

Guide to Disable Popup Blockers for Virtual Visits

You may be asked to disable popup blockers in order to launch your Virtual Visit. If so, please select your device below to be brought to detailed instructions. If you are using a device that is not listed below, you may contact Technical Support by calling 800-745-9683.

WINDOWS COMPUTER



[Internet Explorer 8 and Earlier](#)

[Internet Explorer 9 and Later](#)



[Microsoft Edge](#)



[Firefox](#)



[Chrome](#)

MAC COMPUTER



[Safari](#)



[Firefox](#)



[Chrome](#)

iOS (iPad/iPhone)



[Safari](#)



[Firefox](#)



[Chrome](#)

ANDROID



[Samsung Internet Browser](#)



[Chrome](#)



[Firefox](#)

WINDOWS COMPUTER




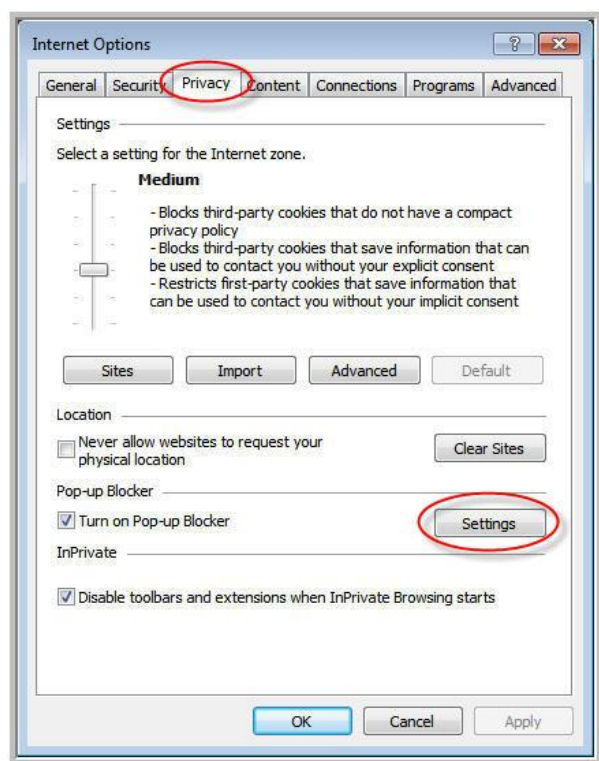
Internet Explorer 8 and Earlier

- 1) Click Tools
- 2) Select Pop-up Blocker, and then click Pop-up Blocker Settings.
- 3) In the "Address of website to allow" box, type (<https://patientgateway.massgeneralbrigham.org>) the website you want to see pop-ups from, and then click Add.

WINDOWS COMPUTER

Internet Explorer 9 and Later

- 1) Click the Tools icon  (Upper right corner) and select Internet Options.
- 2) Click the "Privacy" tab on the dialog box, click the "Turn on Pop-up Blocker" button to add a tick.
- 3) Click the "Settings" button to open the Pop-up Blocker Settings dialog box.
- 4) Type the website address in the address field (<https://patientgateway.massgeneralbrigham.org>).
- 5) Click the "Add" button and then click the "Close" button on the Pop-up Blocker Settings dialog box.
- 6) Click OK.



