

# Education Maintenance Allowance System

## Disabling Internet Explorer Pop-up Blocker

### About this Guide

**Service Pack 2** for **Windows XP** includes a new **Pop-up Blocker** function for Internet Explorer (IE) which will prevent EMA reports and System menus from being displayed because they are loaded into IE pop-up windows.

This guide provides instructions for either disabling the Pop-up Blocker or allowing pop-ups for the EMA site only.

**Note:** The following process will need to be performed on each computer used to access the EMA System.

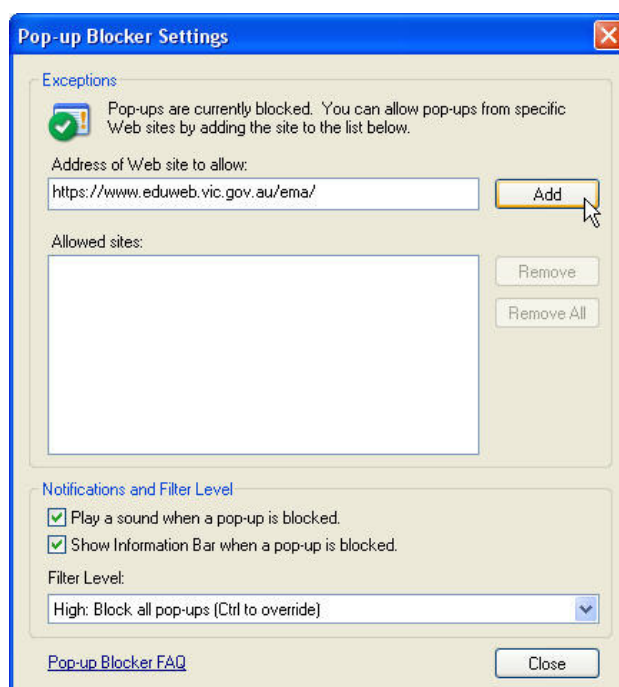
### Option 1: Disable Pop-up Blocker for the EMA system only.

**Step 1:** Open Internet Explorer (IE can have any web page displayed).

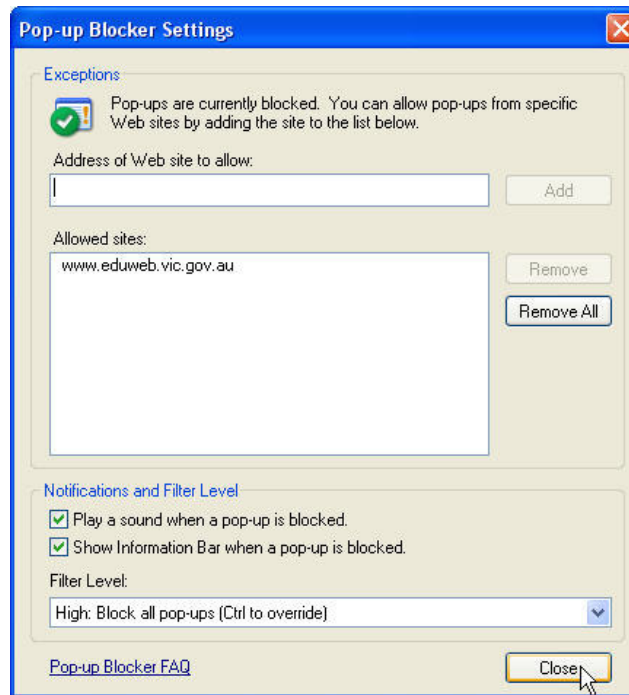
**Step 2:** Left click on the *Tools* menu of IE and select *Pop-up Blocker > Pop-up Blocker Settings*. The *Pop-up Blocker Settings* windows will load.

**Step 3:** Enter the *EMA System Address* into the 'Address of Web site to allow' field as shown below.

**Step 4:** Click the *[Add]* button.



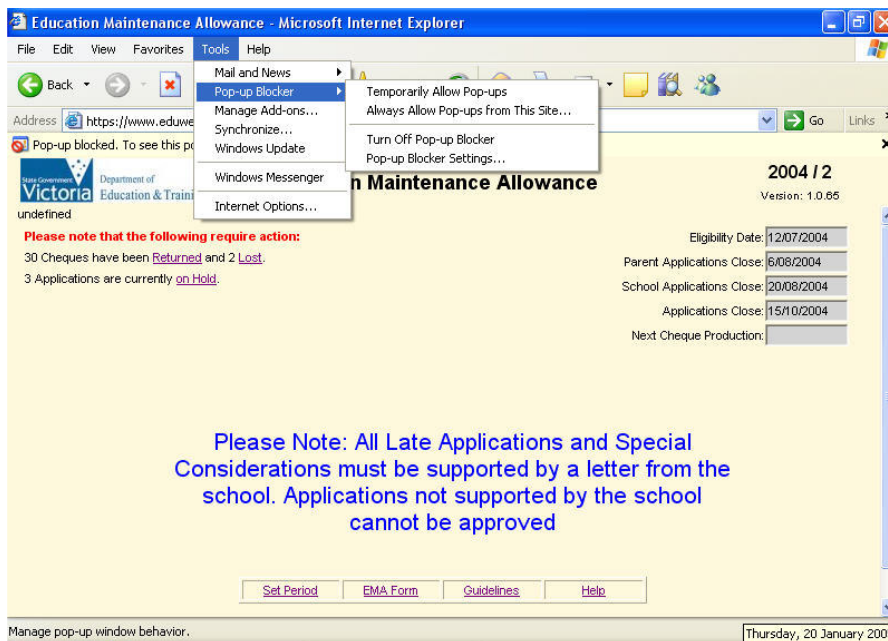
**Step 5:** Click the *[Close]* button to finish.



