Pop-up Blocker Instruction Guide

Oh No! Can’t see your Providers for Dental, Chiropractic, or Mental Health and Substance Abuse? This may be due to your pop-up blocker being enabled. To allow for full use of our website, this setting needs to be disabled. Follow instructions below for the Browser and device you have to learn how to allow pop-up windows for your selected websites.

Chrome 🌍
1. **Computer**
2. **Apple Device (app)**
3. **Android Device (app)**

Firefox 🌍
1. **Computer**
2. **Apple Device (app)**
3. **Android Device (app)**

Safari 🌍
1. **Mac Book**
2. **Apple Device (app)**

Internet Explorer 🌍
1. **Computer**

Notice: Depending on the version of the application you are using, the wording may be slightly different. Look for the closest wording from the instruction guide.
From a computer:

If pop-ups have been blocked, you'll see the icon in the address bar.

1. Click the Chrome menu three dots icon in the upper right hand corner to open a drop down menu.
2. Select “Settings” (3rd choice from the bottom).
3. Scroll down to “Advanced” options and click the down arrow “▼”.

ConnectiCare
4. Scroll Down to the “Privacy and Security” section (1st box of options under “Advanced”). Click “Content settings” (2nd from the bottom of the “Privacy and Security” section).

5. In “Content Settings” find the “Popups” option. Click on “Popups” or “Popups and redirects” (Depending on the Chrome version you have).
6. Unclick “Blocked (recommended)” slider [1st option]. When unclicked it will display the option “Allowed” and the slider will turn blue. This will now allow the ConnectiCare site to reach the 3rd party sites for Dental, Chiropractic, or Mental Health and Substance Abuse.

a. Default setting: “Blocked (recommended)”

b. Setting to allow ConnectiCare site to work properly: “Allowed”

*Now you have allowed all websites to show popups. Customize permissions for specific websites only by clicking “Add” and adding the websites address (e.g. https://www.connecticare.com).
To turn the “Block Popups” option back on (Chrome on a computer):

1. Click the **three dots icon** in the upper right hand corner to open a drop down menu.
2. Click the “**Settings**” option (3rd choice from the bottom) to open settings.
3. Scroll down to “**Advanced**” options and click the down arrow “▼”.
5. In “**Content Settings**”, find the “**Popups**” option. Click on “**Popups**” or “**Popups and redirects**” (Depending on Chrome version you have).
6. Click “**Allowed**” [1st option]. When clicked it will display the word “**Blocked (recommended)**” and the slider will turn white. This will now block all popups on your browser.
From an iOS hand held device (iPhone, iPad, etc.) App (version 67.0.3396.87 or later):

1. When searching in the Chrome App click the **three dots icon** in the top right hand corner to open a drop down menu.

2. Click the “**Settings**” option.
3. Within settings click on “Content Settings”.

4. Click the 1st option that states “On” next to “Block Pop-ups” or “Pop-ups and redirects” (Depending on the Chrome version you have). In order to enable full functionality of the site, make sure that it reads “Off”. Switch the setting to “Off” by clicking on the arrow “>” and having the slider turn white.

5. Click “DONE” to save the updates to the settings. The sites for Dental, Chiropractic or Mental Health and Substance Abuse should now work.
To turn the “Block Pop-ups” option back on (Chrome on an iOS hand held device):

1. Return to Settings by clicking the top three dots in the top right hand corner to open a drop down menu.
2. Click on the “Settings” tab.
3. Click on “Content Settings”.
4. Click on “Block Pop-ups”.
5. Click the slider to the “On” position. When it is turned back on the slider will be blue. This will now block pop-ups again in the chrome app.
6. Click “DONE” and check that “Block Pop-ups” on the previous screen displays “On”.

Back to top
From an Android Device:

1. When searching on the Chrome App click the top three dots icon in the top right hand corner to open a drop down menu.

2. Open the “Settings” tab.
3. Click on “Site settings”.

![Site settings](image1)

4. Scroll down to “Pop-ups” or “Pop-ups and redirect” option and click on it (depending on the Chrome version you have).

![Site settings](image2)

5. Click the slider to: Allow Pop-ups. It will turn blue and it will state “Allowed”.

![Pop-ups](image3)
To turn the “Block Pop-ups” option back on (Chrome on Android device):

1. Click the Chrome menu three dots icon in the upper right hand corner to open a drop down menu.
2. Select “Settings”.
3. Click on “Site settings”.
4. Scroll down to “Pop-ups” or “Pop-ups and redirects” option and click on it (depending on the Chrome version you have).
5. Click: “Block Pop-ups”. When this is enabled, the slider will turn white and it will state “Blocked.”
From a computer:

1. Click the **three horizontal lines** icon in the top right hand corner to open a drop down menu.

2. Find the “**Options**” in the list and click on it.

3. You will be automatically redirected to the “**General**” settings. On the left hand side click “**Privacy & Security**”.

