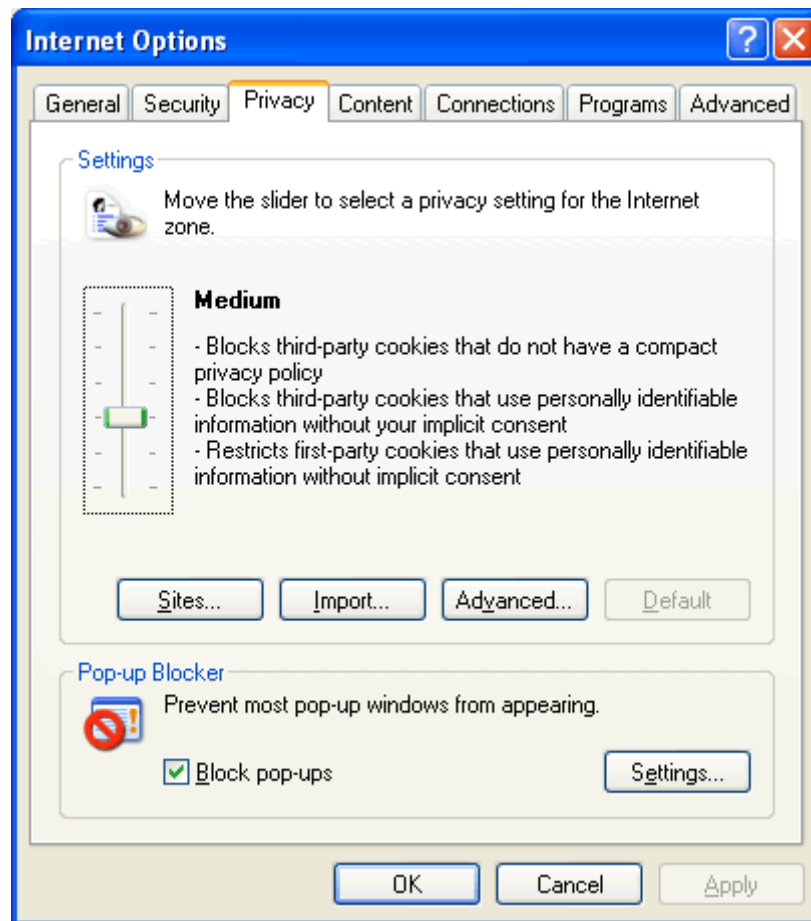


# Procedures to Detect and Disable Pop-up Blockers

(PC - Internet Explorer, Netscape)