### Option 2: Disable the Pop-up Blocker for all web sites.

**Step 1:** Open Internet Explorer (IE can have any web page displayed).

**Step 2:** Click on the *Tools* menu and select *Pop-up Blocker > Turn Off Pop-up Blocker*.

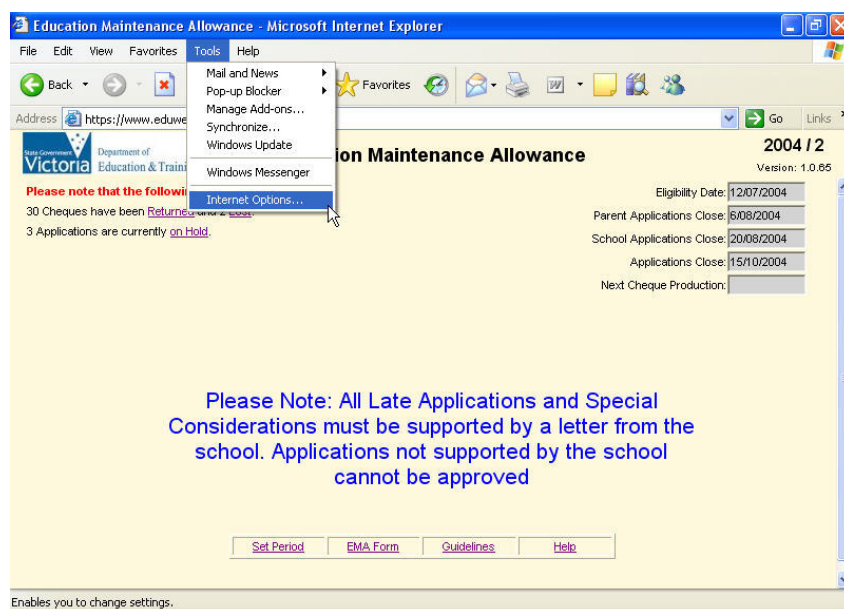


## Troubleshooting

If the EMA System menus still do not load, then **Active Scripting** needs to be enabled.

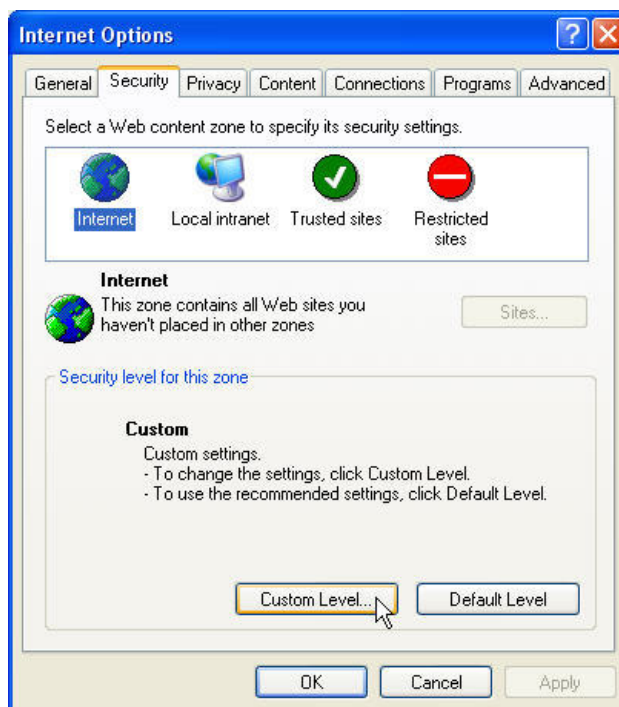
**Step 1:** Open Internet Explorer (IE can have any web page displayed).

**Step 2:** Click on the **Tools** menu and select **Internet Options**.

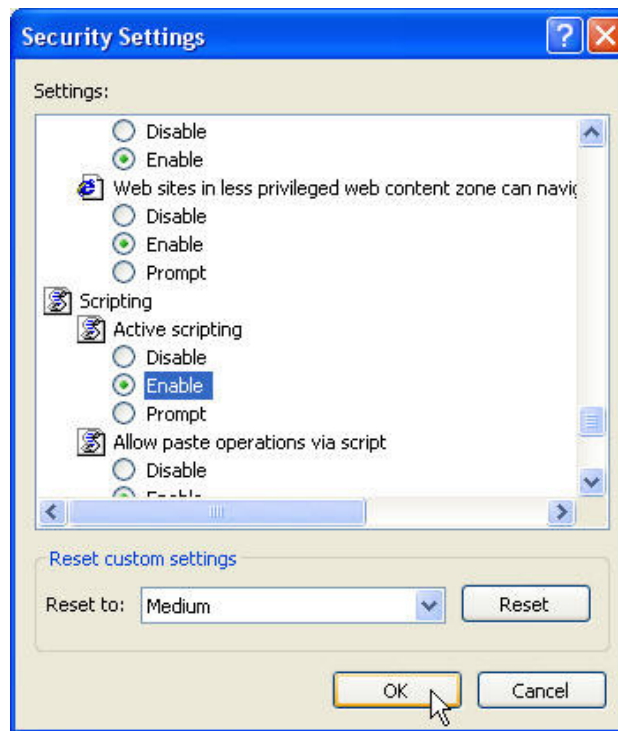


**Step 3:** The **Internet Options** window will open. Click the **Security** tab. Ensure that **Internet** is selected in the 'Select a Web content zone to specify its security settings'

**Step 4:** Click the [**Custom Level...**] button.



**Step 5:** The *Security Settings* window will load. Scroll down to locate the *Scripting* heading. Ensure that *Scripting > Active scripting* is set to *Enable* and click the *[OK]* button to finish.



**Step 6:** Close I.E. The changes will take affect when you re-open I.E.