

Trusted Sites and Pop-Up Blockers:

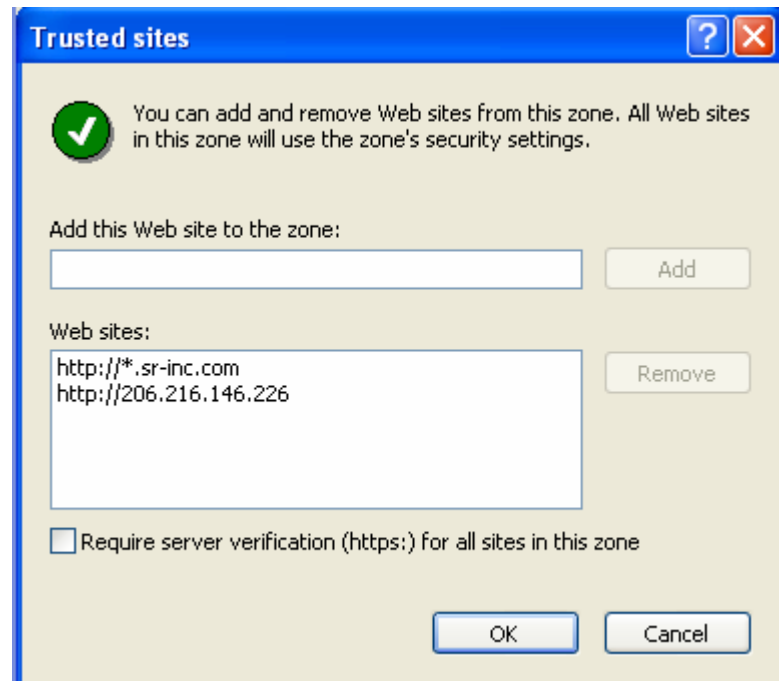
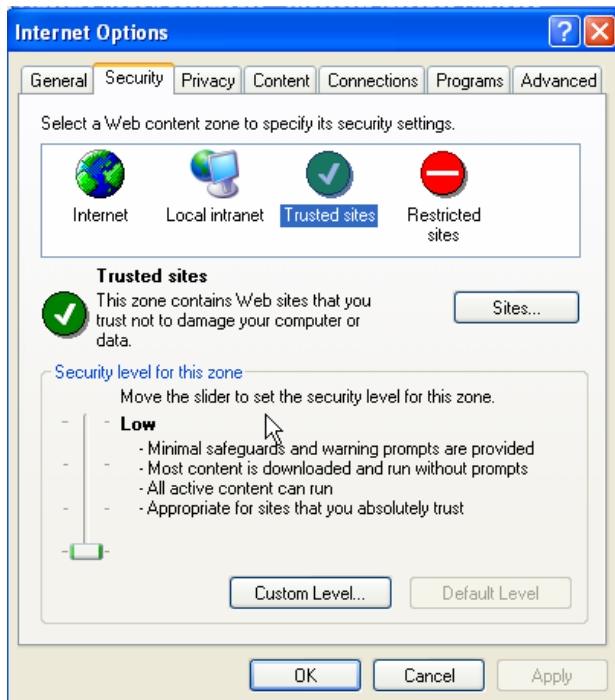
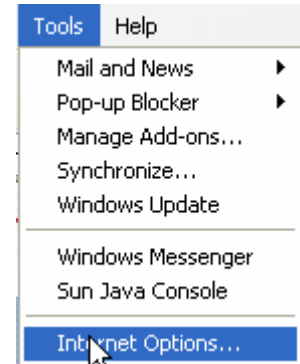
It is critical that you properly configure any software that prevents pop-up windows (commonly known as “Pop-Up Blockers”) before attempting to use SMARTS. You are **not required** to uninstall your anti-popup software. We recognize that pop-ups are a common nuisance on the Internet today, so we provide here instructions on how to effectively configure anti-popup software to allow SMARTS to function properly.

An easy way to determine if you a pop-up blocker problem is to hold down the “CTRL” key while you click on a button in SMARTS. This action suppresses pop-up blocker software. If the pop-up now open then you know that this is the cause.

Add SMARTS as a Trusted Site

A quick way to set up your browser to “trust” the SMARTS site and allow pop-ups and downloads of file types such as PDFs and XLS spreadsheets is to add the hosted website domain to your list of trusted sites.

1. From Internet Explorer click on Tools in the top menu then Internet Options
2. Click on the Security tab, then click on the “Sites” button
3. When on “Trusted Sites” you should make sure to 1) Require server verification (https:) for all sites in this zone” is unchecked and then 2) make sure the two web sites listed below are added
4. Click “OK” and then close out of Internet Explorer then re-open Internet Explorer and the pop-up within SMARTS should now open.