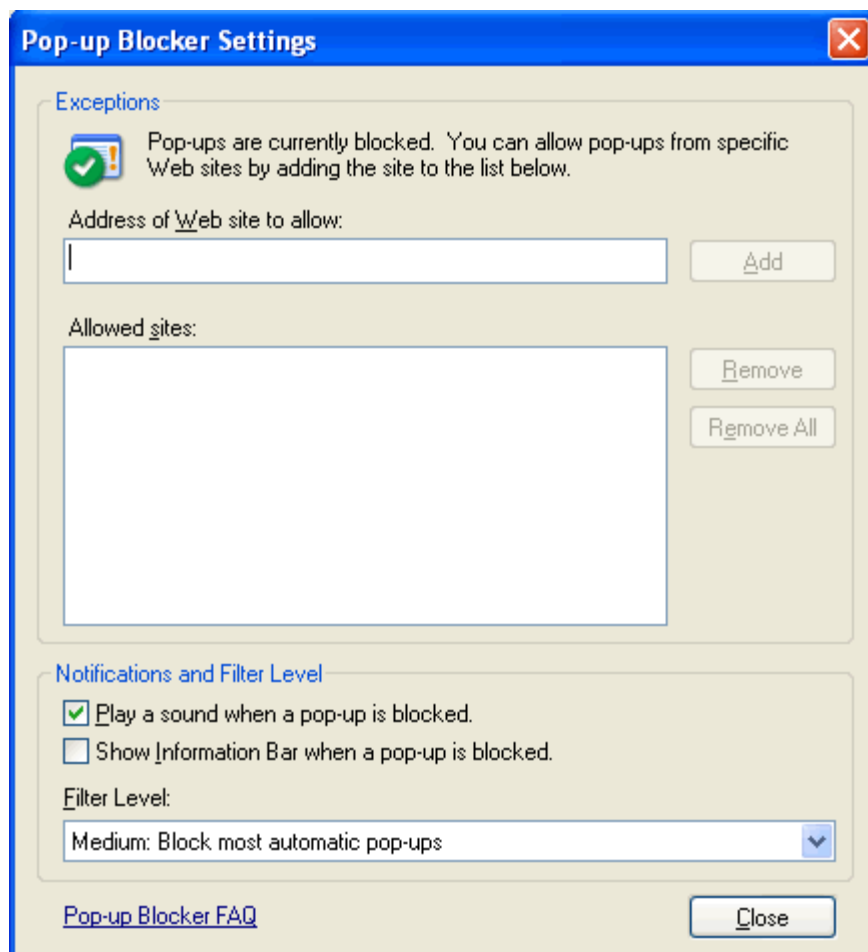
1. Hold down the **CTRL** key on your Keyboard and simultaneously click on the Link or your selection. This will *temporarily* disable the pop-up blocker.
2. Check for Windows Service Pack 2 installed. Go to Internet Explorer Toolbar and click on **Tools>Internet Options>Privacy**. Under Pop-up Blocker, uncheck "Block Pop-ups". This will then allow all pop-ups.

## Internet Explorer 6.0/Windows Service Pack 2 (Option 1)



With the Internet Options dialogue box still displayed, click on the **Settings** button. This launches the Pop-up Blocker Settings window, which you'll see is split into two sections. The first section is titled **Exceptions** and allows you to create a list of sites that are permitted to display pop-ups. To add a site, type the web address [www.gomyaccess.com](http://www.gomyaccess.com) into the appropriate entry box and click on the Add button. As you do, the website's address will appear in the allowed sites area below.

\*The selection below would be used if the customer wants his pop-up blocker activated and just to allow pop-ups to [www.gomyaccess.com](http://www.gomyaccess.com).

