MLMS PY2020 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](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](https://portal.cms.gov) to the **Address of website** text box
4. Click the **Allow** button under the text box
5. Click **Save Changes**