How to selectively disable anti pop-up software

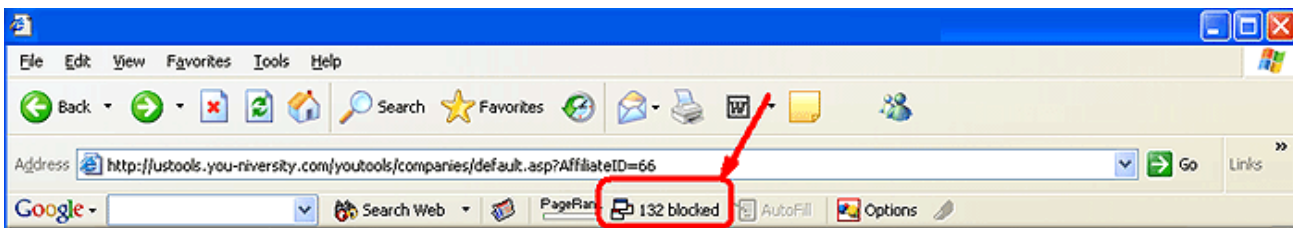
Most pop-up blockers allow you to either selectively allow pop-ups from some sites or temporarily disable their function altogether. We provide instructions for the most common pop-up blockers below. With virtually hundreds of pop-up blockers on the market today it is impossible to provide an all-inclusive manual. For instructions on other pop-up blockers, refer to your pop-up blocker manufacturer's manual:

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- *In many cases there is more than one pop-up blocker installed on your computer. This being the case, you'll need to configure all of them.*
- *Other examples of pop-up blockers may be named "Ad Blocker" or "Window Killer", etc.*
- *Sometimes a blocker may be installed even without your knowledge (this is called "Spam").*

Google toolbar Pop-up Blocker

If you are using Internet Explorer with the Google toolbar, ensure that the Google Toolbar says "Site pop-ups allowed" when you are on the webcasting lobby page. To accomplish this, go to the webcasting lobby page and click the button on the Google Toolbar that says "# blocked" (e.g., 132 blocked in the picture below). The button will turn into "Site pop-ups allowed".

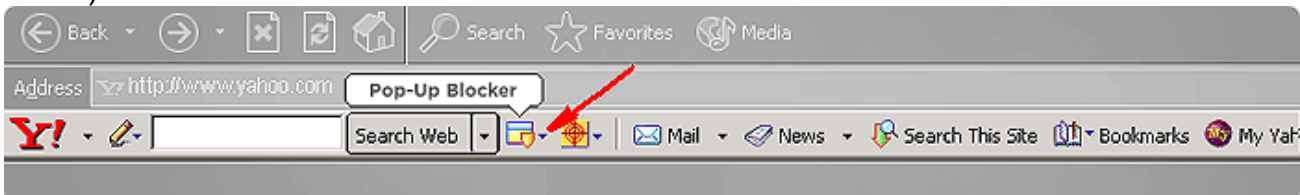


Make sure that before you hit the "Test Your System" button or the "Attend ..." button the Google toolbar shows "Site pop-ups allowed".

Find more information about Google's Pop-up Blocker look at http://toolbar.google.com/popup_help.html.

Yahoo toolbar Pop-up Blocker

If you are using Internet Explorer with the Yahoo toolbar, click on the pop-up menu (see picture below) and follow the next instructions.