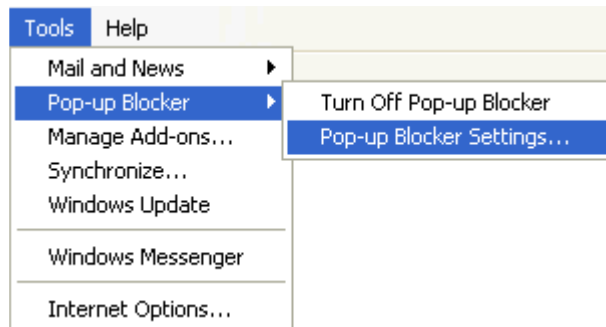


## Internet Explorer 6.0/Windows Service Pack 2 (Option 2)

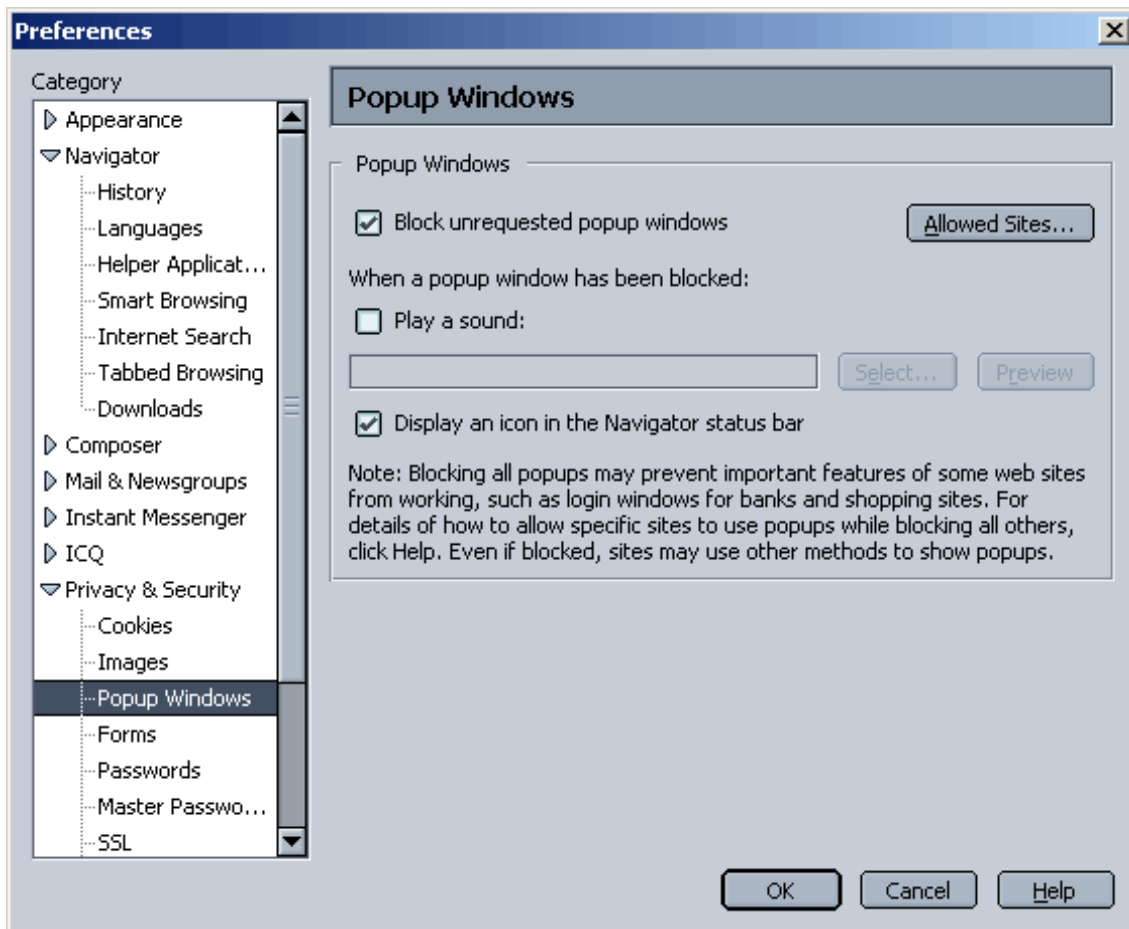
Internet Explorer (when using with Windows XP SP2)

Open the Tools Menu

Select “Turn off Pop-Up Blocker”



## NETSCAPE BROWSER 7.1



1. Open the Edit menu and choose Preferences.
2. Under the Privacy & Security Preferences, click Popup Windows. (If no subcategories are visible, double-click Privacy & Security to expand the list.)
3. Uncheck "Block unrequested popup windows" to prevent pop-ups from appearing in Navigator.
4. Click 'Allowed Sites' to view and edit the list of web sites that you **want to allow** to display pop-ups. This feature would only be used if the customer wanted the pop-up blocker activated and only allow [www.gomyaccess.com](http://www.gomyaccess.com) to allow pop-ups.

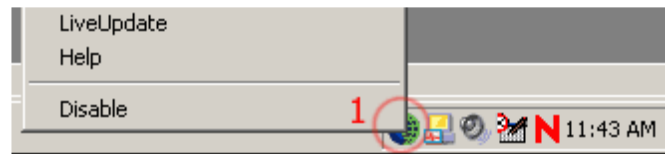
### Norton Internet Security

To disable Pop-up blocking:

Open Norton Internet Security.

1. Double-click "Ad Blocking".
2. Disable "Turn on Pop-up Window Blocking".
3. Click "OK".
4. Restart your computer.

One of the easiest ways to identify if you have Norton's Internet Security suite is to locate the icon in the system tray. This is also how you can disable it temporarily.



