Guide to Disable Popup Blockers for Virtual Visits

Details for troubleshooting the disabling of popup blockers for patients.

WINDOWS

Internet Explorer 8 & Earlier

- Click Tools, select Pop-up Blocker, and then click Pop-up Blocker Settings.
- In the "Address of website to allow" box, type (https://mychart.partners.org) the website you want to see pop-ups from, and then click Add.

Internet Explorer 9 and Later

- Click the GEAR icon (Upper right corner) and select Internet Options.
- Click the "Privacy" tab on the dialog box, click the "Turn on Popup Blocker" button to add a tick.
- Click the "Settings" button to open the Pop-up Blocker Settings dialog box.
- Type the website address in the address field (https://mychart.partners.org).
- Click the "Add" button and then click the "Close" button on the Pop-up Blocker Settings dialog box.
- Click OK.

Microsoft Edge

- Right-click on the Windows icon (lower-left corner of the screen), then click on Settings.
- Type "pop" or "block" into the search box on the window that comes up and select "Block or allow pop-ups" from the suggested entries.
- Internet Properties window comes up, with the Privacy tab selected. Make sure the "Turn on Pop-Up Blocker" checkbox is checked, then click on the Settings button.
- Pop-Up Blocker Settings window comes up. Add (https://mychart.partners.org) the URL address of the website for which you want to allow pop-ups and click on the Add button.
- Click on Close to apply the changes and close the window.
- Click on OK in the Internet Properties window to apply the changes and close the window.

Firefox

- Open Firefox.
- Click the "hamburger" menu icon (top right) to open the Firefox menu.
- Click Options.
- Click the Content icon located at the top of the window.
- Make sure that Block pop-up windows is activated (checkbox).
- Click the Exceptions button located to the right of Block pop-up windows.
- You will see the Allowed Sites dialog box.
- To enable the browser to recognize UD servers as trusted sites and, therefore, enable pop-ups from these sites, in the Address of web site field, type (https://mychart.partners.org) and click Allow.
- Click Close
- Click OK to close the Options dialog box.

Chrome

By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

- On your computer, open Chrome.
- Go to a page (https://mychart.partners.org) where pop-ups are blocked.
- In the address bar, click Pop-up blocked.
- Click the link for the pop-up you want to see.
- To always see pop-ups for the site, select Always allow pop-ups and redirects from [site] > Done.

MAC

Safari

- From the Safari menu, select Preferences.
- Click Websites at the top of the window.
- Select Pop-up Windows.
- To allow specific pop-ups, navigate to the web page (https://mychart.partners.org), follow steps 1-3 and then select Allow next to the name of the site.

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iOS (iPad/iPhone)

Safari

- Open Settings.
- Scroll down to Safari and tap it.
- Scroll down under General until you find Block Pop-ups.
- Toggle off Block Pop-ups.

Firefox

- Open Firefox.
- Tap the three horizontal bars at the bottom.
- Swipe left, and then choose Settings.
- Turn on the toggle for Block Pop-up Windows to block pop-ups or turn it off to allow pop-ups.

Chrome

- On your iPhone or iPad, open the Chrome app .
- Go to a page where pop-ups are blocked (https://mychart.partners.org).
- At the bottom, under "Pop-ups blocked," tap Always show.

Android

Samsung Internet Browser

- On your Android device, open the Samsung Internet app.
- Tap the Menu icon (three vertical lines).
- Select Settings.
- Under Advanced, tap Sites and downloads.
- Slide Block Pop-ups to off (white) to disable pop-up blocking.

Chrome

- On your iPhone or iPad, open the Chrome app.
- Go to a page where pop-ups are blocked (https://mychart.partners.org/MyChart-PRD/Visits/visitslist).
- At the bottom, under "Pop-ups blocked," tap Always show.

Firefox

- Open Firefox.
- Type about:config in the address bar.
- Search for dom. disable_open_during_load.
- Set it to false to allow pop-ups.