UNIVERSITY OF HARTFORD
## FACULTY CENTER FOR LEARNING DEVELOPMENT

Allowing Pop-Ups for Blackboard ONLY

Blackboard utilizes pop-ups to open windows and tabs in order to view content external to Blackboard. In order to allow Blackboard to open pop-ups, users must either enable pop-ups within their browser, or allow Blackboard permissions to open pop-ups while keeping pop-ups disabled for other sites. Allowing pop-ups for Blackboard will fix the issue external websites not opening in a new tab or a new window.
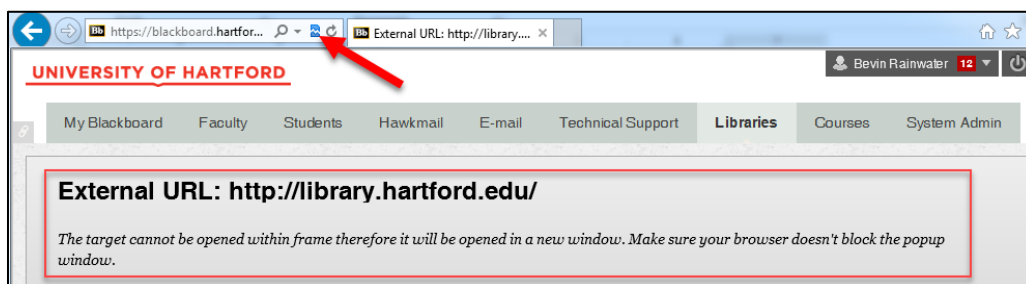
Errors

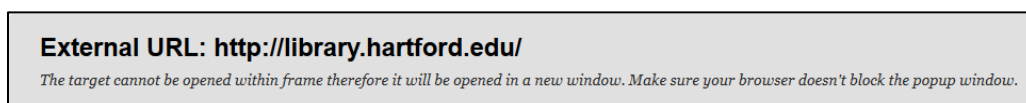If pop-ups are blocked, users may experience one of the following notifications or errors:
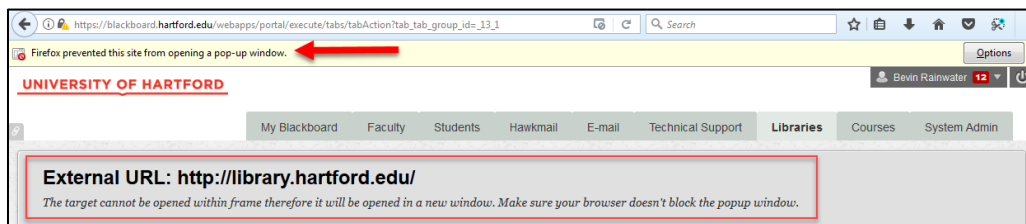
Pop-ups blocked in Firefox
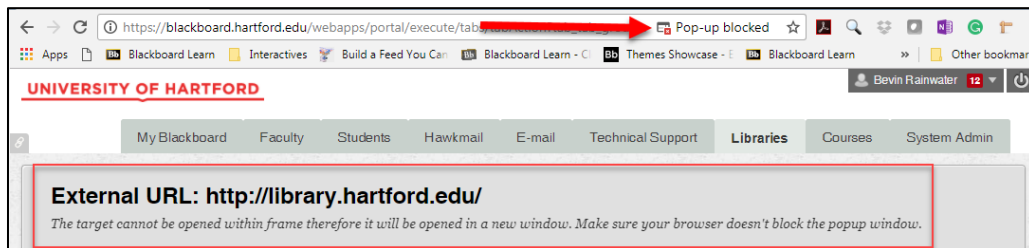
Pop-ups blocked in Chrome

Pop-ups blocked in Internet Explorer


Pop-ups blocked in Safari

NOTE: A Blackboard page will appear saying "External URL: http://... The target cannot be opened within the frame therefore it will be opened in a new window. Make sure your browser doesn't block the popup window." Because pop-ups are blocked (as shown in the upper address bar), a new window does not appear.

