eIRB uses pop-up windows to present users with information, as well as to ask questions and confirm actions. In order for the system to function properly, pop-up blocker should always be disabled for the eIRB site. This action may need to be taken more than once, especially on University computers which receive automatic updates from ITS that may reset functions. **NOTE:** Sometimes the system will present one pop-up (even with pop-up blocker turned on), which could falsely indicate that pop-up blocker has been turned off. If you continue to have issues after clicking a button in the system (i.e., the system is seemingly unresponsive), double check that pop-up blocker has been appropriately disabled.

**DID YOU KNOW?** Disabling pop-up blocker is the #1 technical resolution given to callers seeking support for the eIRB system. When in doubt– try turning off pop-up blocker!

In this month’s tip, we’ll demonstrate how to turn off pop-up blocker for the newer browser versions, as well as previous versions. **NOTE:** Following the eIRB update (June 2016), we no longer officially support the use of Internet Explorer.

**Click the buttons below for disabling instructions:**

- **Mozilla Firefox**
  - 45.2.0
  - 10.0.3 or above
  - Older versions
- **Google Chrome**
  - 54.0.2
  - From prompt
  - Newer versions
- **Apple Safari**
  - 10.7 or above
  - Older versions
  - Older versions
Note that the Firefox menu bar (where you find “Tools”) may be hiding. (1) Right click at the top of the browser window and (2) check ‘Menu Bar’ to display the menu and find ‘Tools’.
Mozilla Firefox, newer versions (10.0.3 or above, 38.1.1)

1-Tools > 2-Options > 3-Content tab > 4-Block pop-up windows (uncheck)

Note that the Firefox menu bar (where you find “Tools”) may be hiding. Right click at the top of the browser window and check ‘Menu Bar’ to display the menu and find ‘Tools’. See pictures on previous page for more info.

Mozilla Firefox, older versions

1-Tools > 2-Options > 3-Content tab > 4-Block pop-up windows (uncheck)
Google Chrome newer versions (54.0.2)

1-More Menu > 2-Settings > 3-Show Advanced Settings > 4-Privacy > 5-Content Settings > 6-Under “Pop-ups”, select “Allow all sites to show pop-ups”

(1) On the right hand side of your Chrome Internet window, click the “More” menu by clicking the three dots. (2) Toward the bottom, find “Settings” and click it.

(2.1) The settings menu will open in a new tab. (3) At the very bottom find “Show advanced settings…” and click it. (4) Additional options will appear on the settings menu (i.e., it will get longer). Find “Privacy”. (5) Click “Content settings”.

Chrome steps continued on next page
Google Chrome newer versions (54.0.2)

1-More Menu > 2-Settings > 3-Show Advanced Settings > 4-Privacy > 5-Content Settings >
6-Under “Pop-ups”, select “Allow all sites to show pop-ups”

(6) On the “Content settings” menu, scroll down and find “Pop-ups”.
(7) Click “Allow all sites to show pop-ups” and then
(8) click the “Done” button in the lower right hand corner.

Google Chrome from screen prompt

1-Computer screen icon with red X > 2-Select “Always allow all pop-ups from https://eirb.slu.edu” > 3-Click “OK”
Apple Safari, newer versions
1-Safari > 2-Preferences > 3-Security tab > 4-Block pop-up windows (uncheck)

Apple Safari, newer versions (10.7 or above)
1-Safari > 2-Preferences > 3-Security tab > 4-Block pop-up windows (uncheck)
Note: Disabling pop-up blocker may be different for different browser versions. Use the ‘Help’ feature on your Internet browser to learn how to disable pop-up blocker if you are having trouble locating the function.