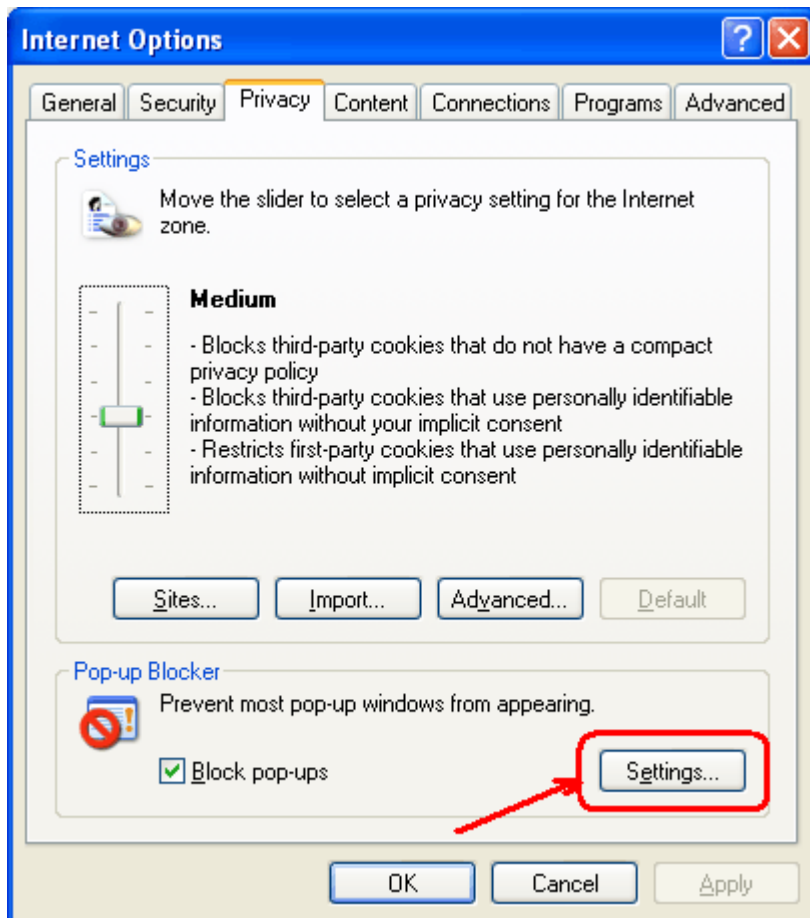


Add the source of the pop-up window to your Allowed List by clicking the Pop-Up Blocker menu and selecting "**Always Allow Pop-Ups From....**" button. Then select the webcasting site (the line that includes "you-niversity.com") from the "**Sources of Recently Blocked Pop-Ups list**" and click **Allow**.

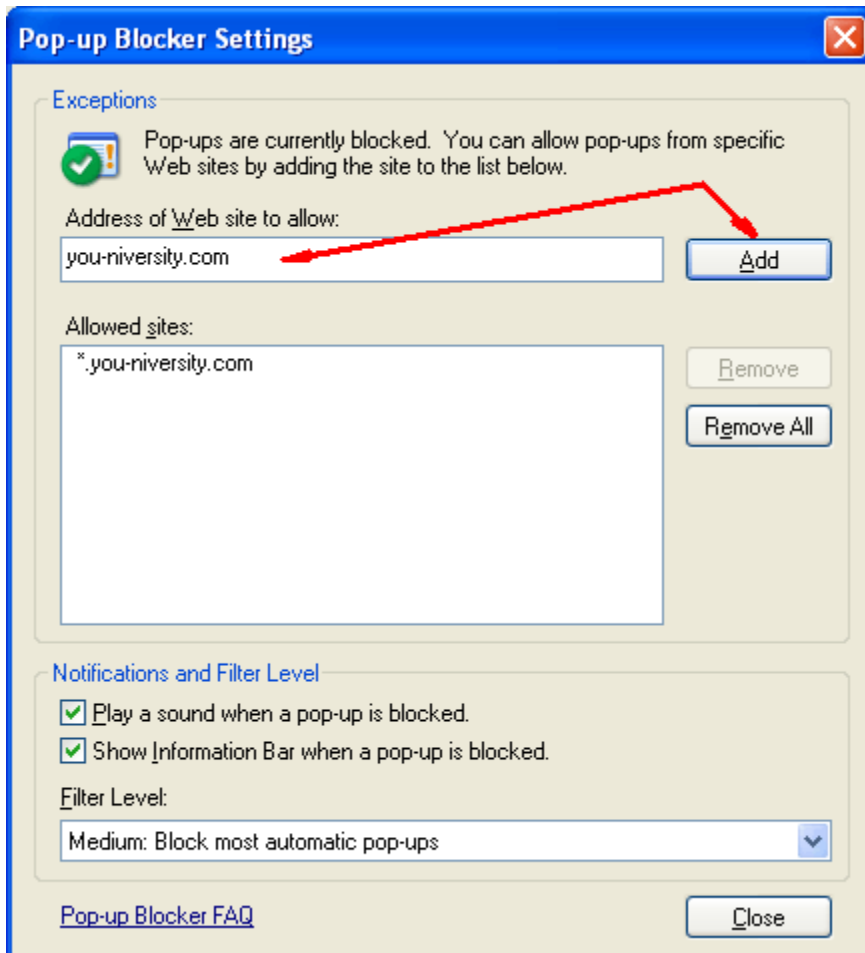
Find more information about Yahoo's Pop-up Blocker look at <http://help.yahoo.com/help/us/companion/pub/pub-07.html>

