

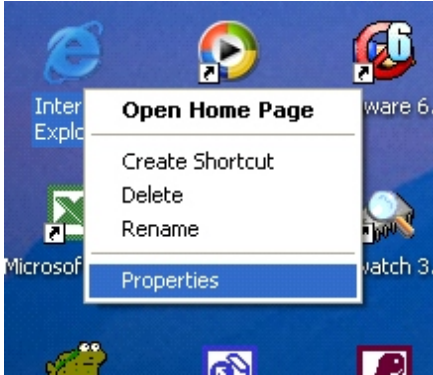
Handling Pop-up Blocker Problems

If you are experiencing problems with your OMH Web Application you may have a Pop-Up Blocker.

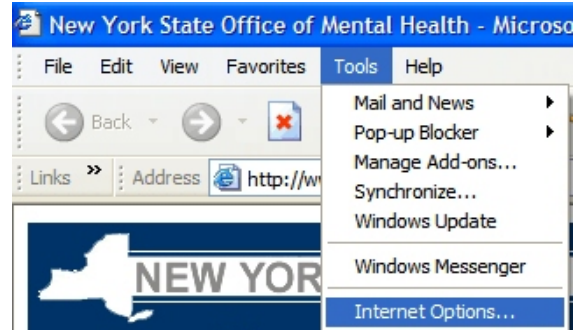
First, add *.omh.state.ny.us as a "Trusted Site." Second, add *.omh.state.ny.us as an "Allowed Site". Third, check for third-party software that has Pop-Up Blockers included. We are providing instructions for Google Toolbar and for Yahoo Toolbar as these are the most popular. NOTE: If you have any other Pop-up Blockers on your PC you will need to provide an exception or disable them.

Trusted/Allowed Site

Step 1

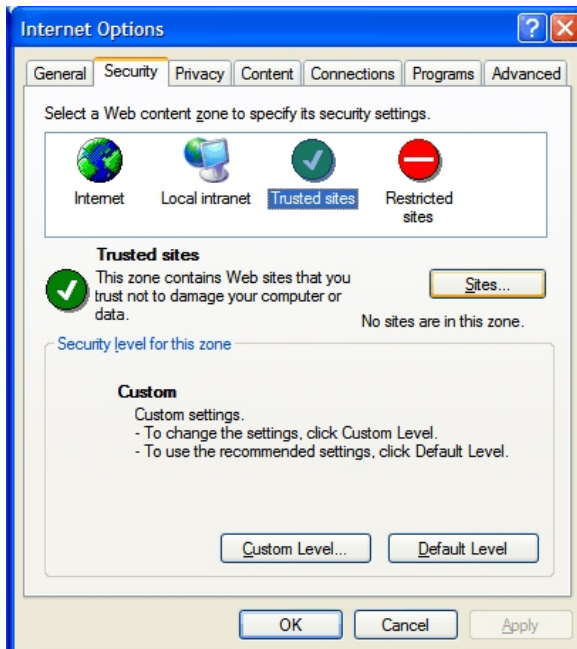


Right click on your Internet Explorer icon and select properties



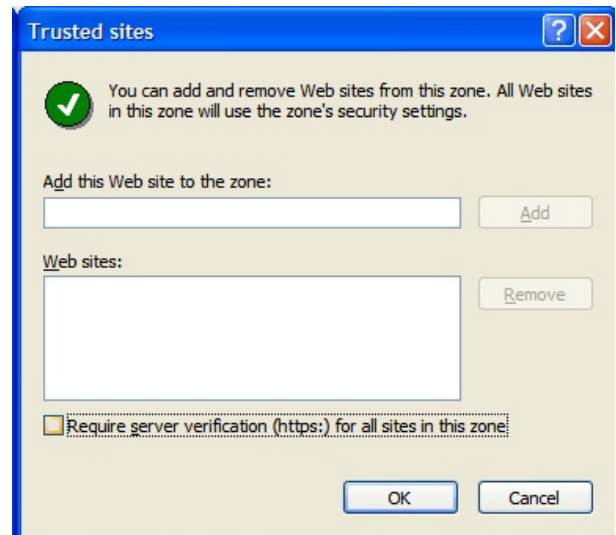
OR Open Internet Explorer, Click on Tools, Internet Options...