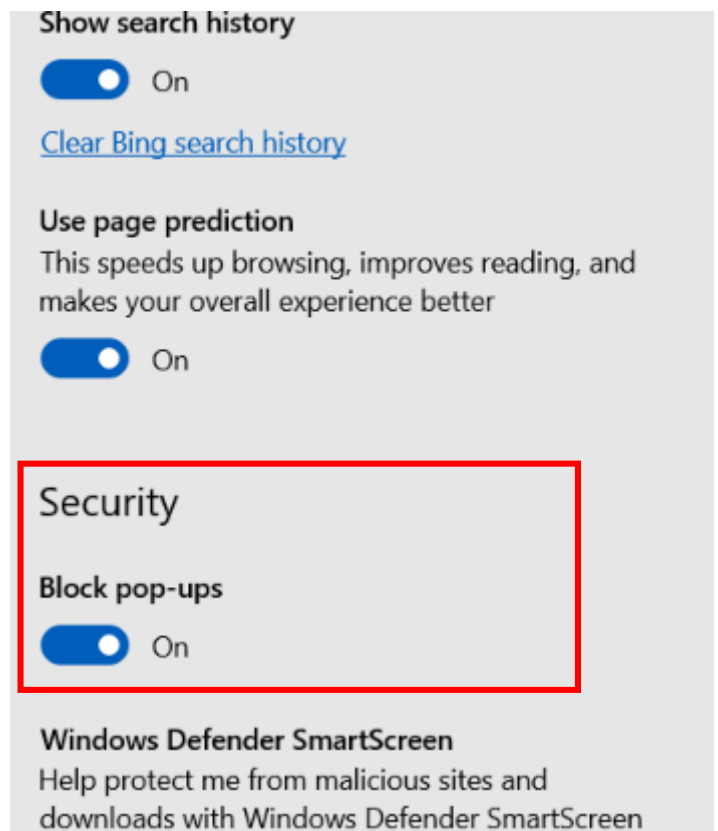
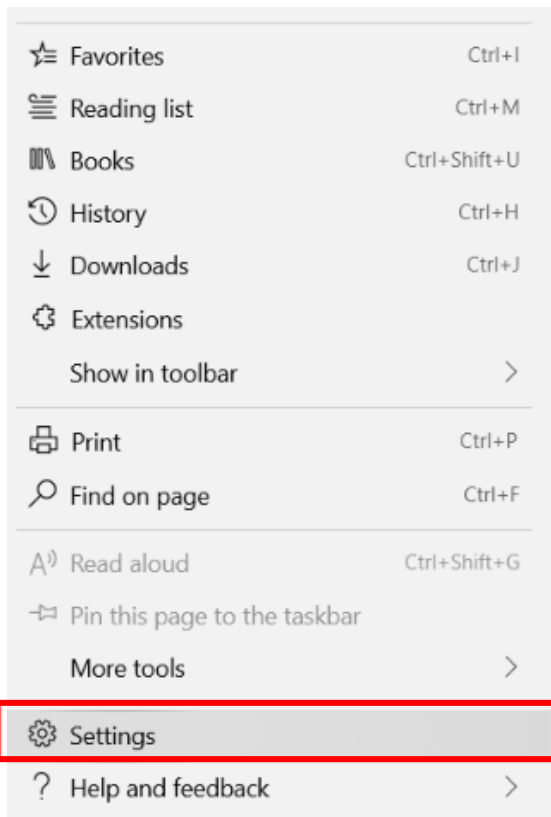
WINDOWS



- 1) Open Microsoft Edge and navigate to the horizontal dots on the top toolbar.




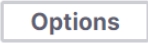

- 2) Select "Settings"
- 3) Select "Privacy & Security". Scroll down to the Security section and toggle off "Block pop-ups".

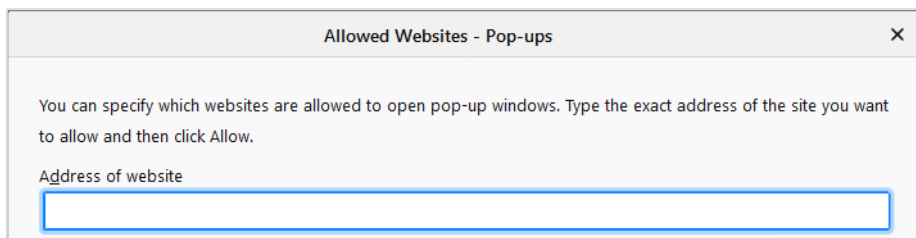


WINDOWS



Firefox

- 1) Select the menu button  in the upper right corner to open the Firefox menu.
- 2) Click Options. 
- 3) Select the **Privacy & Security** panel
 - Under the Permissions section, uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether.
 - Or, leave the Block pop-up box checked and click on  to open a dialog box with a list of sites that you want to allow to display pop-ups.
- 4) To enable the browser to recognize UD servers as trusted sites and, therefore, enable pop-ups from these sites, in the Address of web site field, type (<https://patientgateway.massgeneralbrigham.org>) and click Allow.



