


## Turn Pop-up Blocker off

If you login to Family Access and you do not get an error message, you should see your child's information. If you do not get a message indicating an invalid login or password, but a new screen does not display, the screen is being blocked. Select your Internet Browser:

### *Turn Pop-up Blocker off in Internet Explorer*


1. Open Internet Explorer.
2. Click the **Tools**  button, and then click **Internet options**.
3. On the Privacy tab, under Pop-up Blocker, clear the Turn on Pop-up Blocker check box, and then click OK.

### *Turn Pop-up Blocker off in Firefox*

To access the pop-up blocker settings:

1. At the top of the Firefox window, click on the Firefox button and then select Options or at the top of the Firefox window, click on the Tools menu and then select Options.
2. Select the Content panel. **Block pop-up windows:** Uncheck this to disable the pop-up blocker altogether.
3. Exceptions: This is a list of sites that you want to allow to display pop-ups.

### *Turn off Pop-up blockers in Chrome*

1. You can allow all pop-ups by disabling the pop-up blocker. Follow these steps:
2. Click the Chrome menu  on the browser toolbar.
3. Select **Settings**.
4. Click **Show advanced settings**. in the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, select "Allow all sites to show pop-ups."