Allowing Pop-Ups for Blackboard ONLY

Blackboard utilizes pop-ups to open windows and tabs in order to view content external to Blackboard. In order to allow Blackboard to open pop-ups, users must either enable pop-ups within their browser, or allow Blackboard permissions to open pop-ups while keeping pop-ups disabled for other sites. Allowing pop-ups for Blackboard will fix the issue external websites not opening in a new tab or a new window.

Errors

If pop-ups are blocked, users may experience one of the following notifications or errors:

- Pop-ups blocked in Firefox
- Pop-ups blocked in Chrome
- Pop-ups blocked in Internet Explorer
- Pop-ups blocked in Safari
NOTE: A Blackboard page will appear saying “External URL: http://... The target cannot be opened within the frame therefore it will be opened in a new window. Make sure your browser doesn’t block the popup window.” Because pop-ups are blocked (as shown in the upper address bar), a new window does not appear.

**Firefox**

In Firefox, there are two options to allow pop-ups, enable via the address bar when you click on a tab that opens a pop-up on the site, or by going into Options.

**Via the Address Bar:**

When Firefox pops up the error stating that “Firefox prevented this site from opening a pop-up window” click on the Options button on the address bar and click on Allow pop-ups for blackboard.hartford.edu. Pop-ups will now be enabled for Blackboard.

![Firefox](image)

**Allowing pop-ups for blackboard.hartford.edu in Firefox**

**Via Options:**

1. Click on the three bar icon in the far upper right to get the dropdown menu.
2. Click on Options.
3. Click on Privacy and Security on the far left.

![Firefox Options](image)

4. Scroll down to the Permissions section and then click on the Exceptions button.
5. In the Address of Website box, type in https://blackboard.hartford.edu and then click Allow.

6. Blackboard’s website will show up in the box below, then click Save Changes.

**Chrome**

In Chrome, there are two options to allow pop-ups, enable via the address bar when you click on a tab that opens a pop-up on the site, or by going into Settings.

**Via the Address Bar:**

In the address bar, you will note an error for pop-ups. Click this icon in the far right of the address bar. Then click “Always allow pop-ups from https://blackboard.hartford.edu,” and click Done. Pop-ups will now be enabled for Blackboard.
**Via Settings:**

1. Click on the three dot icon in the far upper right to get the dropdown menu.
2. Click on **Settings**.
3. Click on **Settings** in the upper left to expand the menu.
4. Click **Advanced**.
5. Click on **Privacy and Security**.
6. Under **Privacy and Security**, click on **Content Settings**, then click on **Popups**.
7. Under **Allow**, click the **ADD** button.
8. Under **Add a site**, type in **blackboard.hartford.edu**, then click **ADD**.

**Safari**

1. From the Safari menu, choose **Preferences**... and click the **Security** tab.
2. Ensure the **Block pop-up windows** option is **not checked**. Unchecking this option will allow pop-ups.
3. To block pop-ups once again, check the **Block pop-up windows** checkbox.

**NOTE:** Safari does not have an exception list for pop-ups. It’s an all-or-nothing approach for now, so you must enable pop-ups completely for Blackboard use.
Internet Explorer

In Internet Explorer, there are two options to allow pop-ups, enable via the address bar when you click on a tab that opens a pop-up on the site, or by going into Internet Options.

Via the Address Bar:

In the address bar, you will note an error (looks like a broken page) for pop-ups. Click this icon in the far right of the address bar. At the bottom of the window, a notification will appear that says “Internet Explorer has blocked a pop-up from blackboard.hartford.edu.” Click the Options for this site button, then click Always allow.
Via Internet Options:

1. Click the small gear icon in the upper right hand corner and the dropdown menu will appear.
2. Scroll down the option menu and click on Internet Options.
3. In this menu look for a tab labeled Privacy and click it.
4. Scroll down that tab until you see Pop up blocker, click the button to the right of it labeled Settings.
5. In the box labeled Address of website, type in https://blackboard.hartford.edu and then click Add.
6. Then click Close at the bottom right of the Privacy tab.

Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology-related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty wishing to use the lab may contact FCLD.
Phone: (860) 768-4661 Email: fcld@hartford.edu
Website: http://www.hartford.edu/fcld

Office of Technology Services (OTS) Help Desk
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).
Phone: 768-4357 (on campus) or (844) 292-3213 (off campus)
Email: ots@hartford.edu Website: http://hartford.edu/ots
Student Blackboard Support: (860) 515-3742 or http://www.hartford.edu/studentbbsupport

Media Technology Services (MTS)
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)
Website: http://www.hartford.edu/mts