# Macintosh

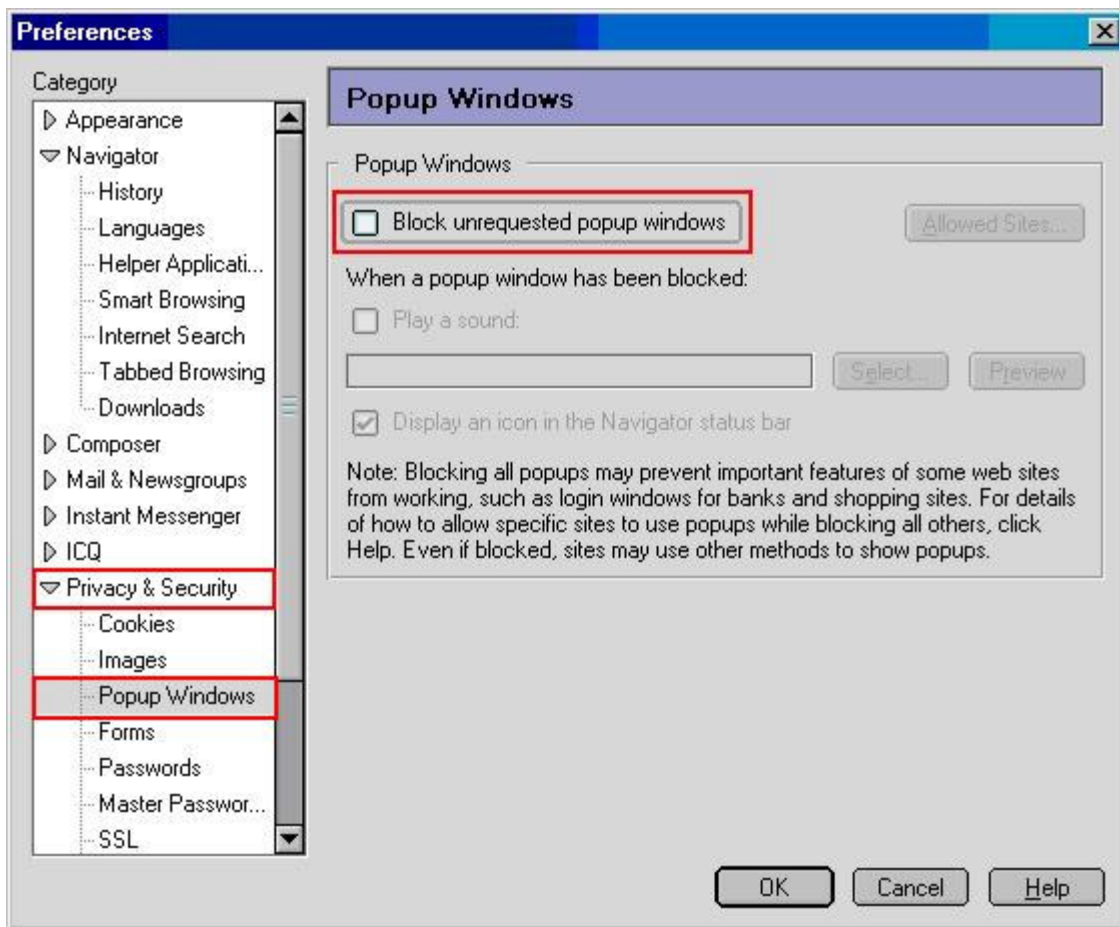
## Macintosh Users

You can temporarily disable pop-up by holding down the control 'z' while clicking on the link.

## Macintosh Browsers

### Netscape or Mozilla

Mozilla has a built-in option for blocking pop-ups. Click on Edit, Preferences. Then under Privacy & Security select Popup windows. Uncheck the box next to "Block unrequested popup windows". To allow pop-ups for a site, click on Tools, Popup Manager and select "Allow pop-ups from this site". Under Tools, Popup Manager, Manage popups you can remove any sites that have been "allowed" or add sites that are allowed to present pop-ups.

