# 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:

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Firefox prevented this site from opening a pop-up w	ndow.	_										2	ptions	]
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2	My Blackboard	Faculty	Students	Hawkmail	E-mail	Technical Support	Libraries	Co	irses		Syste	m Adı	nin	
External URL: http://lib	arv.hartfo	rd.edu/												
The target cannot be opened within frame	e therefore it will b	e opened in a	ı new window	. Make sure you	ır browser d	oesn't block the popup	window.							

#### Pop-ups blocked in Firefox



Pop-ups blocked in Chrome



#### Pop-ups blocked in Internet Explorer

#### External URL: http://library.hartford.edu/

The target cannot be opened within frame therefore it will be opened in a new window. Make sure your browser doesn't block the popup window.

#### 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.

Permissions	
• Location	Se <u>t</u> tings
Camera	Se <u>t</u> tings
July Microphone	Se <u>t</u> tings
Notifications Learn more	Se <u>t</u> tings
Pause notifications until Firefox restarts	
le Autoplay	Se <u>t</u> tings
🕶 Virtual Reality	Se <u>t</u> tings
Block pop-up windows	Exceptions
✓ Warn you when websites try to install add-ons	Exceptions

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

rou can specify which websites are allowed to install add-o allow and then click Allow.	ns. Type the exact address of the site you v	vant to
https://blackboard.hartford.edu		
	5	Allow
Website	Status	<u>^</u>
https://fpn.firefox.com	Allow	
https://addons.mozilla.org	Allow	
Remove Website Remove All Websites		

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**.



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.

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**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 <u>https://blackboard.hartford.edu</u> and then click **Add.**
- 6. Then click **Close** at the bottom right of the *Privacy* tab.

Ir	nternet Opti	ions		3			9	23
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	Home pag	je —	_					-
		To crea	ite home	page tabs,	type each add	ress on its o	own line	
		http:/	/hartford	l.edu/			^	
			Use cu	rrent	Use default	Use n	ew tab	
	Startup -							-
	Star	t with ta	bs from t	ne last ses	sion			
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### 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: 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: <u>bbsupport@hartford.edu</u> FAQ/Submit a Ticket: <u>http://www.hartford.edu/studentbbsupport</u>

#### 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) 768-4357Email: helpdesk@hartford.eduWebsite: 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