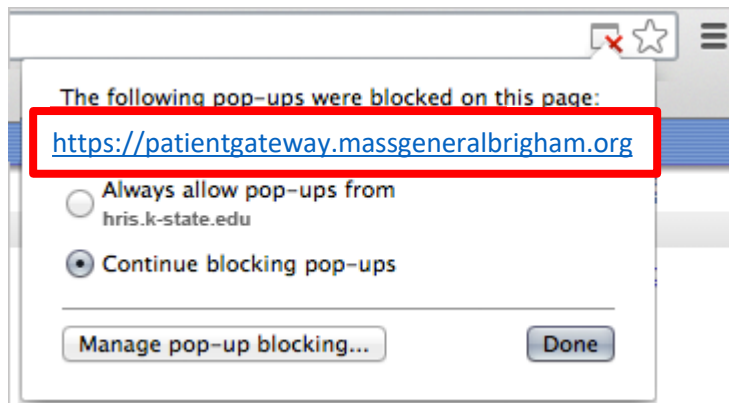
- 5) Click "Save Changes".
- 6) Click OK to close the Options dialog box.

WINDOWS



By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

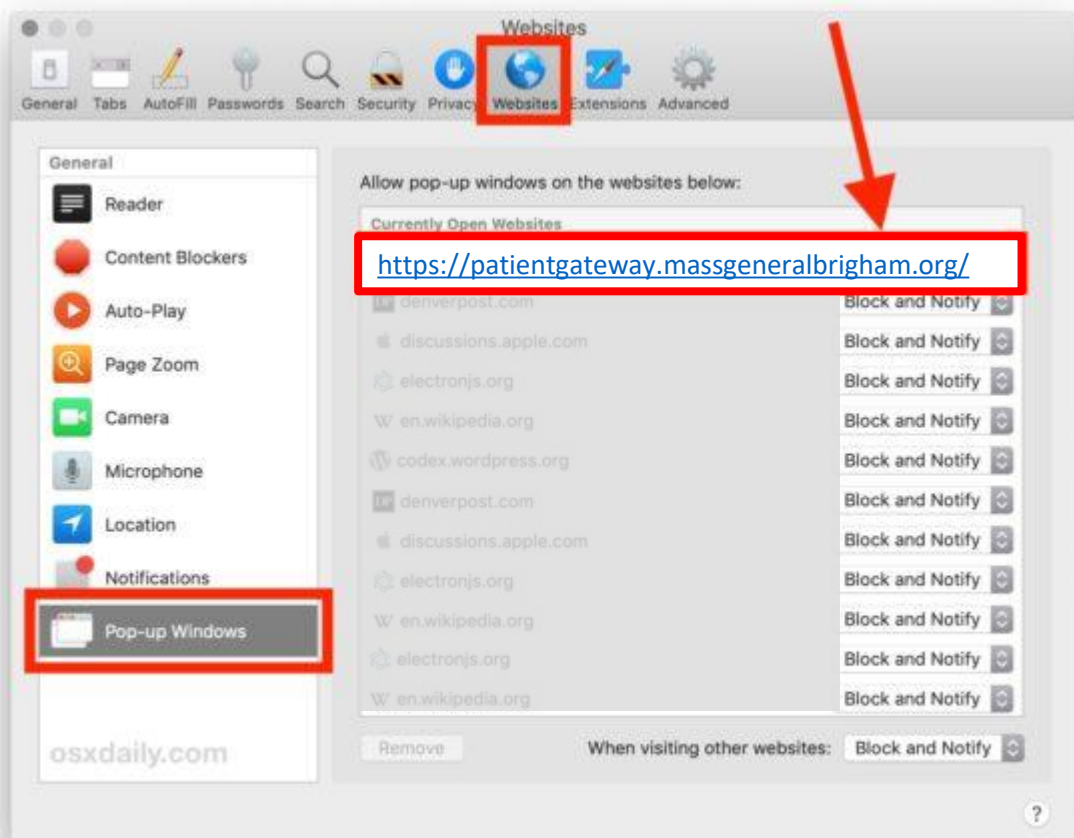
- 1) Go to a page (<https://patientgateway.massgeneralbrigham.org>) where pop-ups are blocked.
- 2) In the address bar, click Pop-up blocked.
- 3) Click the link for the pop-up you want to see.
- 4) To always see pop-ups for the site, select Always allow pop-ups and redirects from [site] > Done.



