

Instructions for setting your system to allow pop-ups in order to display patient health information

To ensure your system is set to allow the display of Orange Button information, please check your browser settings and adjust them if necessary. You can choose to update your settings to allow pop-ups for all sites, or for specific sites only, like the provider portal. Settings to enable pop-ups may vary based on the browser and version of the browser you are using. Below are instructions for system settings using some of the most popular browsers.

Chrome .current (Windows/OS X)

1. Open Chrome, then go to the web page that you want to allow pop-ups.
2. In Chrome's URL window, highlight the entire web address of the current page, then choose the Copy command from the Edit menu or right-click and choose the Copy command.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Click **Settings**.
5. Scroll to the bottom of the Settings section and click **Show advanced settings**.
6. In the Privacy section, click **Content settings**. The Content settings window appears.
7. Scroll to the Pop-ups section, and then ensure that the **Do not allow any site to show pop-ups** radio button is selected.
8. Click **Manage exceptions**.
9. In the **Hostname pattern** field, choose the Paste command from the Edit menu or right-click and choose the Paste command, and ensure the Behavior dropdown menu is set to **Allow**.
10. Click **Done**.
11. Close any remaining dialog boxes.

Firefox .current (Windows/OS X)

1. Open Firefox, then go to the web page that you want to allow pop-ups.
2. In Firefox's URL window, highlight the entire web address of the current page, then choose the Copy command from the Edit menu or right-click and choose the Copy command.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Select **Options** (Windows) or **Preferences** (OS X).
5. In the left sidebar, click on the **Content** icon to display the Content section.
6. In the Pop-ups section, ensure the **Block pop-up windows** checkbox is selected, then click the adjacent **Exceptions...** button.
7. In the **Address of web site:** field, choose the Paste command from the Edit menu or right-click and choose the Paste command, and then click **Allow**.
8. Click **Save Changes**.
9. Close any remaining dialog boxes.

Internet Explorer (Windows)

When a website attempts to launch a new pop-up window, you may see dialog boxes alerting you of pop-up windows that have been blocked. Follow the instructions below to allow pop-up windows on a per-website basis.

1. Open Internet Explorer, then go to the web page that you want to allow pop-ups.
2. In Internet Explorer's Address field, highlight the entire web address of the current page, then right-click and choose the Copy command.
3. From the Tools menu (the gear icon on the far right), select **Internet options**. The Internet Options dialog box opens.
4. Click on the **Privacy** tab.
5. Under Pop-up Blocker ensure the **Turn on Pop-up Blocker** checkbox is checked, and then click **Settings**. The Pop-up Blocker Settings dialog box opens.
6. Right-click in the **Address of website to allow:** field, and then choose the Paste command.
7. Click **Add**.
8. Close any remaining dialog boxes.

Safari (OS X)

Safari for OS X has no per-website control over blocking pop-up windows. Pop-ups are either blocked, or they are not. To allow pop-ups:

1. From the Safari menu, choose **Preferences...** and click the **Security** tab.
2. Ensure the **Block pop-up windows** option is not checked. Unchecking this option will allow pop-ups.
3. To block pop-ups once again, check the **Block pop-up windows** checkbox.