

How to turn off pop-up blockers to run PLATO activities

Turning off pop-up blockers

Explanation

PLATO uses pop-up windows for various learner and educator functions. In order to use the system and run lessons properly you must disable your pop-up blocker(s) or allow pop-ups from PLATO sites.

With pop-up blockers enabled you may experience several issues. Some of the most common are listed here:

- Offline Activities do not display
- Reading passages do not appear when the **Show Reading Passage** button is clicked
- Reports do not launch
- Time-on-task for certain lessons do not report correctly for Learners
- You experience "The webpage you are viewing is trying to close the window" message
- You experience "Please turn off pop-up blocker for this site permanently" message
- You cannot login when entering correct credentials
- Progress does not get recorded / updated when learners exit a lesson or test
- Assessment passages do not show up
- Unable to launch lesson; "Please wait...Click here when your lesson or test is complete"

Resolution

Below are links to instructions on how to disable common pop-up blockers:

Internet Explorer's pop-up blocker: <http://windows.microsoft.com/en-US/windows-vista/Internet-Explorer-Pop-up-Blocker-frequently-asked-questions#>

Safari and Firefox on Mac Pop-up Blocker: <http://www.ddouglas.k12.or.us/files/TurnOffPopUpBlocker.pdf>

Firefox's pop-up blocker: <http://support.mozilla.com/en-US/kb/Pop-up%20blocker>

Google Chrome's pop-up blocker: <http://www.google.com/support/chrome/bin/answer.py?answer=95472>

Google Toolbar's pop up blocker: <http://www.google.com/support/toolbar/bin/answer.py?hl=en&answer=9171>

Yahoo Toolbar's pop-up blocker: http://help.yahoo.com/tutorials/toolbar/popup/ct_popup2.html

Ask Toolbar's pop-up blocker: <http://about.ask.com/en/toolbar/toolbarv/faq.html#na10>