MLMS PY2021 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.]

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

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

**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