MAC COMPUTER

Safari

- 1) From the Safari menu, select Preferences.
- 2) Click Websites at the top of the window.
- 3) Select Pop-up Windows.
- 4) To allow specific pop-ups, navigate to the web page (<https://patientgateway.massgeneralbrigham.org/>), follow steps 1-3 and then select Allow next to the name of the site.

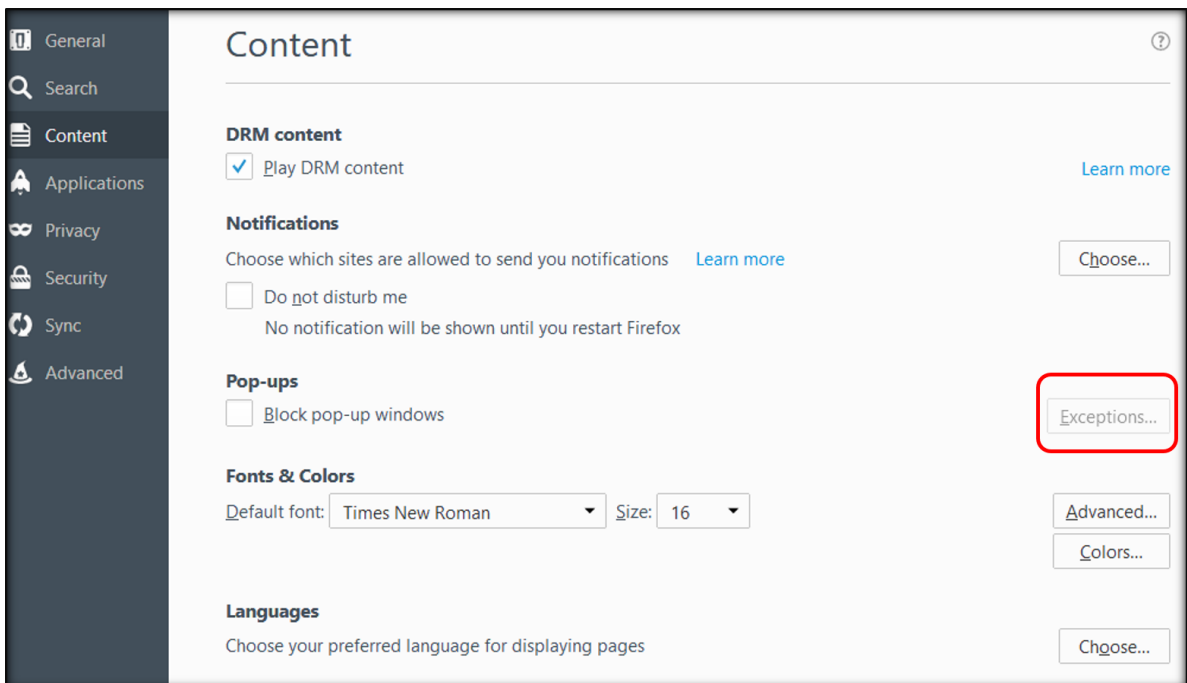


MAC COMPUTER



Firefox

- 1) From the Firefox menu, click Preferences.
- 2) Click the Content icon.
- 3) Click the Content icon located at the top of the window.
- 4) Make sure that Block pop-up windows is activated (checkbox).
- 5) Click the Exceptions button located to the right of Block pop-up windows.
- 6) You will see the Allowed Sites dialog box.
- 7) To enable the browser to recognize UD servers as trusted sites and, therefore, enable pop-ups from these sites, in the Address of web site field, type (<https://patientgateway.massgeneralbrigham.org>) and click Allow.