Firefox

In Firefox, there are two options to allow pop-ups, enable via the address bar when you click on a tab that opens a pop-up on the site, or by going into **Options**.

Via the Address Bar:

When Firefox pops up the error stating that "Firefox prevented this site from opening a pop-up window" click on the **Options** button on the address bar and click on **Allow pop-ups for blackboard.hartford.edu**. Pop-ups will now be enabled for Blackboard.
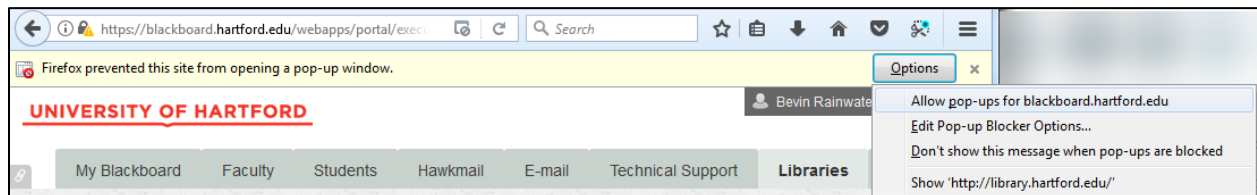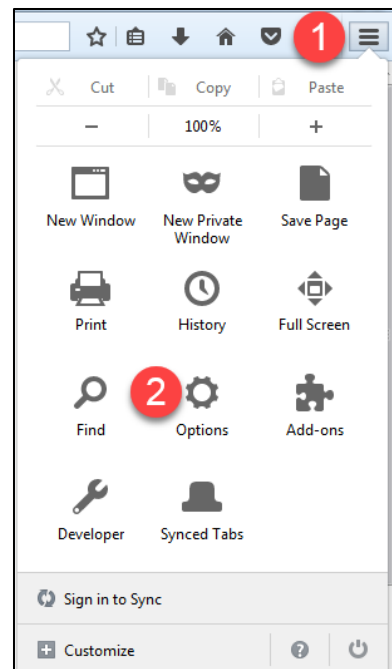

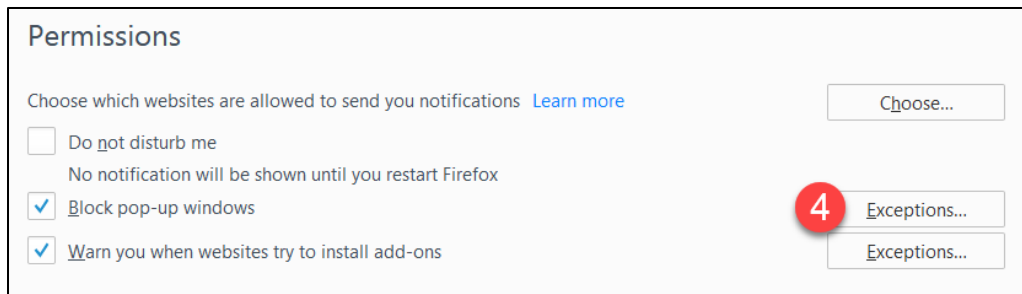**Allowing pop-ups for blackboard.hartford.edu in Firefox**

Via Options:

1. Click on the three bar icon in the far upper right to get the dropdown menu.
2. Click on **Options.**
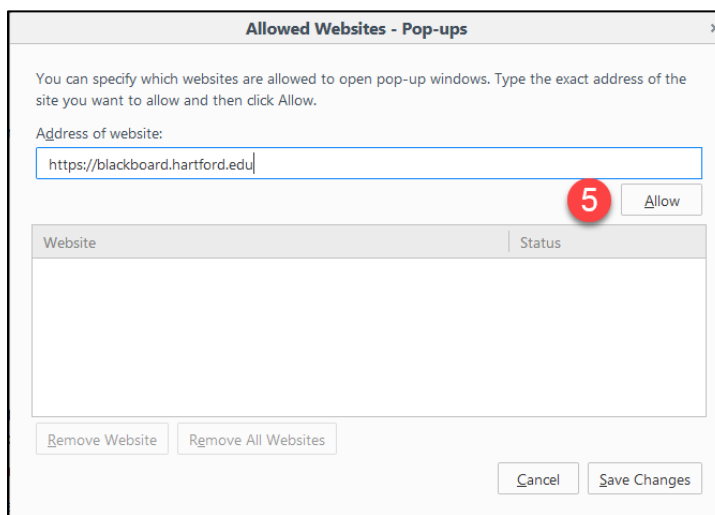3. Click on **Privacy and Security** on the far left.
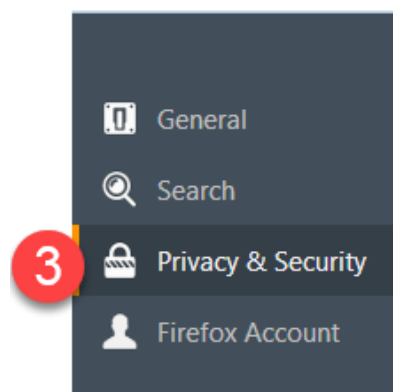
4. Scroll down to the *Permissions* section and then click on the **Exceptions** button.

5. In the *Address of Website* box, type in **https://blackboard.hartford.edu** and then click **Allow.**


6. Blackboard's website will show up in the box below, then click **Save Changes.**

Chrome

In Chrome, there are two options to allow pop-ups, enable via the address bar when you click on a tab that opens a pop-up on the site, or by going into **Settings**.

Via the Address Bar:

In the address bar, you will note an error for pop-ups. Click this icon in the far right of the address bar. Then click "Always allow pop-ups from https://blackboard.hartford.edu," and click **Done.** Pop-ups will now be enabled for Blackboard.
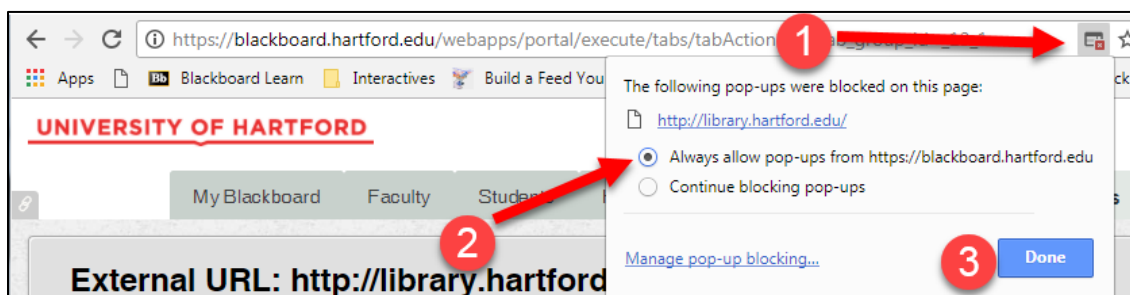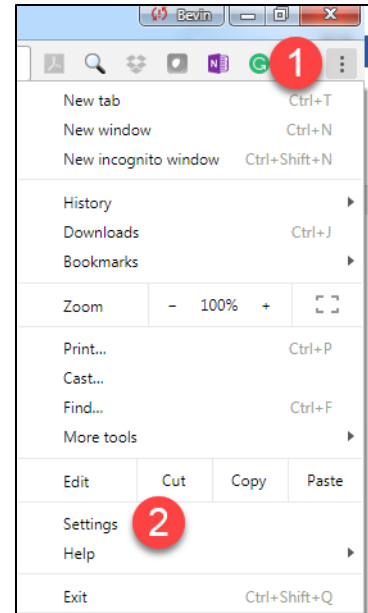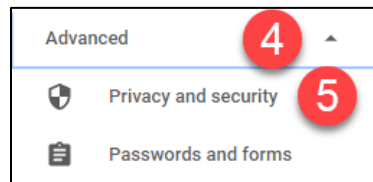

Allowing pop-ups for blackboard.hartford.edu in Chrome

Via Settings:

1. Click on the three dot icon in the far upper right to get the dropdown menu.
2. Click on **Settings.**
3. Click on **Settings** in the upper left to expand the menu.
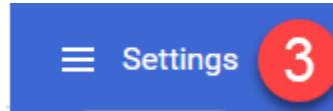
4. Click **Advanced**.
5. Click on **Privacy and Security**.