Step 2



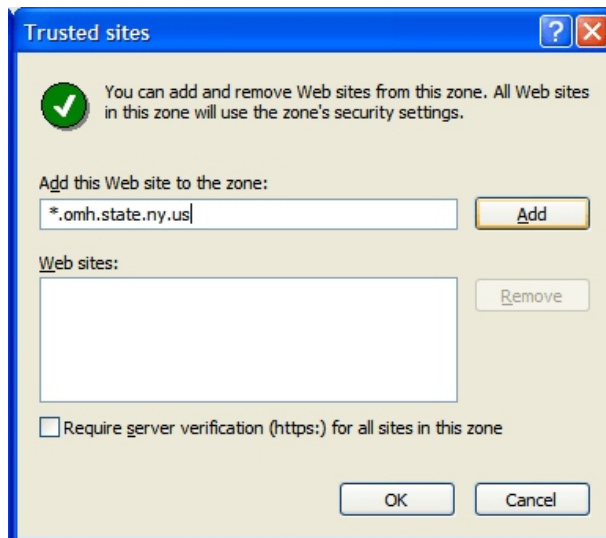
Click on the Security Tab, Trusted Sites, Click "Sites...." Button

Step 3



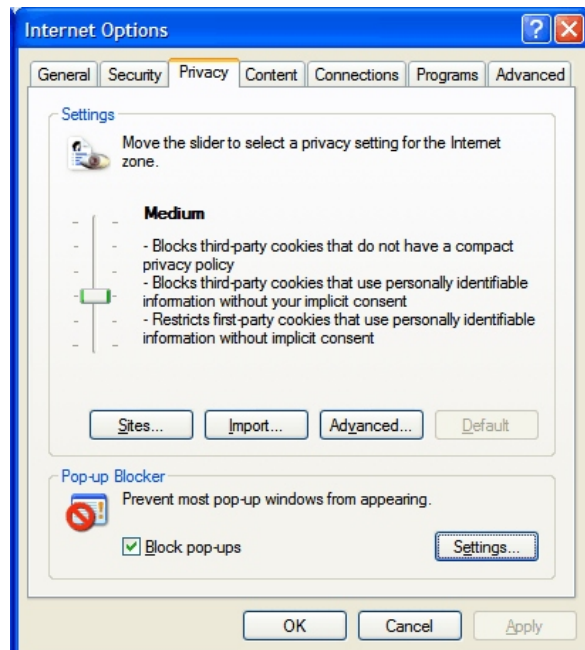
Uncheck the checkbox for "Require server verification..."

Step 4



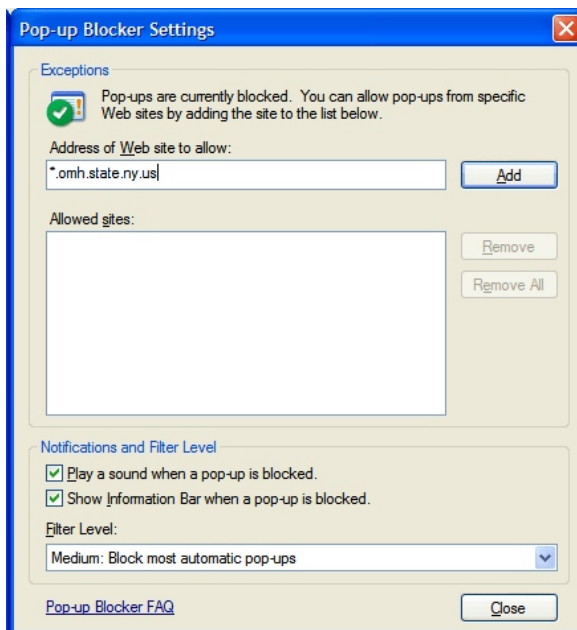
In "Add this Web site to the zone:"
Type: *.omh.state.ny.us. Click Add. Click OK.

