

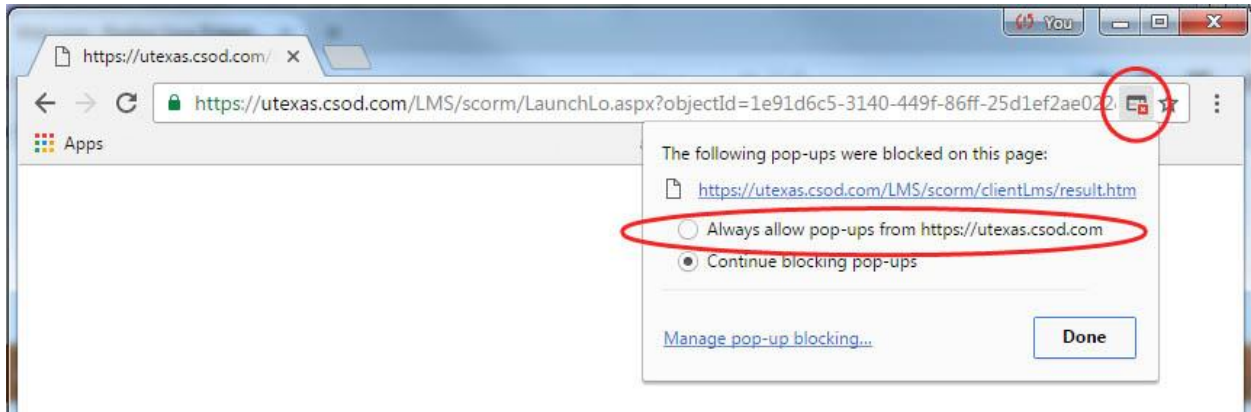
How to Allow Pop-ups for Online Classes

Some web applications, including UTLearn, require that your web browser allows pop-ups so you can complete online training classes. For security purposes, most browsers, with the exception of Safari, give you the ability to allow pop-ups from only specific sites while still blocking others.

Instructions for changing your browser settings on the current versions of the most popular web browsers are provided below so that you can complete your online training classes. If you have questions on the process, please contact the [UT Service Desk](#).

Chrome (version 26 or higher)

1. From your transcript in UTLearn, click the **Launch** button to open the online training class. A second window will open with a page that says “Loading title... One moment please.”
2. If the module does not load within 5-10 seconds, look at the top of the page. On the right side of the address bar, look for a square with a red “x” to the right of the URL (circled in the photo below).
3. Click on the icon and choose “Always allow pop-ups from https://utexas.csod.com”.



4. Click **Done**.
5. Close the window and go back to your transcript.
6. Relaunch the module.

Firefox (version 23 or higher)

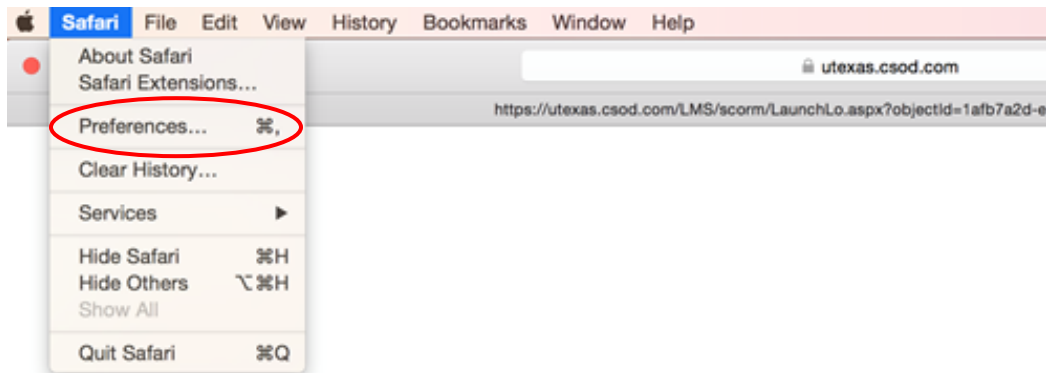
1. From your transcript in UTLearn, click the **Launch** button to open the online module. A second window will open with a page that says “Loading title... One moment please.”
2. If the module does not load within 5-10 seconds, look at the top of the page. On the right side of the address bar, look for a square with a red “no” symbol to the right of the URL (circled in the photo below).
3. Click on the icon and choose “Allow pop-ups from https://utexas.csod.com”.



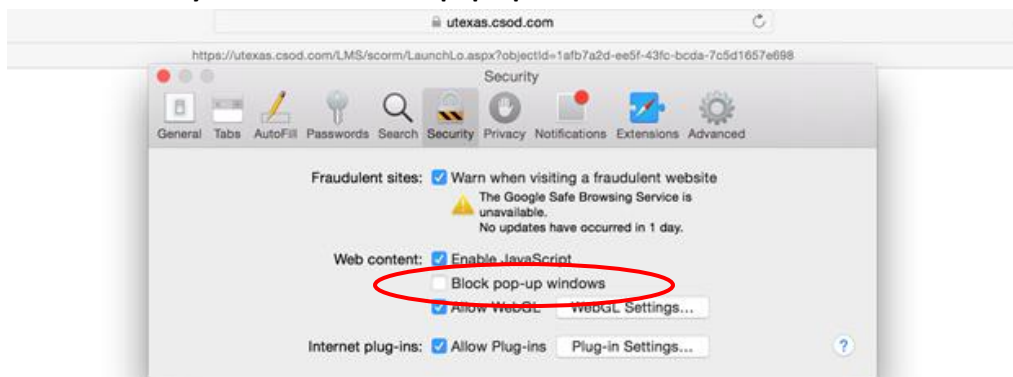
4. Close the window and go back to your transcript.
5. Relaunch the module.