Configuring the Windows XP Service Pack 2 (SVP2) Pop-up Blocker

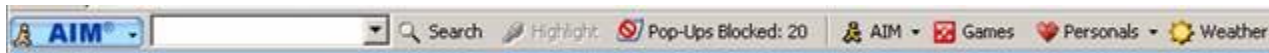
1. Open an Internet Explorer window
2. Click “Tools” (on the upper menu)
3. Choose “Internet Options”
4. Select the “Privacy” tab
5. Click the “Settings...” button (see the picture below)



6. In the box for “Address for Web Site to Allow” write “you-niversity.com”
7. Click the “Add” button (see the picture below)
8. Click “Apply” and “OK”
9. Now close out of Internet Explorer and reload the webcasting lobby page



AIM Toolbar



AIM Toolbar is often inadvertently installed along with AOL Instant Messenger, an instant messaging software. This Toolbar provides search functionality and interacts with AOL Instant Messenger.

- **To disable**

1. Click on the **AIM** button on the left end of the Toolbar. This will open the drop-down list.
2. Clicking on the **Toolbar Options** in the drop-down list will open the "AIM Toolbar Options"
3. Choose the **Popup Blocker Tab** and **uncheck the Block Popup Windows box**.
4. Click the **OK** button.

Once this is done, the user should be able to open the new window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

AOL Toolbar



- **To disable**
 1. Click **Settings** on the AOL toolbar.
 2. Click **Pop-Ups** in the **Essentials** tab.
 3. Click **Off - Do not block any pop-ups**
 4. Click **Apply** and **OK** to close the options window.
- **To allow pop-ups from the Virtual HR Center Website**
 1. Click **Settings** on the AOL toolbar.
 2. Click **Pop-Ups** in the **Essentials** tab.
 3. In the Web Pop-Ups tab of the Pop-Up Control Settings window select Allow Web pop-ups from these sites.
 4. Enter (<http://www.virtualhrcenter.com/>)
 5. Click **Add**.
 6. Click **Save**.
- **For more information you can visit:**
<http://help.aol.com/>

Earthlink



- **To disable**
 1. Click the **Protection** button on the toolbar.
 2. Click **Pop-Up Blocker** then **Options**.
 3. Click **Off - Do not block any pop-ups**
 4. Click **Apply** and **OK** to close the options window.
- **To allow pop-ups from the Virtual HR Center Website**
 1. Click the **Protection** button on the toolbar.
 2. Click **Pop-Up Blocker** then **Options**.
 3. Click **Open Allow List**
 4. Right-click on the first blank line, then type the full address of the site (<http://www.virtualhrcenter.com/>) and then press <**Enter**> on your keyboard.
 5. Click **OK** to close the list.
 6. Click **Apply** and **OK** to close the options window.
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- **For more information you can visit:**
<http://support.earthlink.net/tutorial/ta/protection/>

Firefox

- **To disable**
 1. Open the **Options** window in Firefox.
 2. Click on the **Web Features** icon.
 3. Uncheck the Block Popup Windows option. Click **Apply** and **OK** to close the options window.
-
- **To allow pop-ups from the Virtual HR Center Website**
 1. Click **Allowed Sites**.
 2. Enter this address(<http://www.virtualhrcenter.com/>)
 3. Click **OK**.
- **For more information you can visit:**
<http://www.mozilla.org/support/firefox/options#webfeatures>

Mozilla

1. Open the **Edit** toolbar menu and choose the **Preferences** option.
2. On the right-hand column, under the **Privacy & Security Preferences** category, click on the **Popup Windows** topic. (If no sub-categories are visible, double-click on the title **Privacy & Security** to expand the list.)
3. You can either de-select the box next to **Block unrequested popup windows** to completely disable the pop-up blocking software, or add Virtual HR Center to a list of allowed sites.
4. To do this, click the **Allowed Sites...** button, type **http://www.virtualhrcenter.com** into the text field, and then click the **Add**. Click **OK**.
5. An alternative method of doing this is to browse to the Virtual HR Center website (<http://www.virtualhrcenter.com>), and then click on the **Tools** toolbar menu. Choose **Popup Manager** and then select the **Allow Popus From This Site** option.

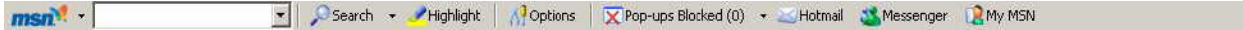
McAfee Internet Security

1. point to **McAfee Pop-Up Blocker**
2. deselect **Enable Pop-up Blocker**

McAfee also has a feature that allows the user to hold down the **Ctrl** key while clicking the refresh button which will allow the popup to load.