- 8) Click Close
- 9) Click OK to close the Options dialog box.



MAC COMPUTER



By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

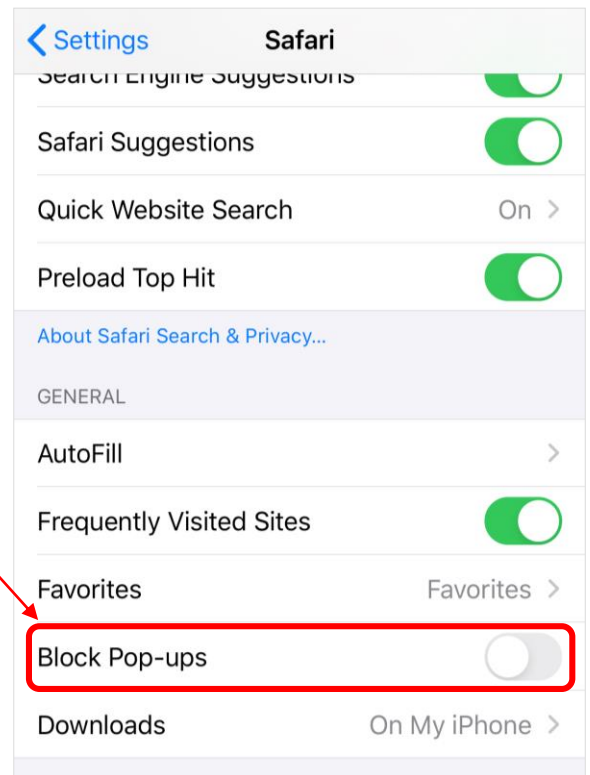
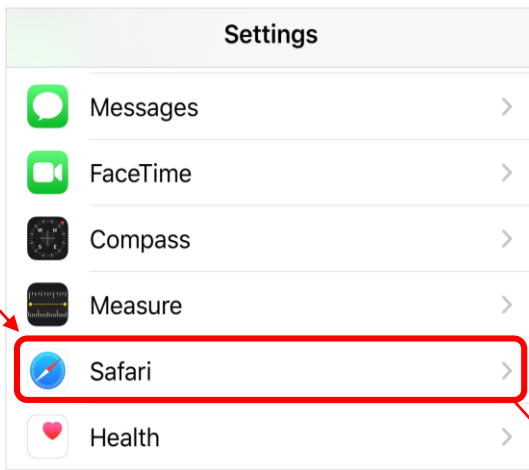
- 1) On your computer, open Chrome.
- 2) Go to a page (<https://patientgateway.massgeneralbrigham.org>) where pop-ups are blocked.
- 3) In the address bar, click Pop-up blocked.
- 4) Click the link for the pop-up you want to see.
- 5) To always see pop-ups for the site, select Always allow pop-ups and redirects from [site] > Done.



iOS (iPad/iPhone)

Safari

- 1) Open Settings.
- 2) Scroll down to Safari and tap it.
- 3) Scroll down under General until you find Block Pop-ups.
- 4) Toggle off Block Pop-ups.