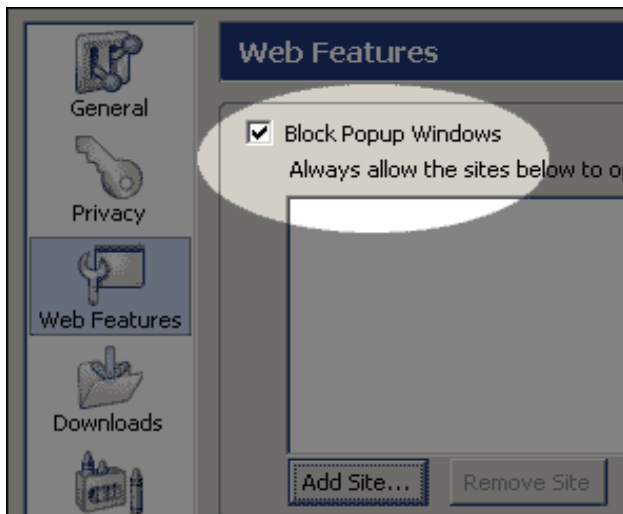


## **Mozilla Firefox**

By default, Firefox is configured to block pop-ups. You can switch this, or view and change the sites where pop-ups are allowed in the program options.

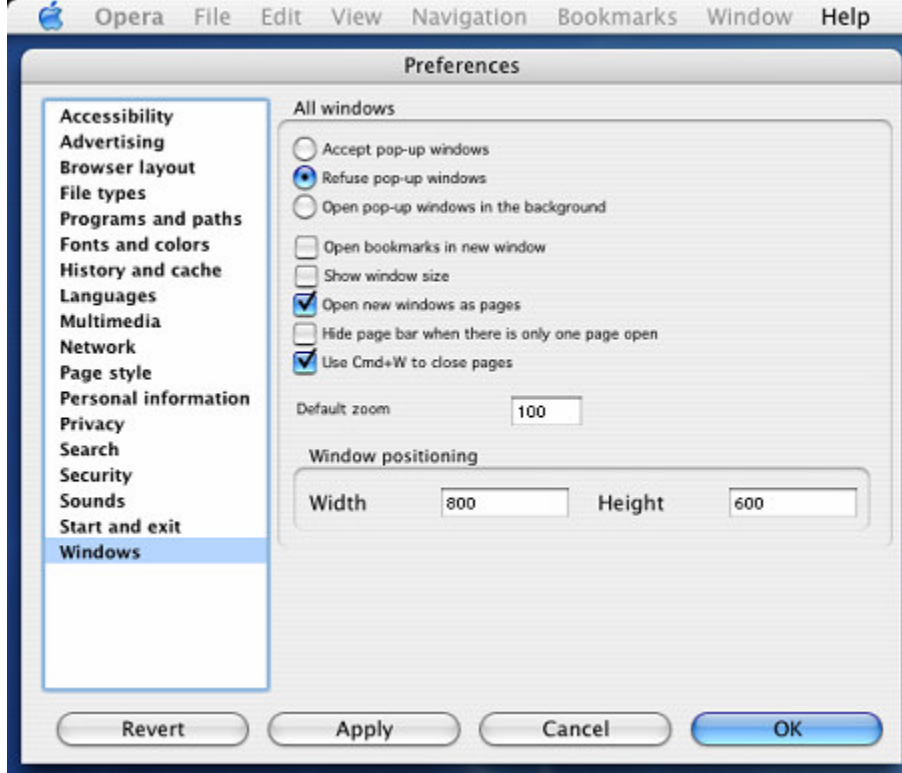
1. Click on "Tools" in the menu bar and open "Options..."
2. Select the "Web Features" icon in the navigation bar on the left.

In the right-hand window, there is a check box to enable or disable pop-up blocking, and buttons to add and delete sites where pop ups are always allowed.



