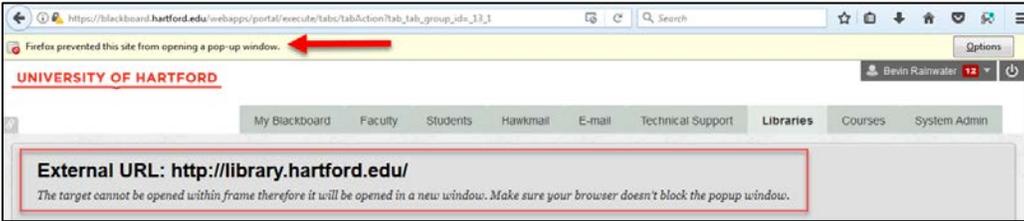


Allowing Pop-Ups for Blackboard ONLY

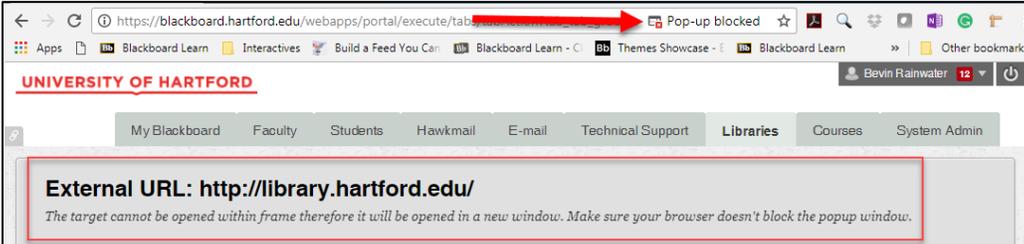
Blackboard utilizes pop-ups to open windows and tabs in order to view content external to Blackboard. In order to allow Blackboard to open pop-ups, users must either enable pop-ups within their browser, or allow Blackboard permissions to open pop-ups while keeping pop-ups disabled for other sites. Allowing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

Errors

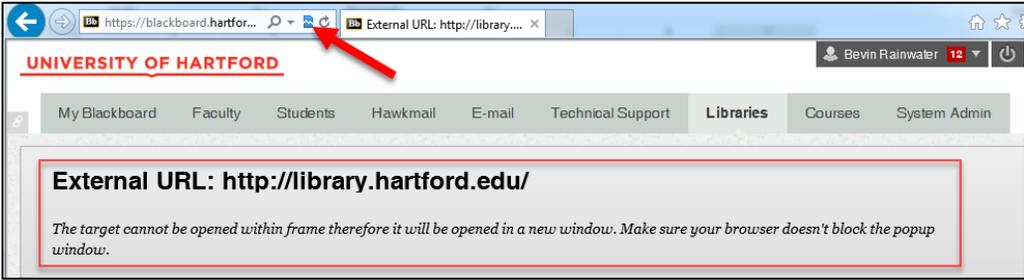
If pop-ups are blocked, users may experience one of the following notifications or errors:



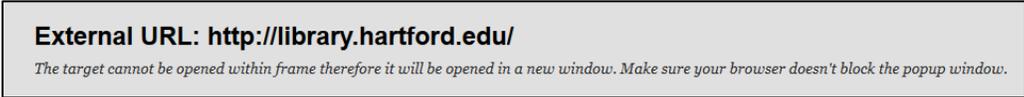
Pop-ups blocked in Firefox



Pop-ups blocked in Chrome



Pop-ups blocked in Internet Explorer



Pop-ups blocked in Safari

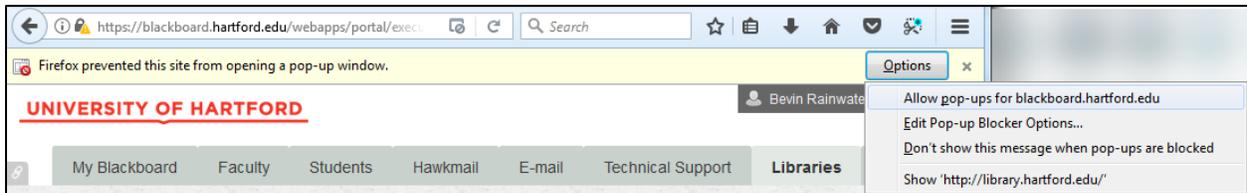
NOTE: A Blackboard page will appear saying “External URL: http://... The target cannot be opened within the frame therefore it will be opened in a new window. Make sure your browser doesn’t block the popup window.” Because pop-ups are blocked (as shown in the upper address bar), a new window does not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