Safari (version 10.0.1)

1. From your transcript in UTLearn, click the **Launch** button to open the online module. A second window will open with a page that says “Loading title... One moment please.”
2. If the module does not load within 5-10 seconds, click on **Safari** in the menu bar and select **Preferences...**



3. Click on **Security** and uncheck **Block pop-up windows**.

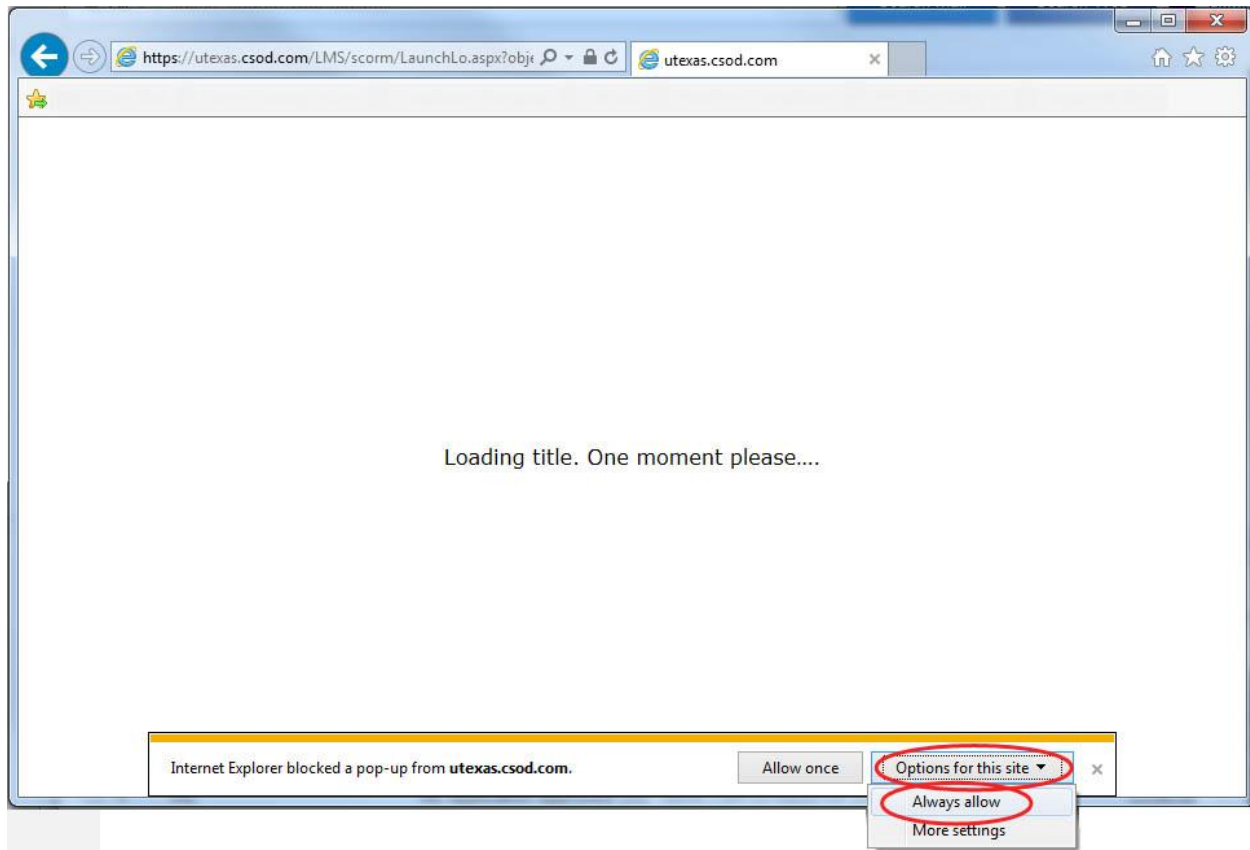


Loading title. One moment please....

4. Close the window and go back to your transcript.
5. Relaunch the module.
6. **Important:** Because Safari does not allow you to allow pop-ups from only specific websites, when finished with your training, follow these steps again to turn pop-up blockers back on.

Internet Explorer (version 10 or higher)

1. From your transcript in UTLearn, click the **Launch** button to open the online module. A second window will open with a page that says “Loading title... One moment please.”
2. If the module does not load within 5-10 seconds, look at the bottom of the page for a message. Click on “Options for this site”
3. Click on “Always allow”



4. Close the window and go back to your transcript.
5. Relaunch the module.

If following these steps does not fix the issue or you need additional assistance, please contact the [UT Service Desk](#).

UT Service Desk Contact Information

Phone: 512-471-9400

Email: help@austin.utexas.edu

[Submit a help request online](#)

Stop by in person: First floor lobby of the Flawn Academic Center