Step 5



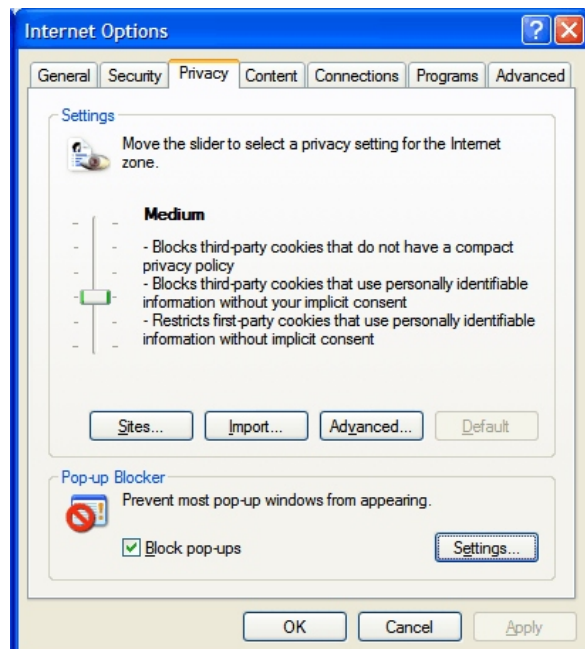
Click on Privacy Tab, Pop-up Blocker, Settings...

Step 6

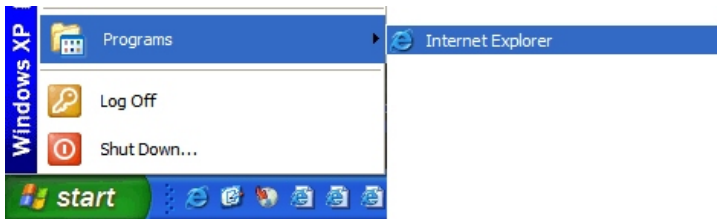


In the Address of Web site to allow, Type *.omh.state.ny.us
and click Add. Click Close.

Step 7



Click OK. OMH is now a "trusted" and "allowed" site.

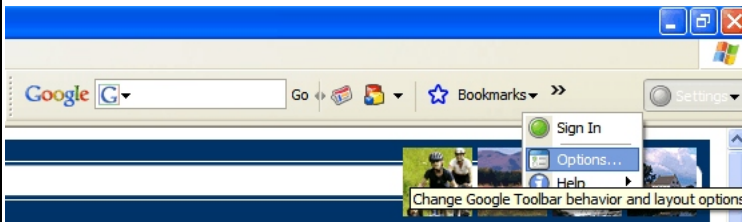


Launch Internet Explorer Browser. Click Start, Programs, Internet Explorer

OR

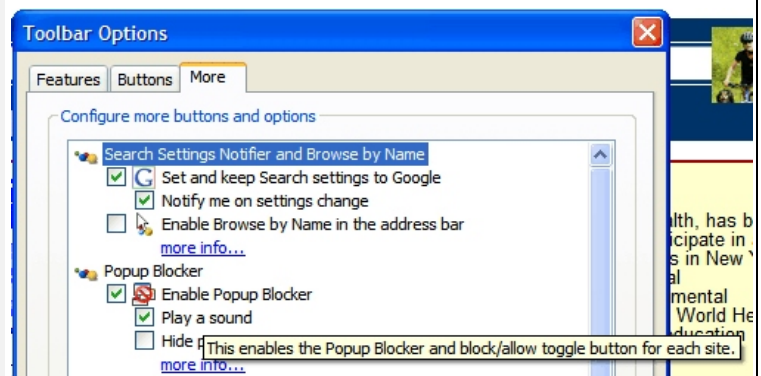
Double click on your Internet Explorer icon

Step 2

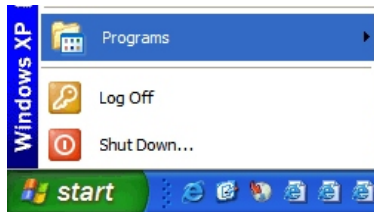


On the Google Toolbar, Click on Settings, Options...