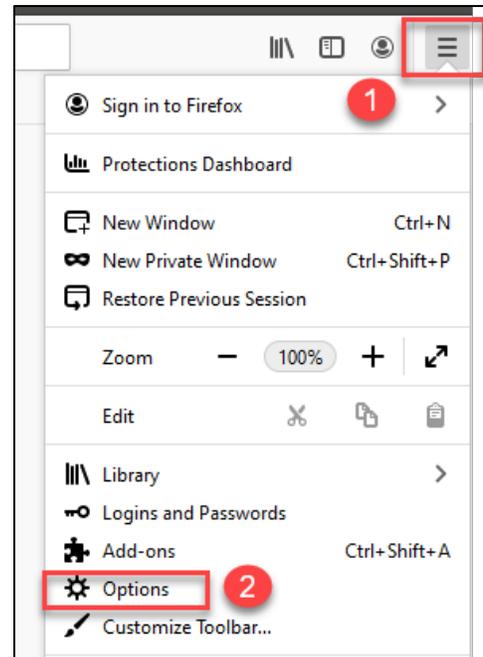
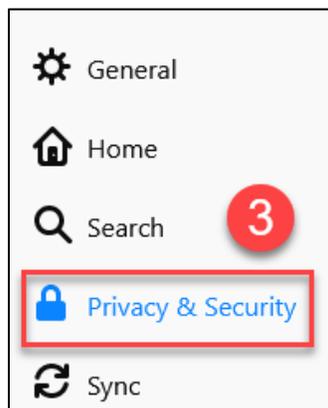
When Firefox pops up the error stating that “Firefox prevented this site from opening a pop-up window” click on the **Options** button on the address bar and click on **Allow pop-ups for blackboard.hartford.edu**. Pop-ups will now be enabled for Blackboard.



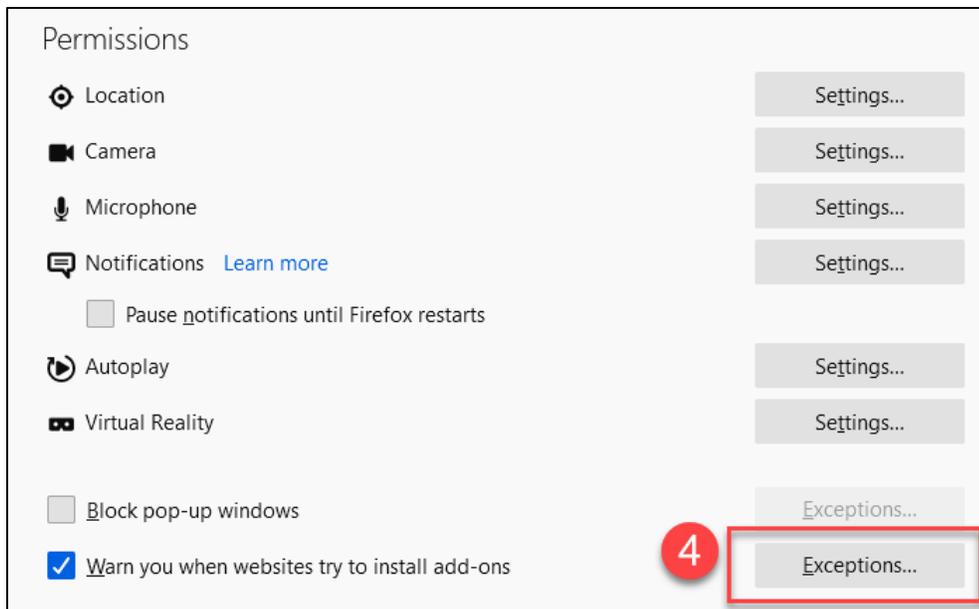
Allowing pop-ups for blackboard.hartford.edu in Firefox

Via Options:

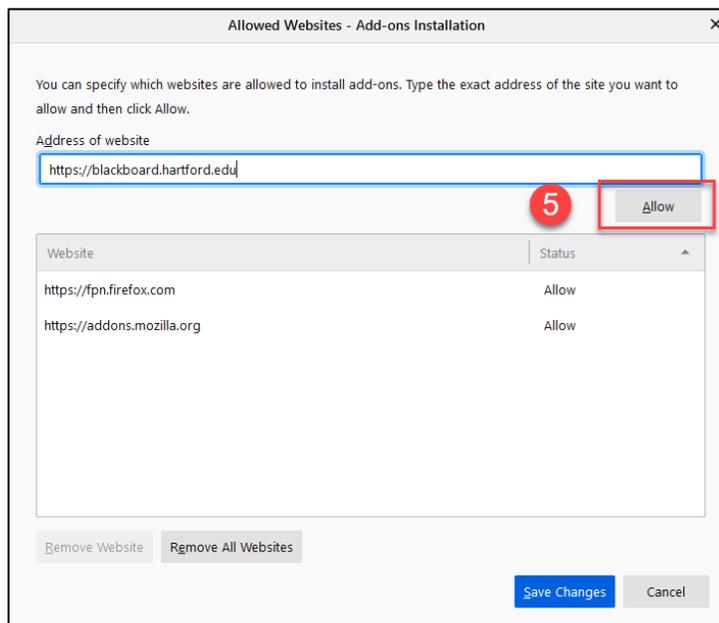
1. Click on the three-bar icon in the far upper right to get the dropdown menu.
2. Click on **Options**.
3. Click on **Privacy and Security** on the far left.



