

How to Disable Pop-up Blockers in Microsoft Edge

Technical Recommendations for accessing Independent Study courses/exams:

- Use Microsoft Edge or Firefox for your internet browser. Please note that Internet Explorer can be used, but this browser is no longer being supported by Microsoft.
- Use a desktop or laptop computer. (Not formatted for mobile use)
- Disable your pop up blocker. (Directions below)
- Ensure your web browser allows access to secure webpages. (Directions available on our website under Quick Help Guide)
- Clear your browsing data. (Directions available on our website under Quick Help Guide)
- Ensure the most current version of Adobe Reader is installed on your computer. (Available at <http://get.adobe.com/reader/otherversions/>)
- Check plug-ins list for software that may be needed to view some content on the FEMA websites. (Available at <https://training.fema.gov/plugins.aspx>)

Additional Information on Pop-up Blockers:

- Depending upon what software you have installed on your computer, it is possible that you may have more than one pop-up blocker running. Pop-up blockers are often part of your computer's browser or security settings. You may need to disable all pop-up blockers, so the online course study material on our website, <https://training.fema.gov/IS/>, will work properly.
- Once you are finished using our online website, you can go back into the menu to turn on the pop-up blocker again.
- If you are still experiencing issues, please check to see if you have a Google, Yahoo, Bing or another toolbar installed. These third-party toolbars frequently have pop-up blockers that need to be turned off.
- Note that some security and anti-virus software also may have pop-up blockers integrated into the software. You will need to turn off these pop-up blockers to enable our courses to work properly.

If you continue to experience technical issues when accessing Independent Study courses/exams, please contact our office with the specific error message you are receiving. Our office can be reached by email at Independent.Study@fema.dhs.gov or by calling 301-447-1200 Monday through Friday 8:00am to 6:00pm ET.

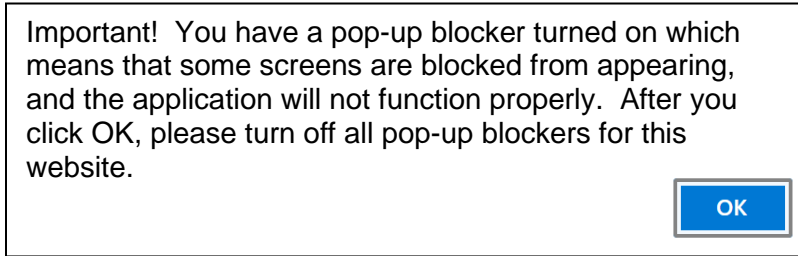
Disclaimer: Please note that any changes made are to assist you in completing a specific task on the Emergency Management Institute (EMI) website. FEMA is not responsible for any issues the changes might cause when using other websites or programs. Links to plug-ins and applications are provided so our viewers may access information using these products stored on our website. FEMA does not endorse any non-government websites, companies or applications.

****FEMA does not endorse any outside entity. Links are provided for informational purposes only.***

** The following steps and or pictures should be similar based upon your browser version.*

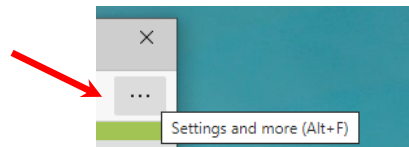
***If you are using a work or school computer, you may need to contact that system administrator for assistance with making setting changes.*

Pop-up blocking is now directly integrated into Microsoft Edge; therefore, by default, pop-up blocking is enabled. If you see a message at the top of your browser window, you will need to click on “OK”, then follow the steps below to disable all pop-up blockers for our website, <https://training.fema.gov/IS/>.

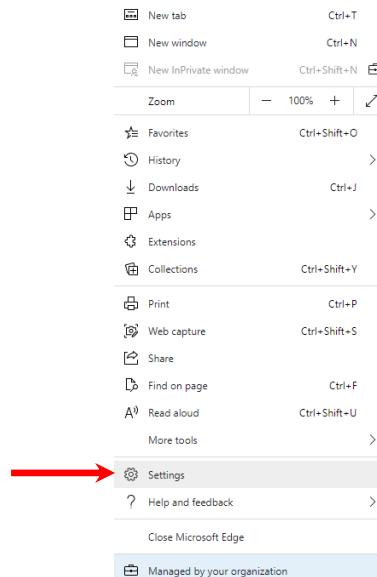


To disable the pop-up blocker while on our website:

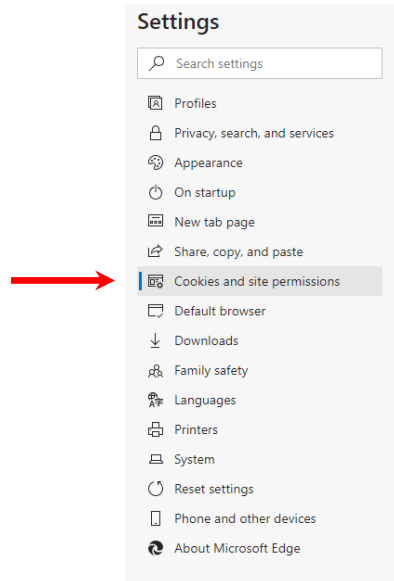
1. Open Microsoft Edge, then select “Menu” (3 dots icon on top right corner of the browser).



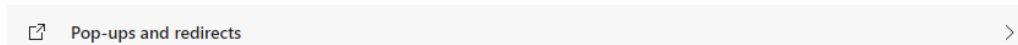
2. From the menu options, scroll down and click on “Settings”.



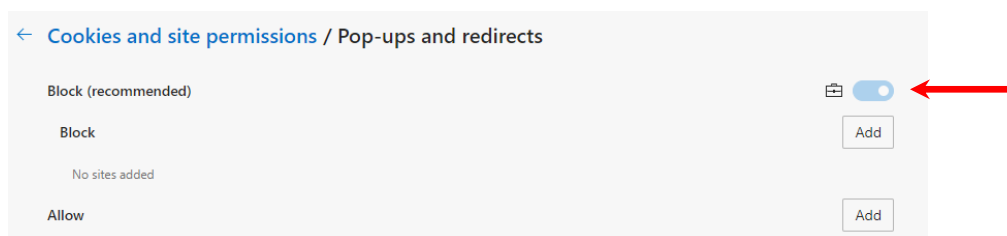
- Once the setting tab opens, select “Cookies and site permissions” from the menu on the left. Note: you may need to change the size of your browser window to view all the options on the webpage.



- Scroll down and click on “Pop-ups and redirects”.



- Under “Block (recommended)”, click the toggle button to “off” to allow pop-ups. Note: There is also an option to add specific websites on which you want to allow or block pop-ups. You can add Independent Study courses to your sites that “always allow pop-ups”. Our sites would be: training.fema.gov/* and emilms.fema.gov/*



When you are finished using our online website, you can go back into the menu to turn on the pop-up blocker again. To turn the pop-up blocker back on, follow steps 1-4 listed above. On step 5, click the toggle button to “on” to block pop-ups.