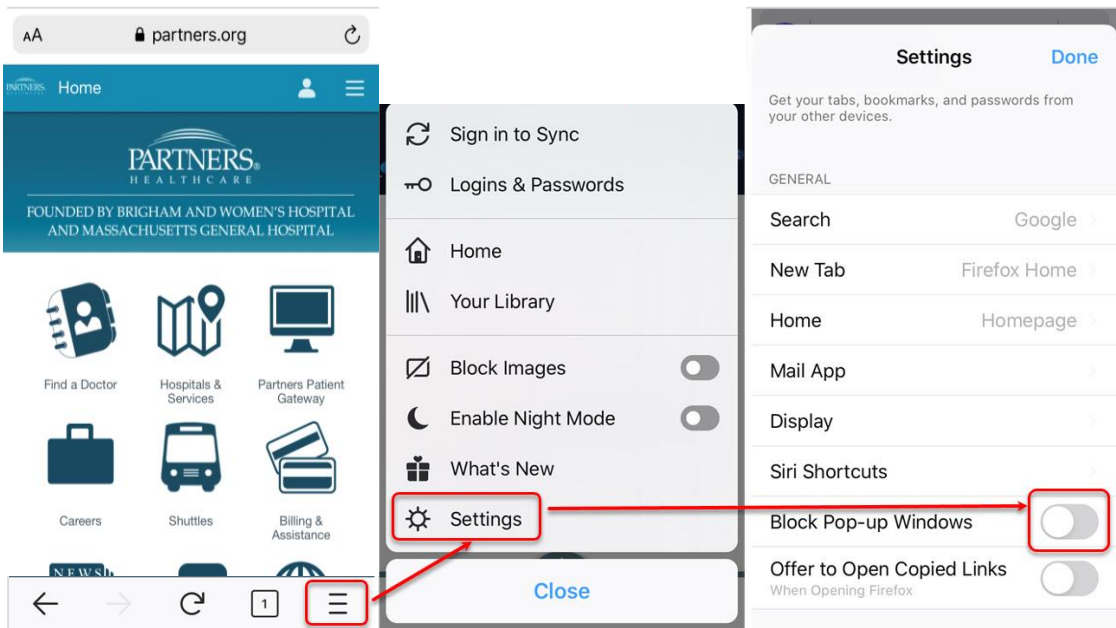


iOS (iPad/iPhone)