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**.



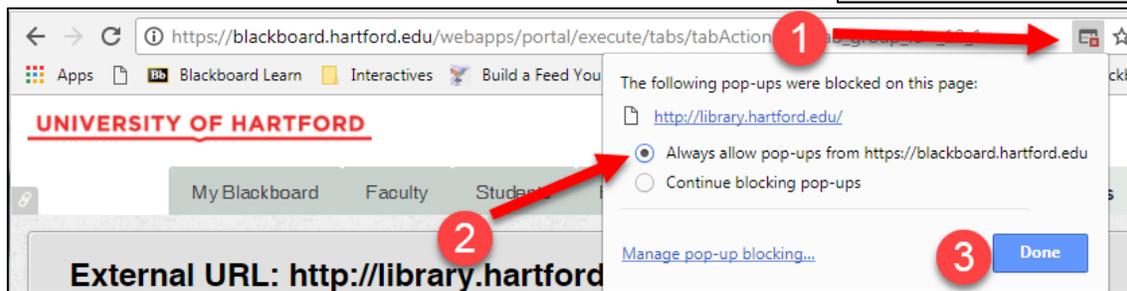
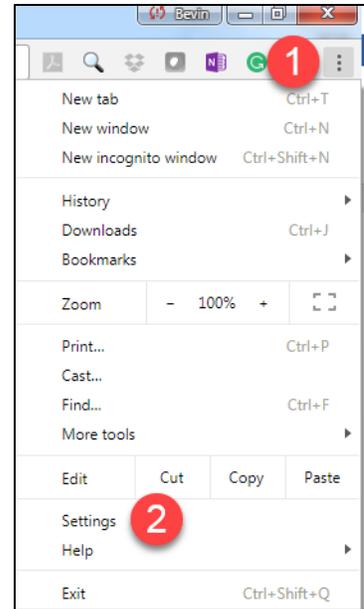
6. Blackboard's website will show up in the box below, then click **Save Changes**.

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:

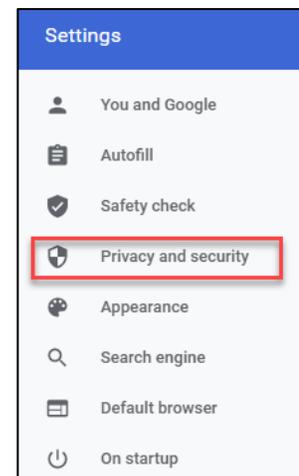
In the address bar, you will note an error for pop-ups. Click this icon in the far right of the address bar. Then click “Always allow pop-ups from <https://blackboard.hartford.edu>,” and click **Done**. Pop-ups will now be enabled for Blackboard.



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

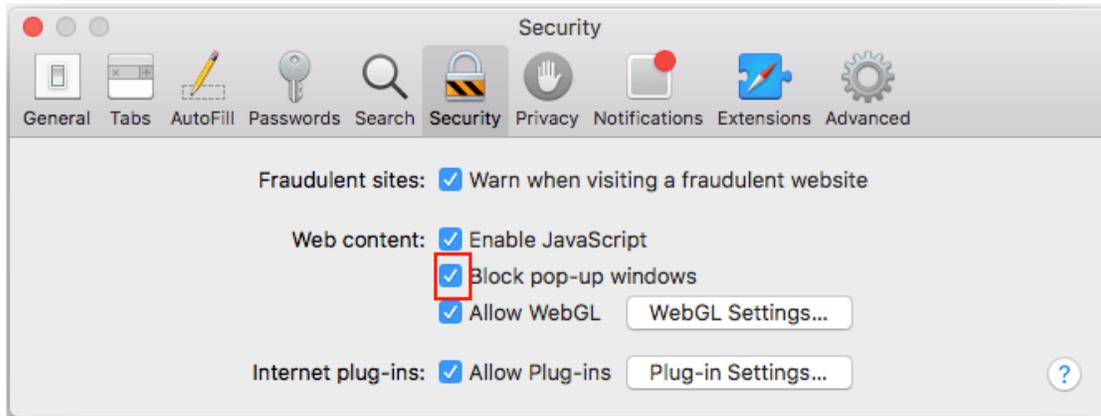
Via Settings:

1. Click on the three dot icon in the far upper right to get the dropdown menu.
2. Click on **Settings**.
3. Under *Settings* on the top left-hand corner, click on **Privacy and Security**
4. Under *Privacy and Security*, click on **Site Settings**, then click on **Pop-ups and redirects**.
5. Under *Allow*, click the **ADD** button.
6. 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.



