



## MLMS PY2019 Browser Pop-Up Guidance for Successful Completions

To make sure your courses go to “Complete” status, let’s get your browser’s **Pop-up** settings configured for MLMS. Your browser needs to allow all pop-ups for the courses to work properly. Pop-up configuration settings—for each main browser type—are provided below.

### Users should be sure that their browsers are configured as follows:

1. Pop-up's are "Always Allowed" **OR**
2. Some browsers allow users to add websites to a pop-up exception list. If your browser already allows all pop-up's, but you're still having issues with your course completions, then please add the following URL to your browser's pop-up exception list: <https://portal.cms.gov> [Browser-specific instructions for these steps are provided below.]

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### Instructions for Google Chrome

1. Click the Customize and control Google Chrome icon  and navigate to
2. Click **Show advanced settings**
3. Under "Privacy," click the **Content settings** button
4. Under "Pop-ups," next to Allow section, select **Add**
5. Enter <https://portal.cms.gov> the **add to site** field and select **Add Button**

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### Instructions for Internet Explorer

1. Click the Tools Icon 
2. Select **Internet Options**
3. Click the **Privacy** Tab
4. **Un**-Check the **Turn on pop-up blocker** setting, if it is checked

**Note:** If your courses do not move to complete immediately, with the "Turn on Pop-up Blocker" Un-checked, then *adding an exception* to the Pop-up Blocker list has worked for some users. To add an exception, follow these steps for Internet Explorer:

1. Check "Turn on Pop-up Blocker"
2. Click the **Settings** Button which appears to the right of the "Turn on Pop-up Blocker"



3. In the **Address of website to allow** text box, enter: <https://portal.cms.gov>
  4. Click **Add**
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### **Instructions for Firefox**

1. Click the **Open Menu** icon 
2. Click the **Options** icon
3. Click **Content** in the Left Menu
4. **Un**-Check **Block pop-up windows**

**Note:** If your courses do not move to complete immediately, with the "Block pop-up windows" Un-checked, then *adding an exception* to the Pop-up Blocker list has worked for some users. To add an exception, follow these steps for Firefox:

1. Check the **Block pop-up windows**
  2. Click the **Exceptions...** Button to the right of the Block pop-up windows checkbox
  3. Enter <https://portal.cms.gov> to the **Address of website** text box
  4. Click the **Allow** button under the text box
  5. Click **Save Changes**
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