How to Disable Pop-up Blockers in Microsoft Edge

Technical Recommendations for accessing Independent Study courses/exams:

- Use Microsoft Edge or Mozilla Firefox for your internet browser.
- Use a desktop or laptop computer.
- Disable your pop-up blocker. (Directions below)
- 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. (Free download available at https://get.adobe.com)

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 may need to turn off these pop-up blockers to enable our courses to work properly.

If you continue to experience technical issues, please contact the Independent Study Program (ISP) office with the specific error message you are receiving. The ISP 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 Independent Study 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/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.
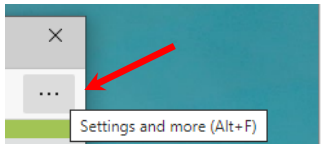
Pop-up blocking is now directly integrated into Microsoft Edge; therefore, by default, pop-up blocking is enabled. If you see a message at the top of your browser window, you will need to click on "OK", then follow the steps below to disable all pop-up blockers for our website, https://training.fema.gov/is.

Important! You have a pop-up blocker turned on which means that some screens are blocked from appearing, and the application will not function properly. After you click OK, please turn off all pop-up blockers for this website.

OK

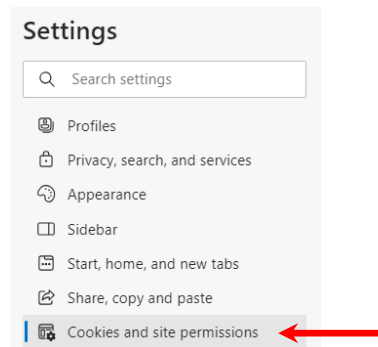**To disable the pop-up blocker while on our website:**

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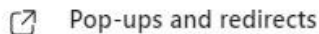

2. From the menu options, scroll down and click on "Settings".
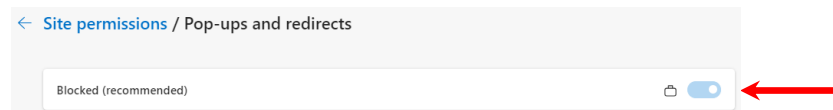

3. Once the setting tab opens, select ""Cookies and site permissions" from the menu on the left. Note: you may need to change the size of your browser window to view all the options on the webpage.

4. Scroll down and click on "Pop-ups and redirects".

5. 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 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.