Firefox

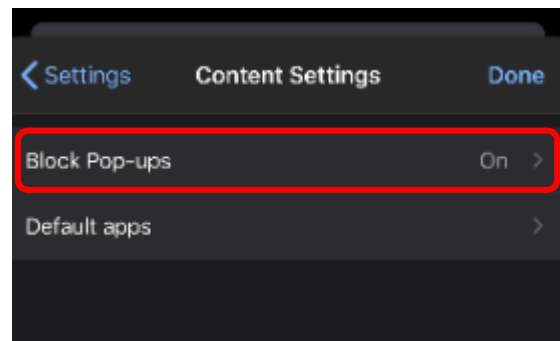
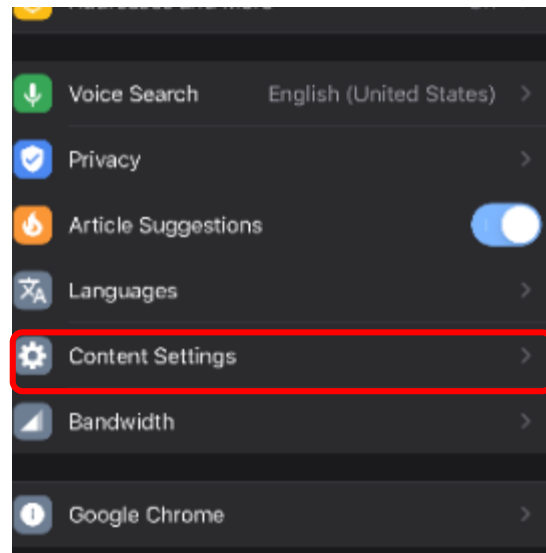
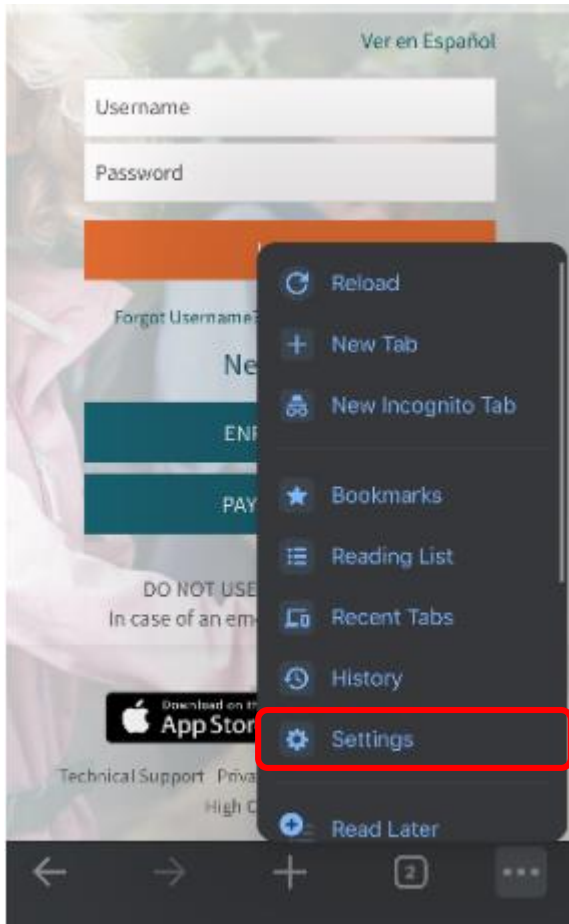
- 1) Open Firefox.
- 2) Tap the three horizontal bars in the toolbar and choose “Settings”
- 1) Turn on the toggle for Block Pop-up Windows to block pop-ups or turn it off to allow pop-ups.



iOS (iPad/iPhone)



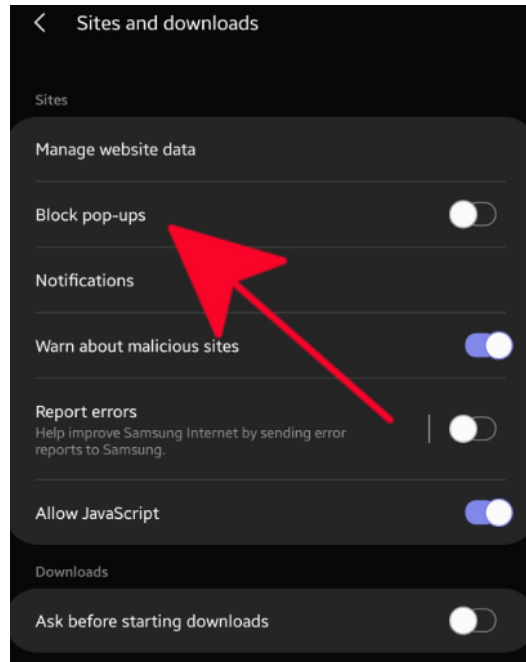
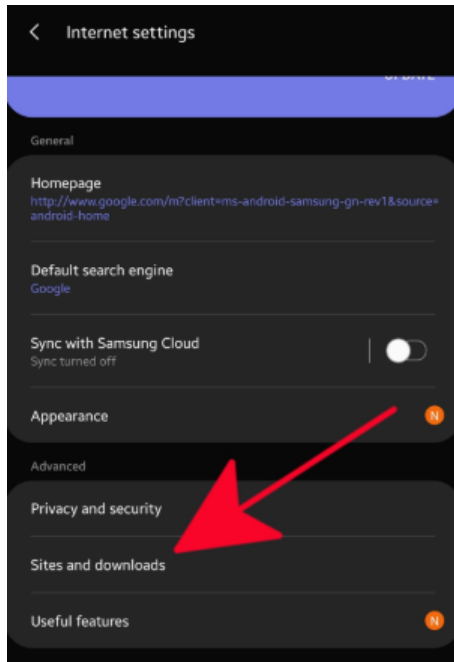
- 1) On your iPhone or iPad, open the Chrome app
- 2) Select the 3 horizontal dots on the toolbar and select "Settings"
- 3) Select "Content Settings" and toggle "Block Pop-ups" off.