MSN Toolbar

MSN Toolbar is the latest of the toolbars, but is starting to gain popularity. As with Yahoo and Google Toolbars, it allows other features on top of Pop-Up Blocking. Below is the MSN Toolbar:



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, Click on the Down arrow to the right of the text to bring up the Menu:

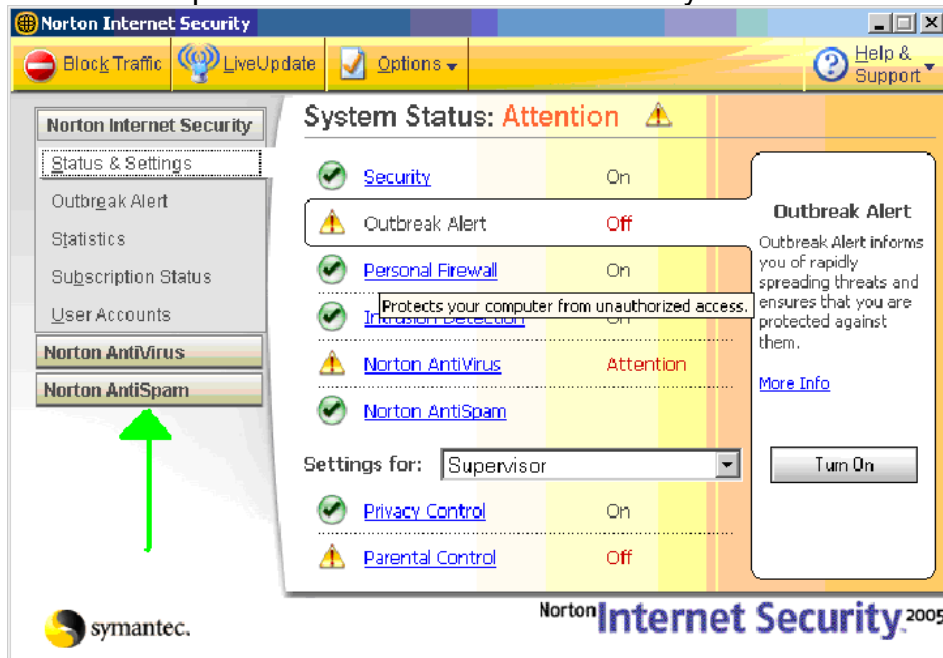


Click on Allow Pop-ups.

Norton AntiSpam and Norton Internet Security 2005 And 2006

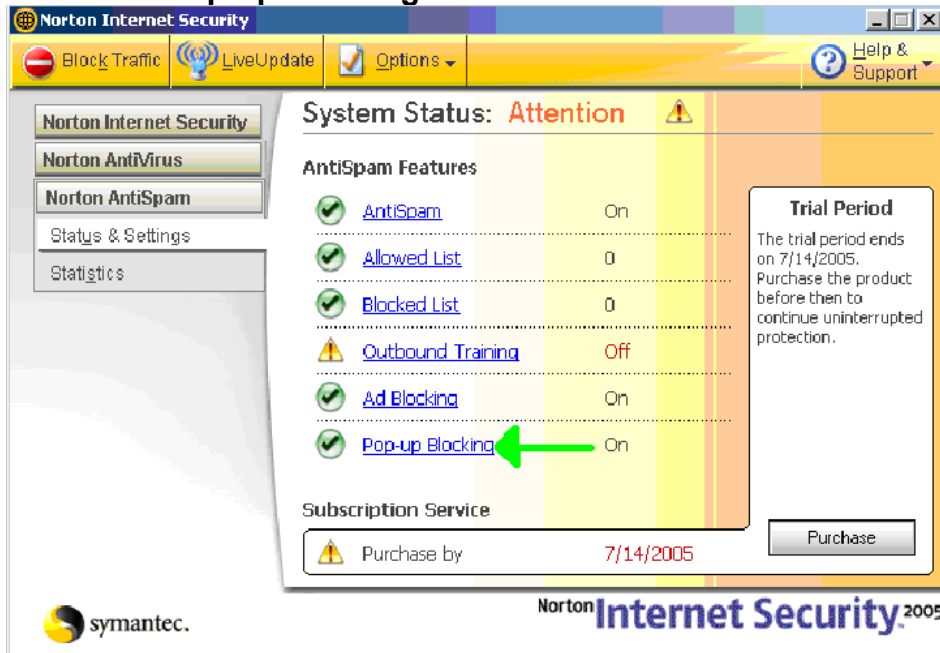


1. Norton Internet Security 2005 usually adds a yellow and orange orb icon to your system tray in the Windows taskbar. You may be able to right-click on it and Disable.(see above picture)
2. Otherwise, click on Start>Programs>Norton Internet Security>Norton Internet Security. In the left hand pane of the Norton Internet Security window **click on Norton AntiSpam**.