4. Scroll Down to “**Permissions**”. Under the notification tabs unclick “**Block pop-up windows**”. Unclicking this box will now allow the [ConnectiCare](https://www.connecticare.com) site to reach the 3rd party sites for Dental, Chiropractic, or Mental Health and Substance Abuse. The device will automatically save your preference.
a. Setting to allow ConnectiCare site to work properly (pop-ups allowed): “OFF”

*Customize permissions for specific websites by clicking “Exceptions“. 
To turn the Block Pop-ups option back on (Fire Fox on a computer):

1. Click the three horizontal lines icon in the top right hand corner to open a drop down menu.
2. Find the “Options” option in the list and click on it.
3. You will automatically be redirected to “General” settings. On the left hand side click “Privacy & Security”.
4. Scroll Down to “Permissions”. Under the notification tabs click “Block pop-up windows”. By clicking this box you will block pop-ups on your computer. The device will automatically save your preference.

*Customize permissions for specific websites by clicking “Exceptions”.

Back to top
From an iOS hand held device (iPhone, iPad, etc.) App (Version 12.1 or later):

1. Click the three lines icon in the bottom right corner to open a drop down menu.

2. Open up the “Settings” option (listed at the bottom of all the settings).

3. Unclick the option of “Block Pop-up Windows”. When “off” it will turn white.
   a. Default Setting: “ON”
b. Setting to allow ConnectiCare site to work properly (pop-ups allowed): “OFF”

4. Click **DONE** in the top left corner to confirm changes.
To turn the “Block Pop-ups” option back on (Fire Fox on an iOS hand held device):

1. Open up the “Settings” in the bottom right hand corner.
2. Find the “Block Pop-up” windows option and re-click it. The button will turn blue.
3. Click “DONE” in the top left corner to confirm changes.
From an Android device:

1. When searching in the Firefox app, there are no current settings to block popups. In order to access our page, when the following message shows up click “Show” and check “Do not ask again for this site”. This will allow your device to use our site.
To turn the “Block Pop-ups” option back on (Fire Fox on Android device):

1. Open Firefox.

2. Type `about:config` in the address bar then click “Go” on the right bottom.
3. Search for `dom.disable_open_during_load` (by typing it in the search box) and scrolling down through the list.

4. Toggle `dom.disable_open_during_load`

5. Set it to “false” to allow pop-ups, and “true” to block pop-ups.
   The device will remember the settings automatically.
From a Mac:

1. While browsing in Safari, click the “Safari” tab in the top left corner.

2. Click the “Preferences” option.

3. Click on the “Security” tab.

4. Uncheck the “Block Pop-up windows” option.

5. Click the red ⚫ in the left hand corner to close current window and return to the Safari browser.
To turn the “Block Pop-ups” option back on (Safari on Mac computer):

1. Open the Safari application on the Mac Computer.
2. Click the “Safari” tab in the top left corner.
3. Click “Preferences”.
4. Click “Security”.
5. Check the “Block Pop-up windows” option.

Back to top
From an iOS hand held device (iPhone, iPad, etc.) App (iOS 11.4 or later):

1. Exit the “Safari” App and open your “Settings” app.
2. In “Settings”, find the “Safari” and click on it to open the settings.

3. Under “General”, find the option that states “Block Pop-ups”.

   (This is the a default setting)

4. Turn off this setting by tapping once on the green button. The slider will turn from green to white.
5. Reopen the “Safari” App and continue browsing.
To turn the “Block Pop-ups” option back on (Safari on iOS hand held device):

2. Go to the “General” settings and click on the slider for “Block Pop-ups”.
3. The slider will turn green and your pop-ups will continue to be blocked.
From a computer:

1. Click the “Tools” tab underneath the search bar.
2. Click the “Pop-up Blocker” option.
3. Click “Turn off Pop-up Blocker”.
4. A message will appear asking: “Are you sure you want to turn off Internet Explorer’s Pop-up Blocker? Click “yes”.
5. This should now allow you to browse for your Providers for Dental, Chiropractic, or Mental Health and Substance Abuse.
To turn the “Block Pop-ups” option back on (Internet Explorer on a computer):

1. Click the “Tools” tab underneath the search bar.
2. Click the “Pop-up Blocker” option and move the mouse over to the “Turn on Pop-up Blocker” and click on this option.
3. A message will appear asking: “Are you sure you want to turn on Internet Explorer’s Pop-up Blocker? Click “yes”.

Back to top