The FAO eLearning Academy platform uses a separate browser window to display courses and to track learner result. Some browsers have blockers that interfere with the course launch and prevent a Web page from opening a new browser window.

A small icon in the far right corner of your web browser will indicate when your pop-ups are blocked.

Before launching a course, you may need to check browser setting and ensure that blockers are disabled.

Fortunately, most browsers allow safe and trusted sites to be whitelisted. When such websites are specified, the blocker turns itself off when it visits that site.
Mobile Device (Tablets and Smartphones)

Safari (iPhone and iPad)

1. Open the iPhone/iPad Settings app > Tap Safari
2. Make sure the Block Pop-ups button is toggled to the Off position.

3. When the course is launched, tap Allow to let Safari open the course in a new pop-up window.
1. Click on the 3-dot settings icon at the right top on the browser toolbar
2. Select Settings > Advanced or Site settings
3. Expand Advanced or Site settings option
4. Select Pop-ups and redirects
5. Move the toggle switch slider on to allow pop-ups
6. When the course is launched, tap **Always show** to unblock popups and view the course.
Pop-up Blockers: How to disable pop-up blockers in most common internet browsers

Desktop/Laptop Browsers

**Google Chrome**

1. Click on the 3-dot settings icon at the right top on the browser toolbar

2. Select Settings > Privacy and Security

3. Privacy and Security > Expand Site Settings

4. Site Settings > Open Pop-ups and redirects

5. Select Sites can send pop-ups and use redirects
6. Alternatively, you can customize your settings and allow only to specific sites to send pop-ups. In that case, keep ‘Don’t allow sites to send pop-ups’ option selected and add your exceptions to the list by click on the Add button.
1. Go to Settings and more

2. Select Settings > Cookies and site permissions

3. Under All permissions expand Pop-ups and redirects

4. Turn off the Block (recommended) toggle to allow pop-ups

Alternatively, you can add selected websites which can be allowed to open pop-ups.
**Firefox**

1. Open **Application menu > Select Settings**

2. Select **Privacy & Security** in the left sidebar. Scroll down to the “Permissions” section.

3. Untick the **Block pop-up windows** to allow to Firefox to open a new window.

4. Alternatively, click on ‘**Exceptions..**’

…..and add which websites can be allowed to open pop-ups.