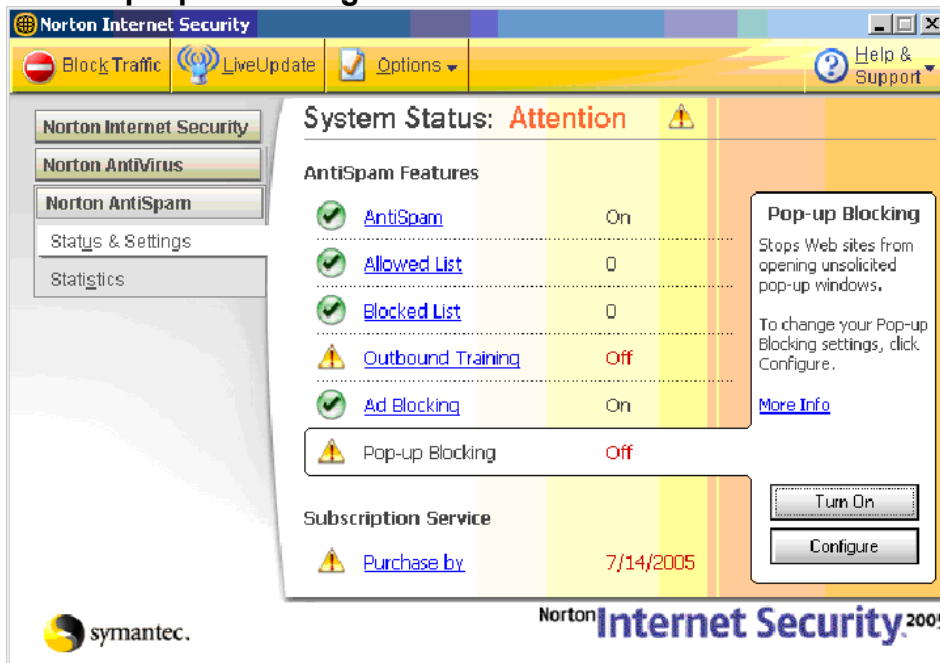


3. Choose the **Status and Settings** view under Norton AntiSpam. If Settings for Pop-up Blocking display a green checkmark, then Turn Off Pop-up Blocking. To do this, **Click on**

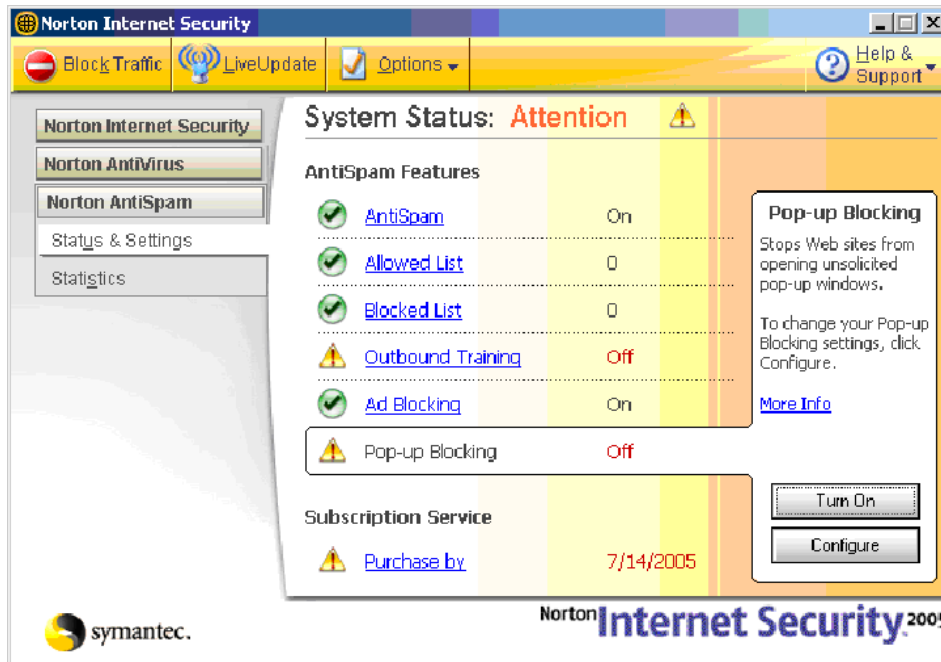
the words Pop-up Blocking.