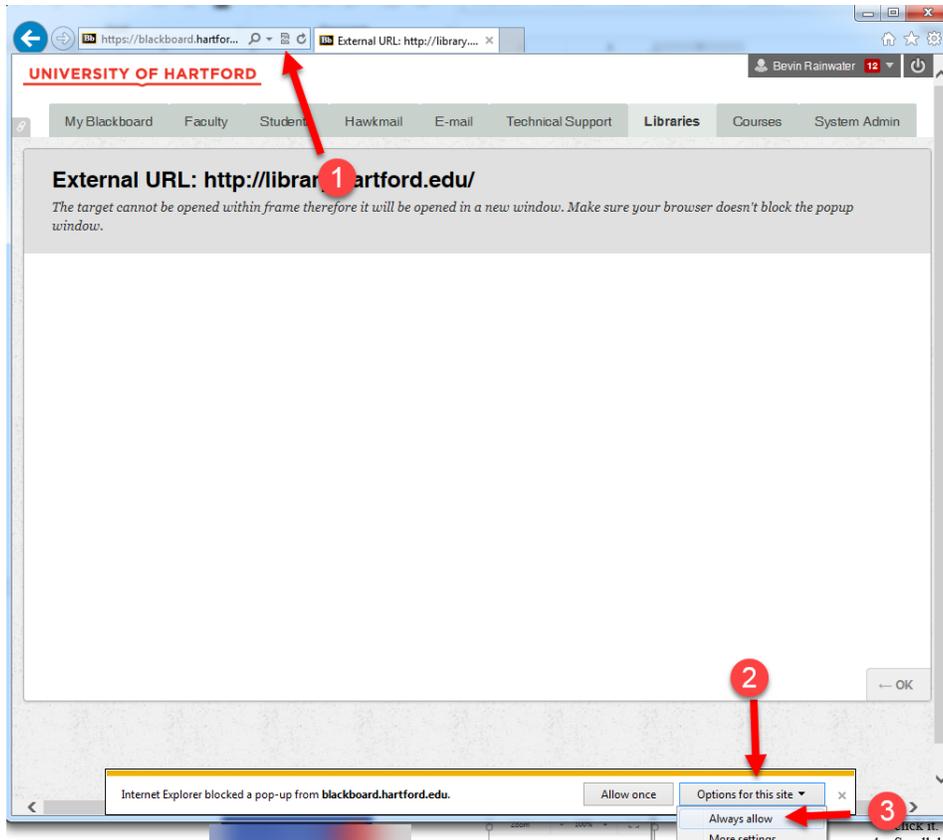
NOTE: Safari does not have an exception list for pop-ups. It's an all-or-nothing approach for now, so you must enable pop-ups completely for Blackboard use.

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:

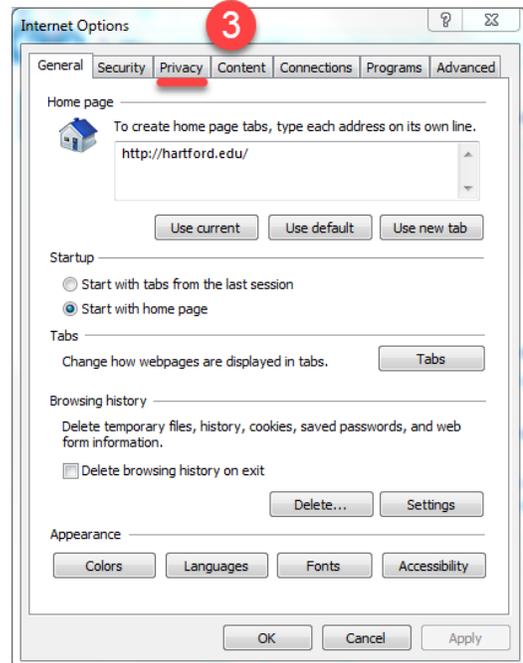
In the address bar, you will note an error (looks like a broken page) for pop-ups. Click this icon in the far right of the address bar. At the bottom of the window, a notification will appear that says "Internet Explorer has blocked a pop-up from blackboard.hartford.edu." Click the **Options for this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



Getting Help with Technology at the University of Hartford

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:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

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>

Information Technology Services (ITS) 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 **Email:** helpdesk@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) 768-4357 **Website:** <http://www.hartford.edu/mts>