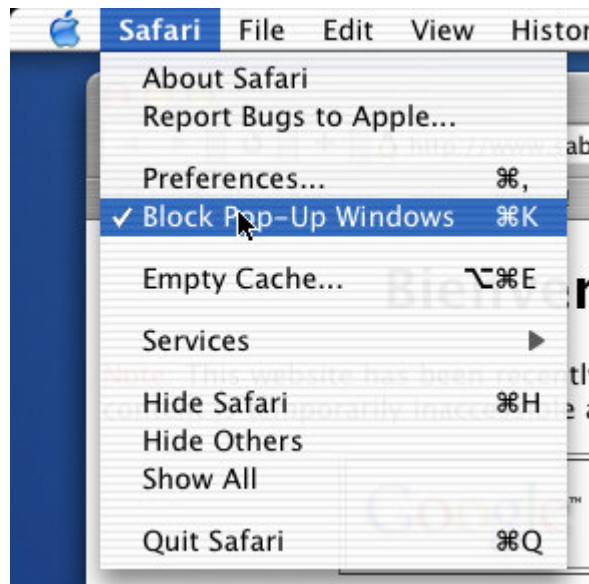
## **Opera**

Like Mozilla, Opera has a built in option for refusing pop-ups. Click on Opera, Preferences and select Windows. For the pop-ups section you can opt to accept pop-ups, refuse pop-ups, open pop-ups in the background, or open requested pop-ups only.



## Safari (Apple - OSX only)

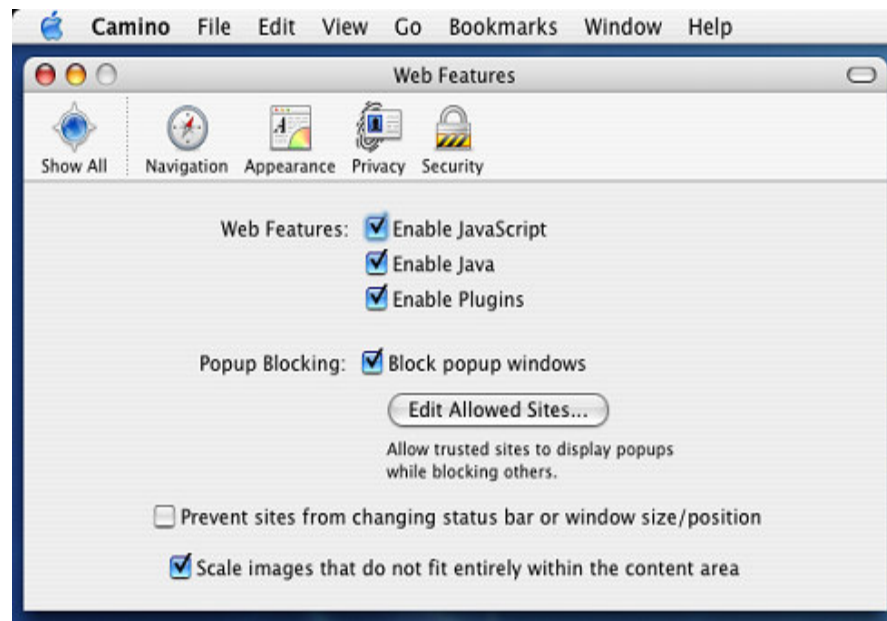
The recently released browser from Apple, Safari, also includes pop-up blocking options. To disable the Pop-ups press 'Apple' + K or open the Safari Menu and uncheck the “Block pop-up windows”.





## Camino for Mac OS X

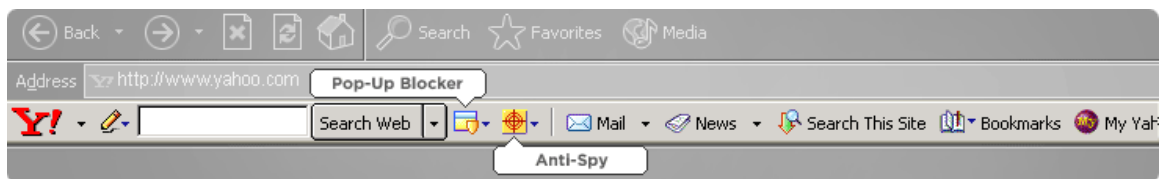
Select Camino | Preferences | Web Features | Uncheck “Block popup windows”.