4. Click Pop-Ups Blocking -> Turn off.



5. It should now look like this

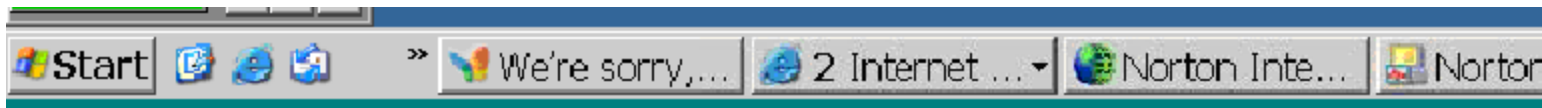


6. The last step is to clear your Cache. To do this you can open **Tools >Internet Options >** click the "**Delete Files...**" button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key & the **Shift** key use your mouse to press the browsers **refresh** button.

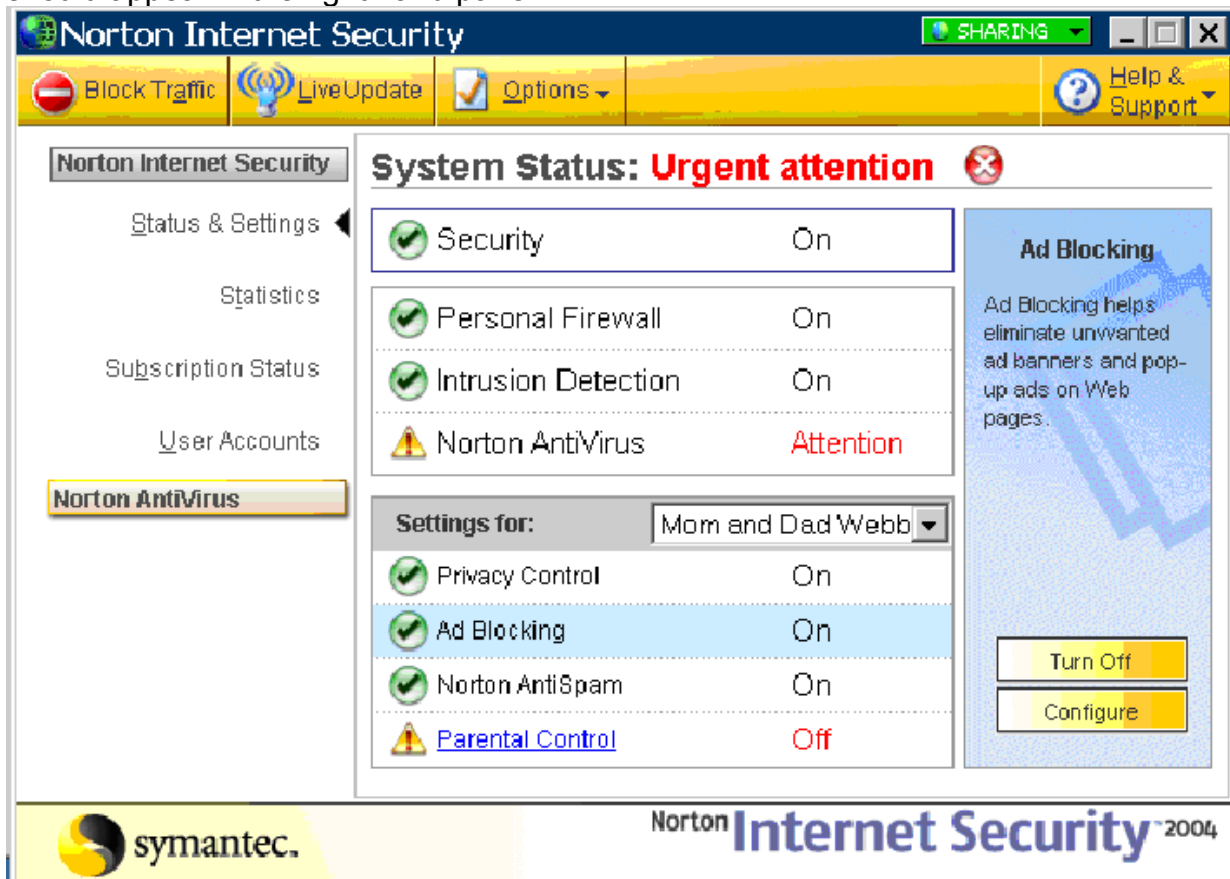
For more information you can visit:
SymantecSupportSite

Remember that the last step after turning off Norton Internet Security's popup blocker is to either **delete your Cache** or to **Refresh the assessment page** while simultaneously holding down the **Ctrl & Shift** keys to open a non-cached copy of the assessment page.