ANDROID

Samsung Internet Browser

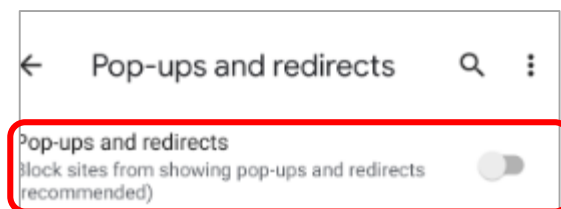
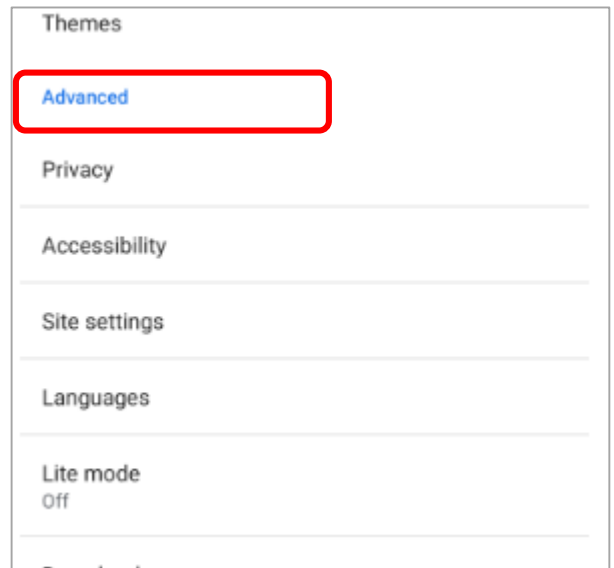
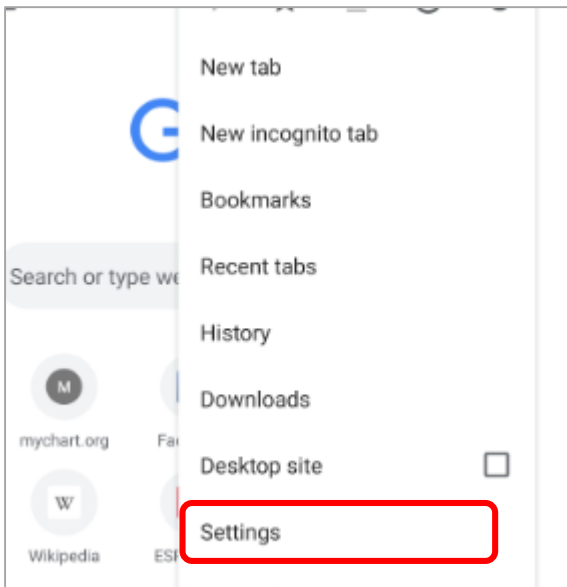
- 1) On your Android device, open the Samsung Internet app.
- 2) Tap the Menu icon (three vertical lines).
- 3) Select Settings.
- 4) Navigate to “Sites and downloads.”
- 5) Slide Block Pop-ups to off (white) to disable pop-up blocking.



ANDROID



- 1) Open Chrome and select the vertical dots on the toolbar
- 2) Select “Settings” and “Advanced”
- 3) Toggle off “Pop-ups and redirects”



ANDROID



- 1) Open Firefox.
- 2) Type about:config in the address bar.
- 3) Search for dom.disable_open_during_load.
- 4) Set it to false to allow pop-ups.

