click on the Ad Blocking line.
2. Click on the Turn Off button.
3. Close the window.

Once this is done, then you should be able to use the online system properly. Once you are finished using the online system, you can go back into the above window again to turn on the pop-up blocker.

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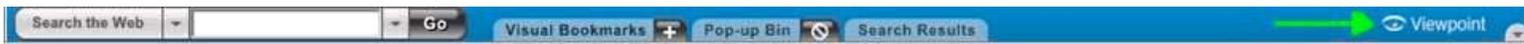
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## Viewpoint Toolbar

Viewpoint Toolbar is often inadvertently installed along with Viewpoint Player, a media player software. This Toolbar provides search functionality and shows snapshots of search results' pages.



Clicking on the word **Viewpoint** on the right end of the Toolbar will open the drop-down list shown below.



Clicking on the **Options Menu** in the drop-down list will open the "Viewpoint Toolbar Options" shown below. To disable Pop-up Blocking **choose the Pop-ups Tab** and **uncheck the Enable Pop-up Blocker** box. Then **click the OK** button.



Once this is done, the user should be able to use Chat and Instant Messaging in the ELC. If you are still unable to log in, you may have more Pop-Blockers to identify and disable. Once you have logged out of the ELC, you can go back in and recheck the entry to re-enable your Pop-Up Blocker.

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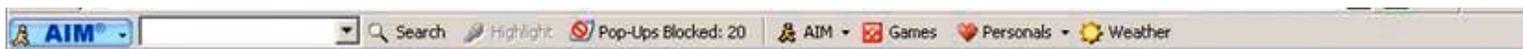
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## AIM Toolbar

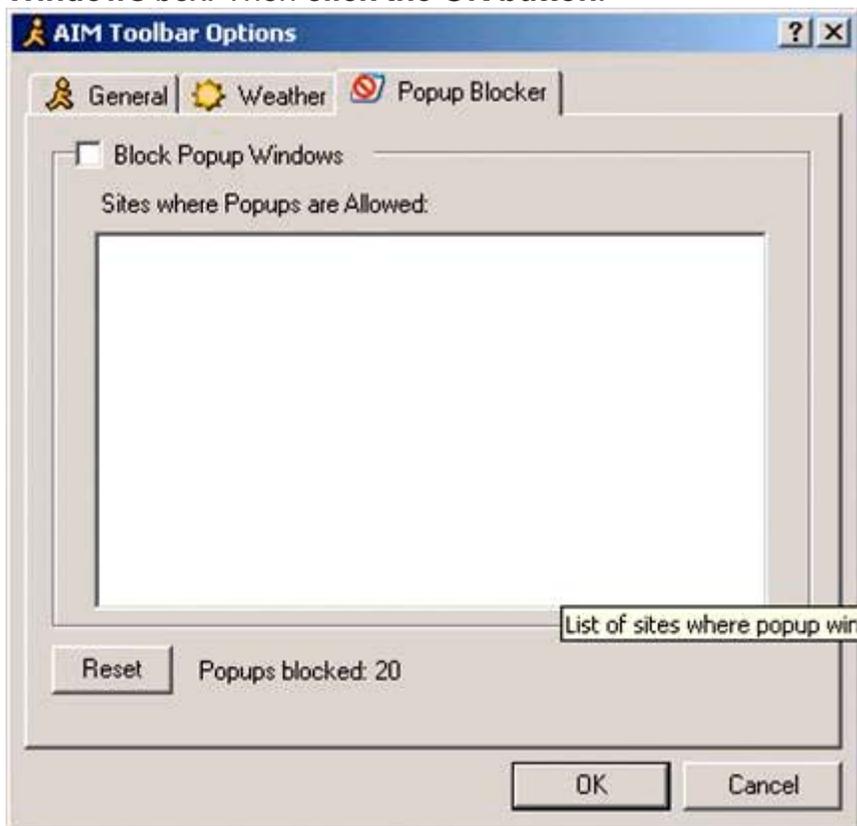
AIM Toolbar is often inadvertently installed along with AOL Instant Messenger, an instant messaging software. This Toolbar provides search functionality and interacts with AOL Instant Messenger.



Clicking on the **AIM** button on the left end of the Toolbar will open the drop-down list shown below.



Clicking on the **Toolbar Options** in the drop-down list will open the "AIM Toolbar Options" shown below. To disable Pop-up Blocking **choose the Popup Blocker Tab** and **uncheck the Block Popup Windows** box. Then **click the OK button**.



Once this is done, the user should be able to use Chat and Instant Messaging in the ELC. If you are still unable to log in, you may have more Pop-Blockers to identify and disable. Once you have logged out of the ELC, you can go back in and recheck the entry to re-enable your Pop-Up Blocker.

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# Earthlink POP-UP BLOCKER



If you use Earthlink, please follow these steps to resolve pop-up blocker issues:

1. Log into your Earthlink account
2. Minimize your Earthlink window
3. Select the **Start** menu in the bottom left corner of your computer screen
4. Select Programs
5. Select Internet Explorer
6. Select the Earthlink POP-UP BLOCKER button located in your Internet Explorer browser window
7. Select Settings
8. Click a blank line in the white space under the "Always allow pop-ups from the following sites/domains:" section
9. Type fastce.com in this blank field
10. Select the OK button
11. Close all Internet Explorer windows
12. Restart Internet Explorer by again clicking Start
13. Select Programs
14. Select Internet Explorer



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### Examples of Pop-Up Blocking Software:

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Stop-sign  
E-Anthology Manager  
AdsGone  
PopUp Killer  
ZapPop  
BrowserBuddy  
AD Popup Killer  
No Popup  
Pop-Up Defense  
AdCutoff  
NoAds  
AdVice Popup Ad Eliminator  
PopSmarts Popup Killer  
Window Cleaner  
Ad Fighter  
AdDelete Lite  
PopUpBuster  
popup Go Away  
ZoneAlarm  
AntiPop  
AdPurger