Norton AntiSpam and Norton Internet Security 2004 and earlier



1. Norton Internet Security 2004 usually adds a blue and green orb icon to your system tray in the Windows taskbar. **You may be able to right-click on it and Disable.**(see above image)
2. Otherwise, click on Start>Programs>Norton Internet Security
3. In the left hand pane of the Norton Internet Security window choose the Status and Settings view under Norton Internet Security. If Settings for Ad Blocking display a green checkmark, then Turn Off Ad Blocking. To do this, Click on the words Ad Blocking. The Ad Blocking Pane should appear in the right hand pane.



4. Click **Turn Off**.
5. The last step is to clear your Cache. To do this you can open **Tools >Internet Options > click the "Delete Files..."** button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key & the **Shift** key use your mouse to press the browsers **refresh** button.

For more information you can visit:

SymantecSupportSite

Remember that the last step after turning off Norton Internet Security's popup blocker is to either **delete your Cache** or to **Refresh the assessment page** while simultaneously holding down the **Ctrl & Shift** keys to open a non-cached copy of the assessment page.

PopUpCop

Another popular Pop-Up Blocker, this software is also designed solely for preventing Pop-Ups. It installs a toolbar within the browser:

To disable Pop-Up Blocking, click on the arrow to the right of the badge and a menu will appear with a list of options:

Click on Disable PopUpCop. Once this is done, the user should be able to open the new window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

Popup Manager (for Internet Explorer)

1. Launch a new Internet Explorer browser window and navigate to **<http://www.virtualhrcenter.com>**
2. Right-click with your mouse on the small color-coded area in the bottom left corner of your browser window. This bar of color will appear either red or green and is called a "widget".
3. In the resulting drop-down menu, select the option to Allow Popups from **<http://www.virtualhrcenter.com>**.

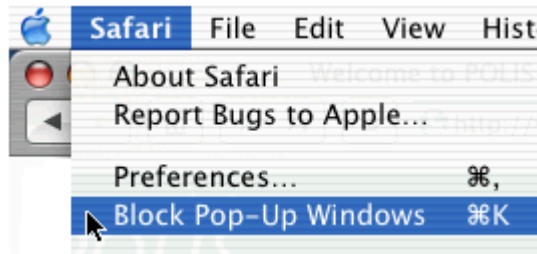
Note: In order to enable popups on an individual basis, press the **Ctrl** key while clicking on whatever is initiating the desired popup window.

Pop-Up Stopper

If you have Pop-Up Stopper, an icon will appear in the bottom right hand corner of your screen.

1. To disable the blocker, right-click on the Pop-Up Stopper software icon.
2. Un-check the checkbox next to **Enable pop-up blocking**.
3. You can re-enable the software when you are done with your assessment.

Safari Web Browser (Macintosh Computers)



1. Open Safari
2. Click on the Safari Menu
3. Uncheck "Block Pop-Up Windows"

Starware Toolbar (for Internet Explorer)

- To allow popups from the Virtual HR Center, launch a new Internet Explorer browser window and navigate to **<http://www.virtualhrcenter.com>**. Once you are on the Virtual HR Center home page, click on the Popup Blocker button in the Starware Toolbar. Once you do, the toolbar button will change to indicate that popups will now be allowed from the Virtual HR Center.
- To completely disable the popup blocker, click on the arrow next to the Starware logo on the left-hand end of the toolbar. This will display the main menu; select the **Preferences...** option from the resulting drop-down list. In the message window that appears, uncheck the box to **Enable Popup Blocker**. Click **OK** to close the window.

Viewpoint Toolbar

Viewpoint Toolbar is often inadvertently installed along with Viewpoint Player, a media player software. This Toolbar provides search functionality and shows snapshots of search results' pages.



Clicking on the word **Viewpoint** on the right end of the Toolbar will open the drop-down list.



Clicking on the **Options Menu** in the drop-down list will open the "Viewpoint Toolbar Options". To disable Pop-up Blocking **choose the Pop-ups Tab and uncheck the Enable Pop-up Blocker box. Then click the OK button.**



Zone Alarm

To disable the pop-up blocker in ZoneAlarm Pro:

1. Open the Zone Alarm program by clicking your Start Button and accessing the Zone Alarm folder under Programs.
2. Click on Privacy.
3. Turn off Cookie Control, Mobile Code and Pop Up control.