Step 3



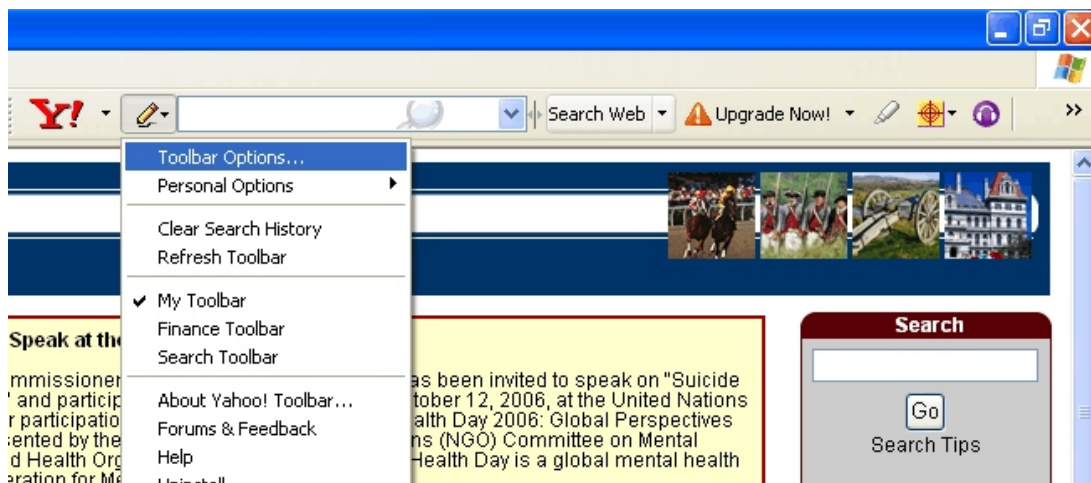
On the More Tab, Uncheck the checkbox for "Enable Popup Blocker"



Launch Internet Explorer Browser. Click Start, Programs, Internet Explorer

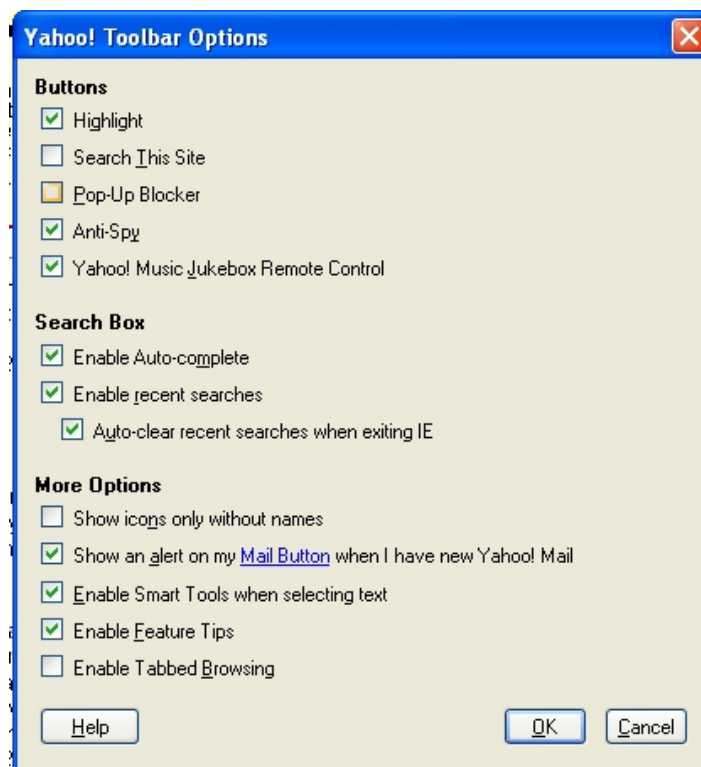
OR Double click on your Internet Explorer icon

Step 2



On the Yahoo! Toolbar, Click Toolbar Settings Button (small pencil with black , Toolbar Options ...

Step 3



Uncheck the Pop-Up Blocker checkbox. Click Ok.