





## Allowing Pop-ups From myConnections

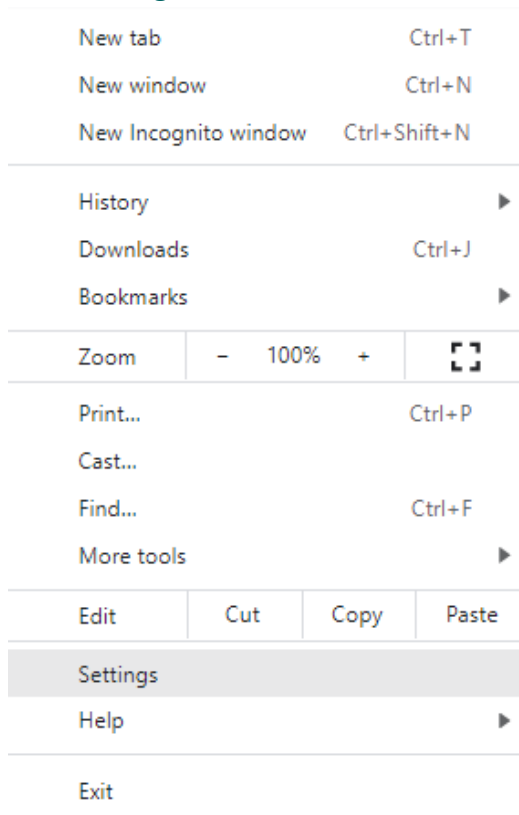
In order to ensure you can download documents from myConnections, please ensure that your browser permits pop-ups from myConnections.

### Google Chrome



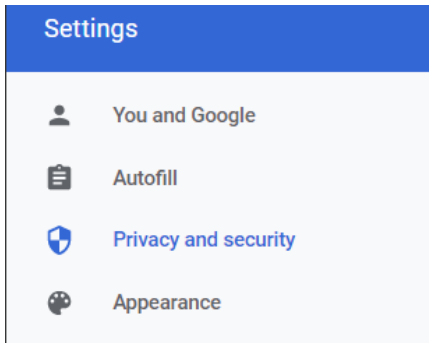
The simplest way to do this is to follow the [instructions Google provides](#). If that doesn't work for you, the following will.

1. On your computer, open Chrome 
2. Click the button with the three vertical dots in the upper right corner of Chrome 
3. Click **Settings**

