MLMS PY2023 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. All 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.]

Instructions for Google Chrome
1. Click the Customize and control Google Chrome icon and navigate to Settings
2. Click Settings
3. In the menu on the left side of screen, Select Privacy and security, click the Site settings button
4. Scroll down to Pop-ups and redirects, next to Allow section, select Add
5. Enter *.csod.com to the site field and select Add Button

Instructions for Microsoft Edge
1. Click the Tools Icon in the upper right-hand corner of the browser
2. Scroll down until you see Settings and Select Settings
3. Find Cookies and Site Permissions in the menu on the left side of screen and select
4. Scroll down and click Pop-ups and redirects. Click the Block toggle switch to off.
5. You can also add csod.com to the “Allow” list.
Instructions for Firefox

1. Click the **Open Menu** icon, which is found at the top right corner of screen.
2. Scroll down and Click **Settings**
3. Click **Privacy & Security** in the Left Menu.
4. Scroll down and Un-Check **Block pop-up windows**
5. You can also add *.csod.com to the “Allow” list.

**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 *.csod.com to the site field and select Add Button
4. Click the **Allow** button under the text box
5. Click **Save Changes**