## 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:



You can also just look at your Yahoo toolbar. If you see a button just like the one at the far right, you have a pop-up blocker on your Yahoo toolbar, and it's enabled. Click the button to disable it.

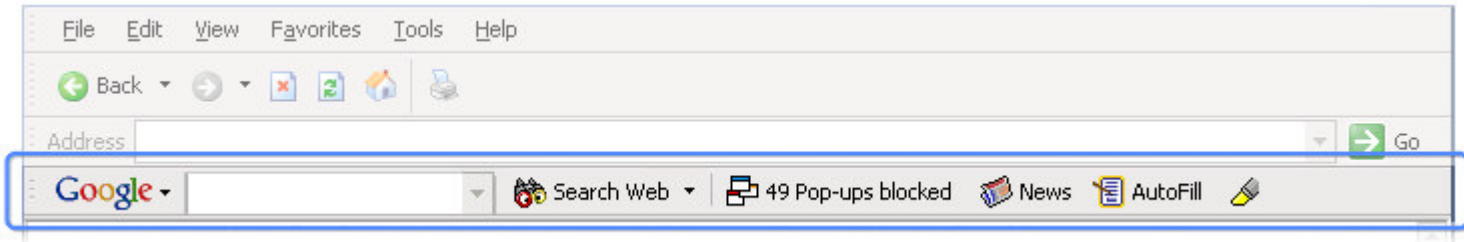


To disable Pop-Up Blocking, Click on the Down arrow to bring up the Menu: Uncheck the entry Enable Pop-Up Blocker. Once this is done then the user should be able to view

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.

## 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:

The pop-up blocker button displays this icon:  along with a count of the number of pop-ups blocked since the last Toolbar installation.


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.

## 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: Each time a pop-up window is blocked, you will hear a sound or the Pop-up Guard button will flash with a symbol, , depending on the settings you have selected.

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.

## Other popular Toolbars:

### **Dogpile Toolbar**



The Popup Blocker can be turned off at any time in one of two ways:

1. From the Popup Blocker menu, select “Turn off Popup Blocker”.
2. Go to Toolbar Settings and uncheck “Show Popup Blocker”

### Vivisimo Toolbar

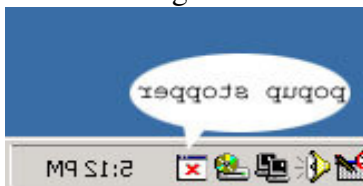


To turn off the popup blocker, click the “Popups Blocked” icon in the toolbar. The icon will change to read “Popups Allowed”. Click the icon once more to start blocking popups again.

### 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 (System Tray)

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.

## PopUpCop

Another popular Pop-Up Blocker, this software is also designed solely for preventing Pop-Ups. PopUpCop integrates within the IE Toolbar. 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.

## Examples of Pop-up Blockers in the System Tray

These are some images of popup blocking software that shows up in the system tray. Use your right mouse button to click on them and disable them.



Other Programs:

- Stop-sign
- Comet Cursor
- Search Bar
- Ad Zapper
- Zone Alarm
- Smiley Central
- AdCrusher Popup Killer
- CoffeeCup PopUp Blocker
- Consulting Nation Popup XP
- Exit Killer
- NoPops!
- PAL Popup Eliminator

- Panicware
- Pop This!
- Popup Begone
- Popup Blocker
- Pop up Commander
- Pop-up Stopper
- StopPops
- Stop Zilla
- Toolbar 3.1

If none of the above are detectable, you can have the customer go START>Control Panel>Add/Remove Programs and have them search for Toolbars or any unusual programs. Or you can also go to your Internet Explorer Toolbar and click on View>Toolbars>Customize. You will see Available Toolbars and Toolbars that you are currently using.