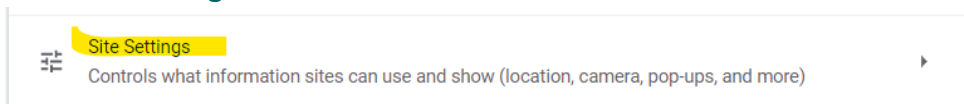




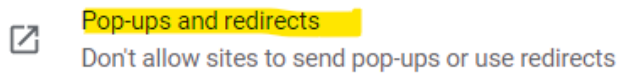
4. Click **Privacy and security**



5. Click **Site Settings**



6. Scroll down and click **Pop-ups and redirects**



7. To the right of *Allowed to send pop-ups and use redirects*, click the **Add** button

Allowed to send pop-ups and use redirects

Add

8. Enter <https://hieprod.healthconnections.org/> into the *Site* field and click the **Add** button

Add a site

Site



<https://hieprod.healthconnections.org/>

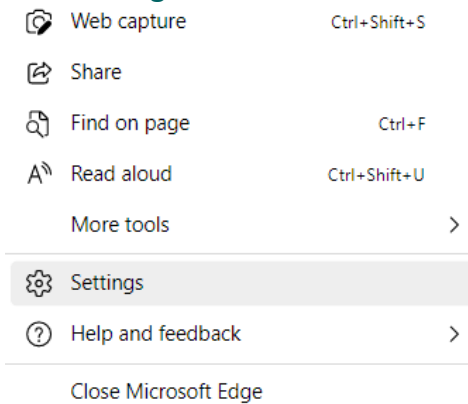
Cancel

Add

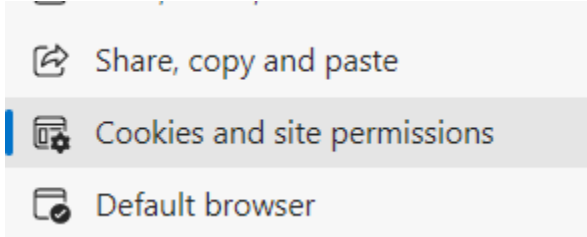
## Microsoft Edge



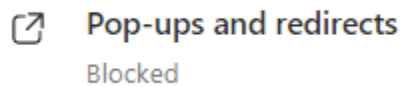
1. On your computer, open Microsoft Edge 
2. In the top right corner of Edge, click the button with the three horizontal dots 
3. Click **Settings**



4. On the left side of the Settings screen, click **Cookies and site permissions**



5. On the right side of the Settings screen, scroll down and click on **Pop-ups and redirects**



6. To the right of **Allow**, click the **Add** button

Allow



No sites added



7. Enter <https://hieprod.healthconnections.org/> and click the **Add** button

**Add a site** ×



Site

**Add** **Cancel**

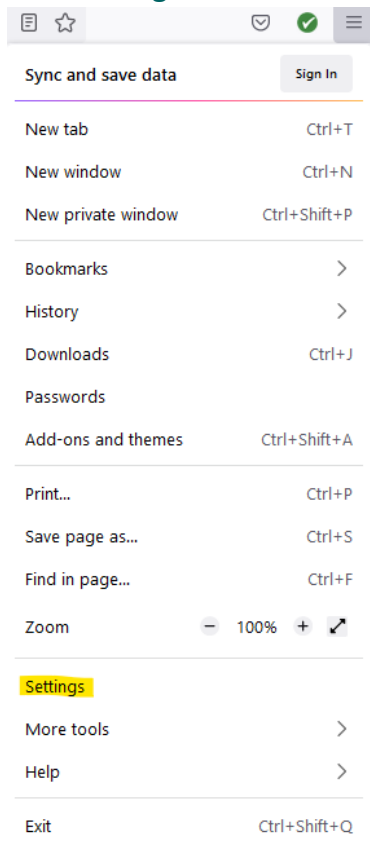
## Mozilla Firefox



Mozilla offers [its own instructions](#) on how to turn off the pop-up blocker for specific sites, but you can follow our instructions below to allow this for myConnections

1. On your computer, open Mozilla Firefox 
2. Click the “hamburger” button in the upper right corner of Firefox 

3. Click **Settings**



4. Click **Privacy and Security**

-  General
-  Home
-  Search
-  Privacy & Security
-  Sync



5. Scroll down to the Permissions section. To the right of *Block pop-up windows*, click on **Exceptions...**

Permissions

|   |                      |
|---|----------------------|
| <input type="checkbox"/> Location   | Settings...          |
| <input type="checkbox"/> Camera   | Settings...          |
| <input type="checkbox"/> Microphone   | Settings...          |
| <input type="checkbox"/> Notifications <a href="#">Learn more</a>                 | Settings...          |
| <input type="checkbox"/> Pause notifications until Firefox restarts               |                      |
| <input type="checkbox"/> Autoplay   | Settings...          |
| <input type="checkbox"/> Virtual Reality  | Settings...          |
| <input checked="" type="checkbox"/> Block pop-up windows                          | <b>Exceptions...</b> |
| <input checked="" type="checkbox"/> Warn you when websites try to install add-ons | Exceptions...        |

6. Enter <https://hieprod.healthconnections.org/> into the field for *Address of website* and click the **Allow** button

Allowed Websites - Pop-ups ×

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website

| Website | Status |
|---------|--------|
|---------|--------|

7. Click the **Save Changes** button

If you need any other help, please contact your Account Manager, email [support@healthconnections.org](mailto:support@healthconnections.org), or call support at 315-671-2241 x5.