6. Under *Privacy and Security*, click on **Content Settings**, then click on **Popups**.
7. Under *Allow*, click the **ADD** button.
8. Under *Add a site,* type in **blackboard.hartford.edu**, then click **ADD**.

Safari

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.
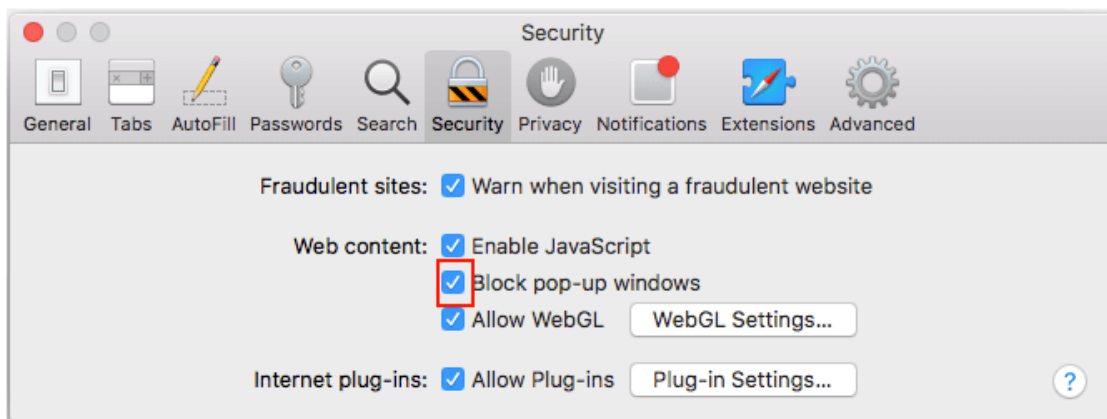
NOTE: Safari does not have an exception list for pop-ups. It's an all-or-nothing approach for now, so you must enable pop-ups completely for Blackboard use.

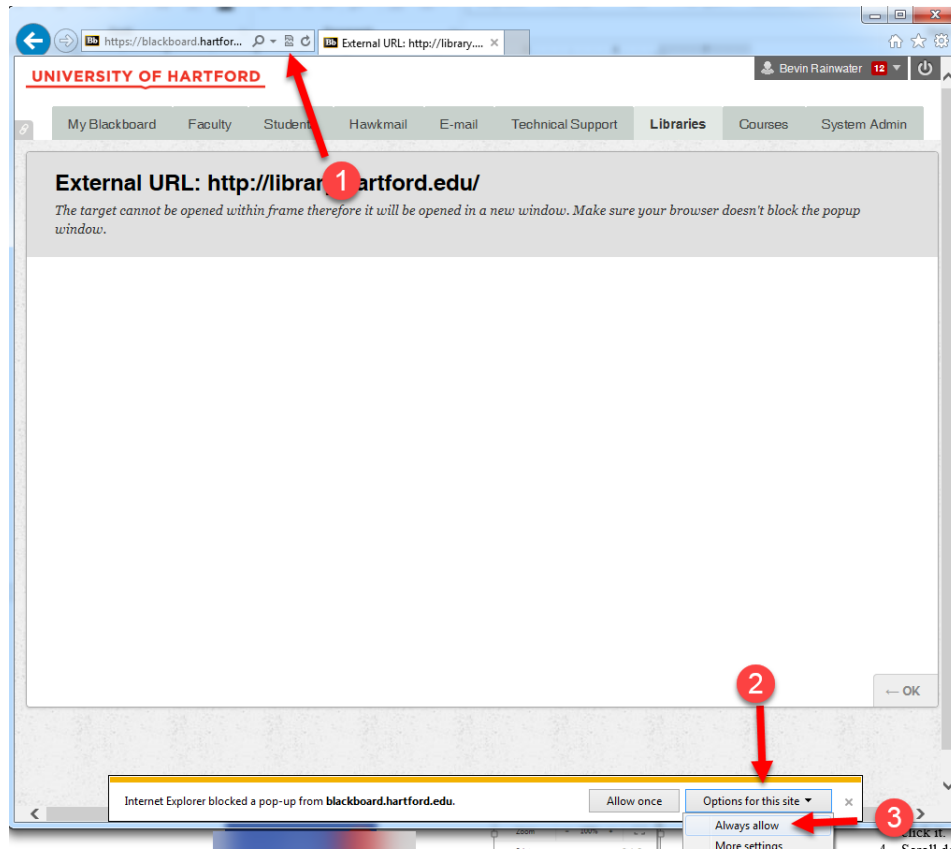# Internet Explorer

In Internet Explorer, there are two options to allow pop-ups, enable via the address bar when you click on a tab that opens a pop-up on the site, or by going into **Internet Options**.

Via the Address Bar:

In the address bar, you will note an error (looks like a broken page) for pop-ups. Click this icon in the far right of the address bar. At the bottom of the window, a notification will appear that says "Internet Explorer has blocked a pop-up from blackboard.hartford.edu." Click the **Options for this site** button, then click **Always allow.**

Allowing pop-ups for blackboard.hartford.edu in Internet Explorer

Via Internet Options:

1. Click the small gear icon in the upper right hand corner and the dropdown menu will appear.
2. Scroll down the option menu and click on **Internet Options.**
3. In this menu look for a tab labeled **Privacy** and click it.
4. Scroll down that tab until you see **Pop up blocker**, click the button to the right of it labeled **Settings.**
5. In the box labeled *Address of website*, type in https://blackboard.hartford.edu and then click **Add.**
6. Then click **Close** at the bottom right of the *Privacy* tab.
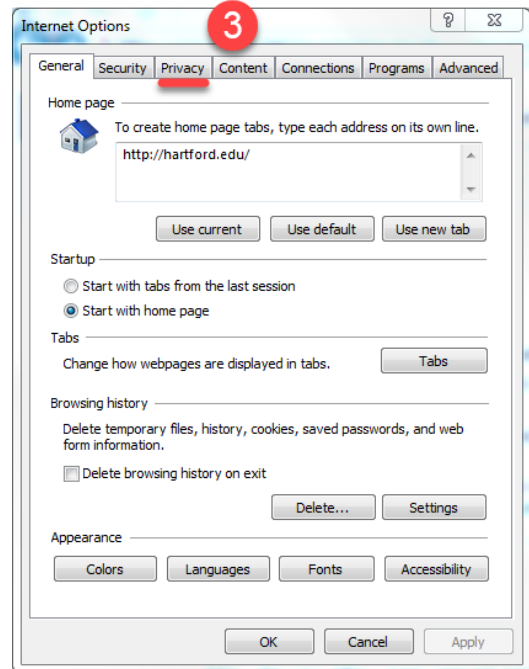
Faculty Center for Learning Development (FCLD)
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.
Phone: (860) 768-4661   **Email:** fcld@hartford.edu
Website: http://www.hartford.edu/fcld

Student Blackboard Support
The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).
Phone: (860) 768-4636   **Email:** bbsupport@hartford.edu
FAQ/Submit a Ticket: http://www.hartford.edu/studentbbsupport

Office of Technology Services (OTS) Help Desk
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).
Phone: (860) 768-4357 (on campus) or (844) 292-3213 (off campus)
Email: ots@hartford.edu   **Website:** http://hartford.edu/ots

Media Technology Services (MTS)
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)
Website: http://www.hartford.edu/mts